

# Evolut Oncology and Radiation Oncology

## Frequently Asked Questions



 **PRESBYTERIAN**

Presbyterian Health Plan, Inc.  
Presbyterian Insurance Company, Inc.

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) are partnering with Evolut Health (Evolut) for delegated utilization management oncology services. To support providers during this transition, Presbyterian has compiled answers to frequently asked questions:

### 1 Who is Evolut?

Evolut (formerly New Century Health) is a comprehensive oncology quality management company whose goal is to apply evidence-based treatment to the delivery of oncology and radiation oncology care.

### 2 When will the oncology program through Evolut begin?

The oncology program will begin effective March 31, 2026.

### 3 What are some key features of the program?

Evolut offers providers:

- Real-time authorizations for evidence-based treatments
- Real-time status of authorization requests
- Eligibility verification
- Specialty-matched peer-to-peer reviews when discussing treatment options
- Dedicated Evolut provider engagement managers to address any issues or questions

### 4 What Presbyterian members are included in this program?

Presbyterian Commercial/Exchange, Medicare and Medicaid members of all ages are included.

### 5 When will Evolut begin accepting authorization requests?

Providers may begin contacting Evolut on March 31, 2026, to secure prior authorization for services scheduled on or after this date.

### 6 Which drugs require Evolut authorization?

Medical benefit (part B) infused, injectable and oral chemotherapy, hormonal therapeutic treatment, supportive agents, and symptom management medications ordered for a primary ICD-10 cancer diagnosis in the following range:

**C00 - D49.9, E34.0, E34.01, E34.09**

Prior authorization must be submitted only for drugs listed as requiring prior authorization in the Evolut Preauthorization [Radiation Oncology](#) and [Medical Oncology](#) Matrices.

### 7 How do I obtain Evolut prior authorization?

Submit to Evolut via:

- [The Evolut portal](#): Select CarePro
- Call: 1-866-500-7729
  - Mon - Sat, 6 a.m. to 6 p.m. MST
  - Sun: 6 a.m. to 3 p.m. MST
  - After-hours calls will be transferred to the Presbyterian Health Plan Provider Line (1-888-923-5757), which includes after-hours coverage

**8 Which radiation therapy modalities require Evolent authorization?**

Proton and neutron beam therapy requires Evolent authorization.

**9 Which provider specialties are included in the Evolent program?**

Evolent will review authorization requests for services and diagnosis in scope for all ordering provider specialties.

**10 Which locations of service are Evolent managing preauthorization for?**

- 11 – Provider’s office
- 19 – Outpatient off-campus
- 22 – Outpatient on-campus
- 24 - Ambulatory surgical center

**11 What training and assistance is available from Evolent?**

- Visit the [Evolent Training Page](#) to register for upcoming training sessions
- Email [providertraining@evolent.com](mailto:providertraining@evolent.com)

**12 What is the transition of care process?**

Presbyterian approvals issued before March 31, 2026, are effective until the authorization end date. Oncology or radiation oncology services that did not require an authorization prior to this date may require an authorization from Evolent for service/treatment dates on/ after March 31, 2026.

**13 Who is responsible for obtaining prior authorization?**

The physician organization ordering medical oncology medications or radiation oncology services must request prior authorization through Evolent.

**14 Who reviews oncology and radiation oncology requests?**

Evolent medical reviewers are licensed oncologists and radiation oncologists using nationally recognized clinical guidelines when performing reviews.

**15 What happens if the authorization request does not meet guidelines?**

If the request does not meet evidence-based treatment guidelines, Evolent may request additional information or initiate a physician discussion with the requesting provider.

**16 What will the Evolent authorization number look like, and how long is it valid?**

The Evolent authorization will start with “AR” followed by at least six digits (e.g., AR100000). Medication request authorization duration is automatically calculated based on the treatment start date and the number of treatment cycles. Radiation oncology authorization duration is fixed for 90 calendar days from the treatment start date.

**17 Where do I send my medical claims?**

Providers must continue sending claims to Presbyterian.

**18 Does prior authorization guarantee payment?**

No. Prior authorization does not guarantee payment for services. Payment of claims is dependent on eligibility, covered benefits, provider contracts, and correct coding and billing practices. For specific details, please refer to the [Presbyterian provider manuals](#).

**19 Who is responsible for responding to grievances and appeals?**

Presbyterian maintains the grievance and appeal process with providers. For more information, visit the [Presbyterian Appeals & Grievances webpage](#).