

# New Century Health Quick Start Guide

For questions directly related to working with New Century Health (NCH), please call NCH at **1-888-999-7713**, 8 AM - 8 PM Eastern time, Monday through Friday.

For all other inquiries, please contact an Author by Humana Provider Navigator at 1-833-502-2013, 8 AM - 5 PM Eastern time, Monday through Friday.

**Effective Jan. 1, 2021**, NCH will review prior authorization requests from oncologists and radiation oncologists for all radiation oncology (in addition to oncology-related infused chemotherapeutic drugs/supportive agents) before being administered in either the provider's office, outpatient hospital, ambulatory setting, or infusion center. This document details important workflow processes for working with NCH and Author by Humana.

One person from your organization should be registered for a NCH account at [my.newcenturyhealth.com](https://my.newcenturyhealth.com).

## How to Request a Prior Authorization with NCH\*:

- ▲ Submit electronically via the [NCH Provider Web Portal](#)
- ▲ Call NCH Utilization Management: 1-888-999-7713, 8 AM - 8 PM Eastern time, Monday through Friday.
  - Medical Oncology - Option 1
  - Radiation Oncology - Option 2
  - General - Option 6

## Other Requests Related to Outpatient Chemotherapy and Radiation Oncology:

- ▲ For patients with service from Author by Humana, submit prior authorization requests for inpatient chemotherapy via the [Avality Portal](#) and select Author by Humana as the payer.
- ▲ For patients with service from Author by Humana, submit medical claims, medical appeals, and grievances to the appropriate business areas. Visit [authorbyhumana.com/providers](https://authorbyhumana.com/providers) for more information.
- ▲ For patients with service from Author by Humana, submit Part D claims or appeals to Humana Clinical Pharmacy Review (HCPR). Visit [humana.com/provider/pharmacy-resources](https://humana.com/provider/pharmacy-resources) for more information.

\*More information about the list of services that require prior authorization through NCH can be found on Author by Humana's website: [authorbyhumana.com/providers](https://authorbyhumana.com/providers). Please note that prior authorization is not required for services provided by nonparticipating healthcare providers for patients with preferred provider organization (PPO) coverage. Notification is requested, as this helps coordinate care for your patients.