Cancer Guidance Program
MBMnow

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Overview and Login

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|4| Overview

Developed in coordination with providers

- Developed with insights from a team of 10+ board-certified oncologists, hematologists, and internal medicine medical directors; five specialty pharmacists; 60+ registered nurses with experience as complex case managers, oncology care, or specialty drug administration
- Already contracted to support authorizations for 23M+ members

Access the tool via the AR/OMN Portal

- No need to get a new Prior Authorization in the tool as historical authorizations will be loaded
- < 10 minutes for most authorizations
- Oncology decision support based on appropriate clinical criteria
- Regimen-level PA approval

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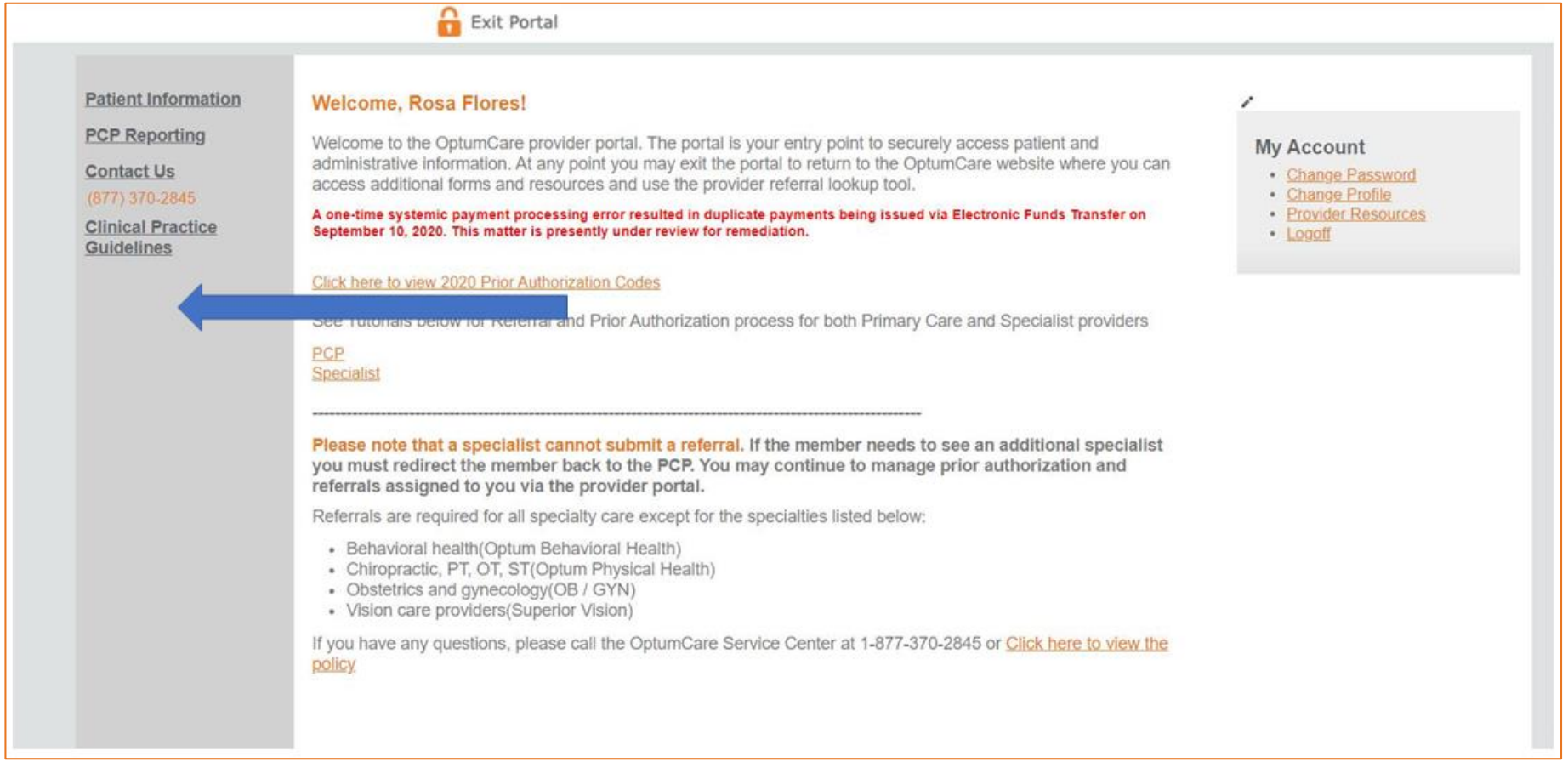
|5| Accessing MBMnow

Access the OMN/AR Portal and click the link for MBMNow, which will be available after the program goes live on December 8



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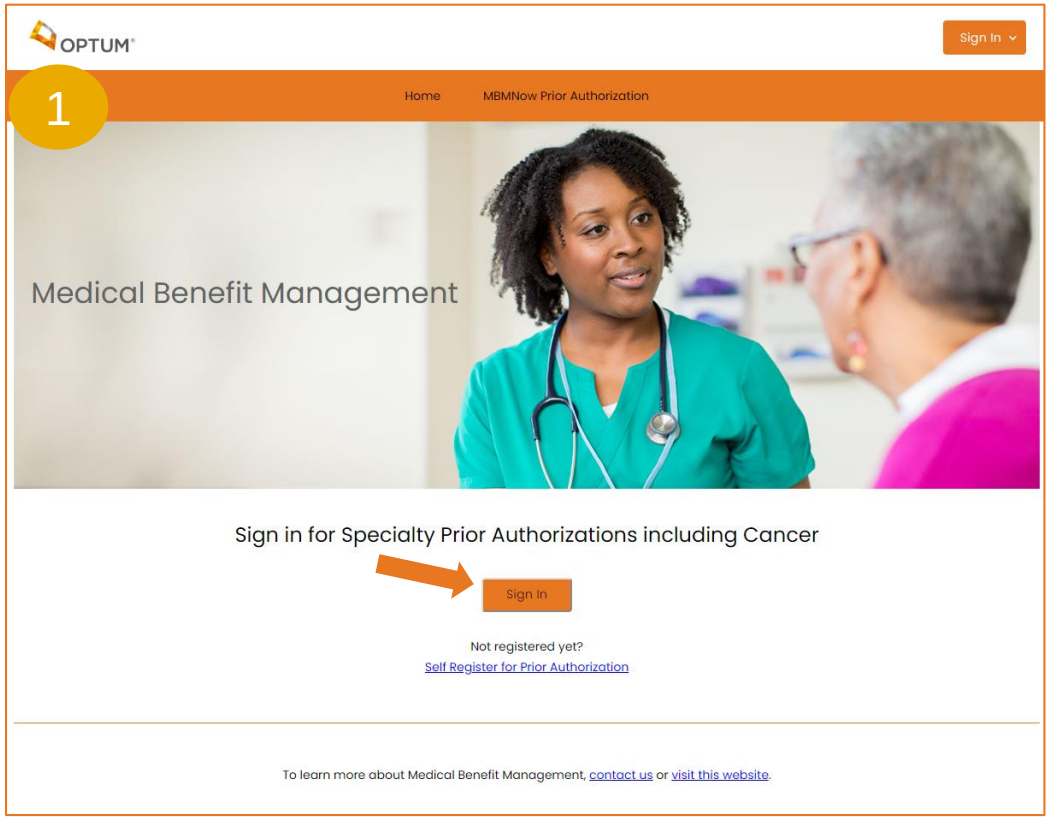
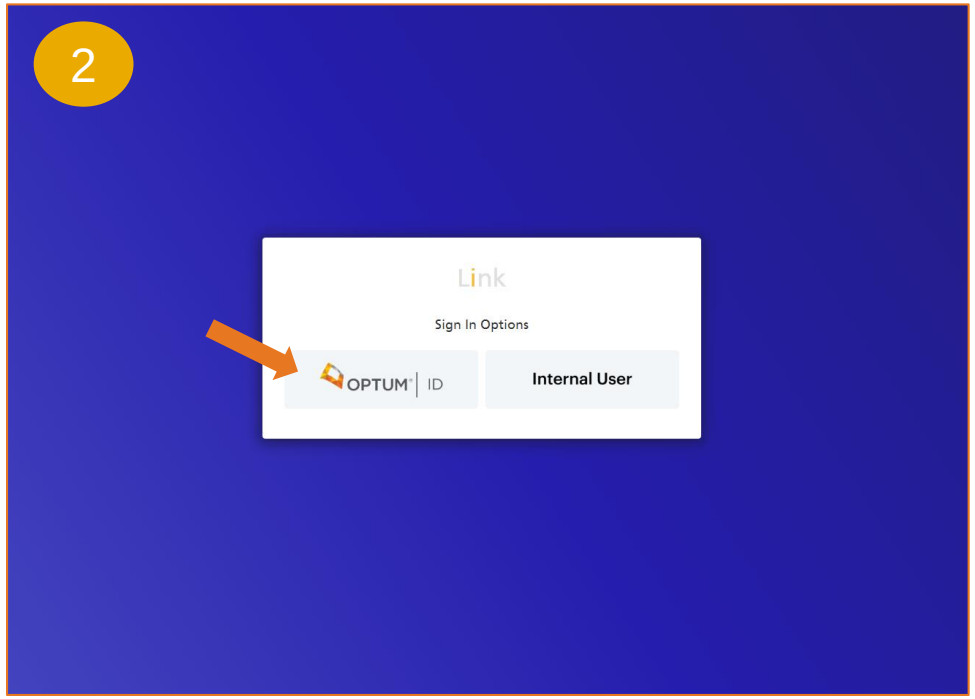
|6| Login

Once you have clicked the link on the OMN/AR Portal, you will arrive at the sign in page for MBMNow





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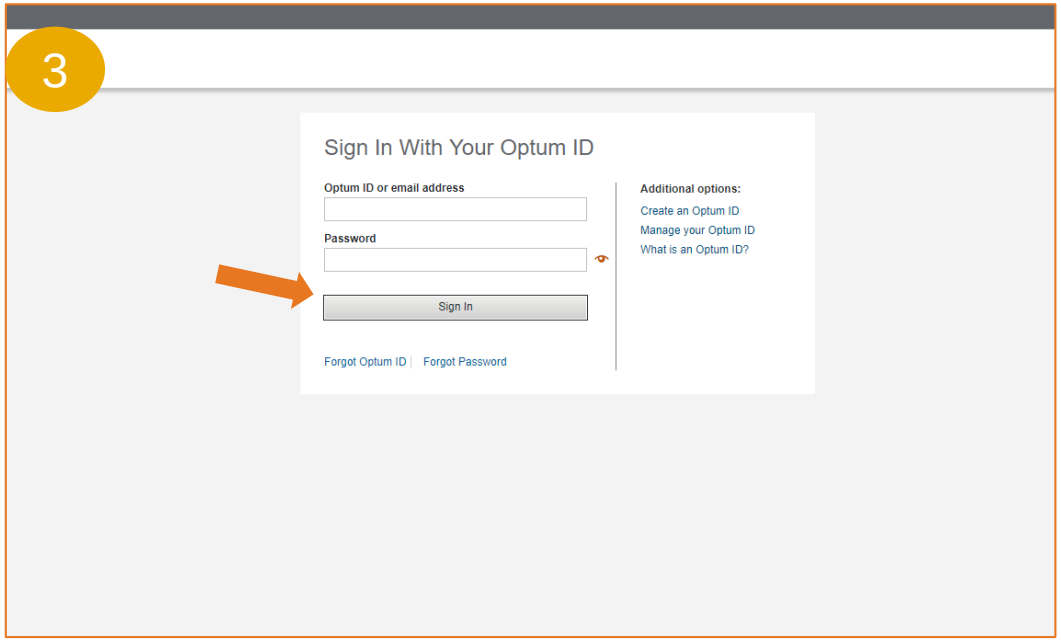
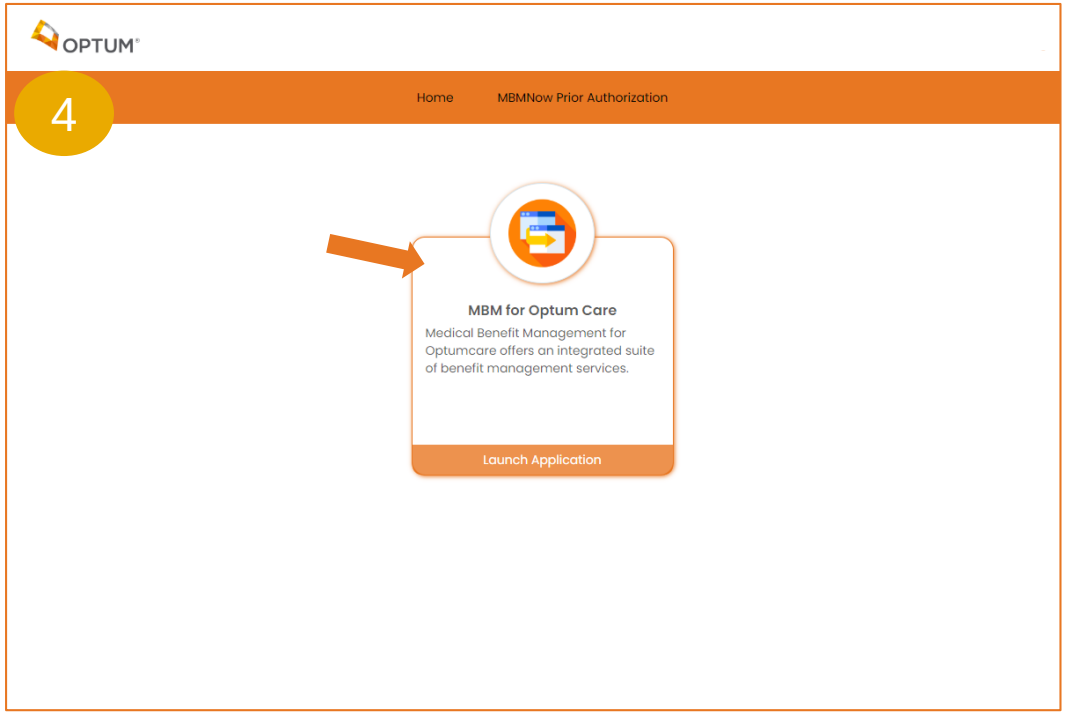
|7| Login





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Creating Authorization Requests

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|9| Dashboard

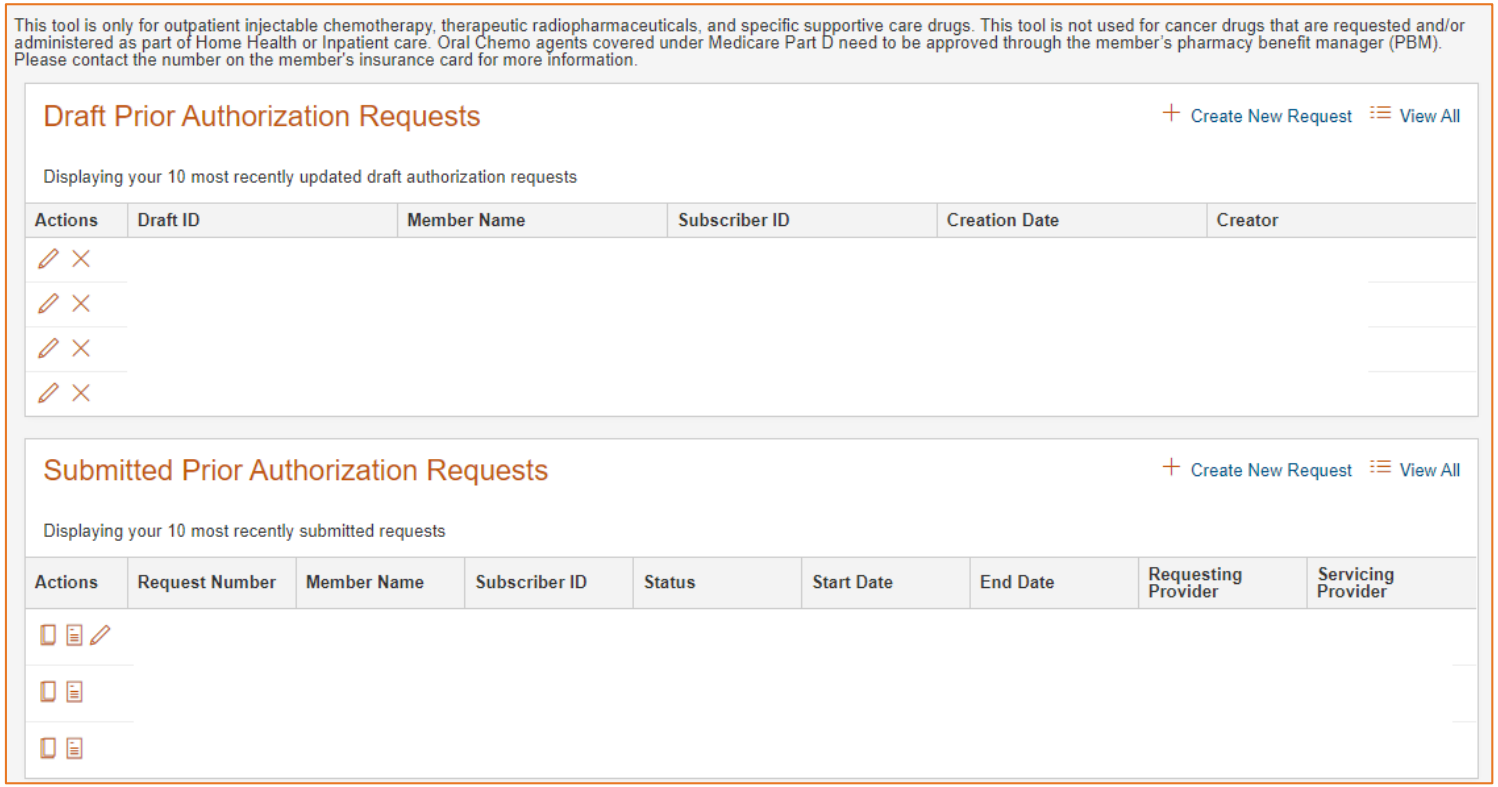
The dashboard is the first screen once logged in

It will show two sections:

1. Draft Prior Authorization Requests
2. Submitted Prior Authorization Requests

Providers will have options to:

1. Create a New Request
2. Update and Finalize a Draft Request
3. Attach files to pending requests



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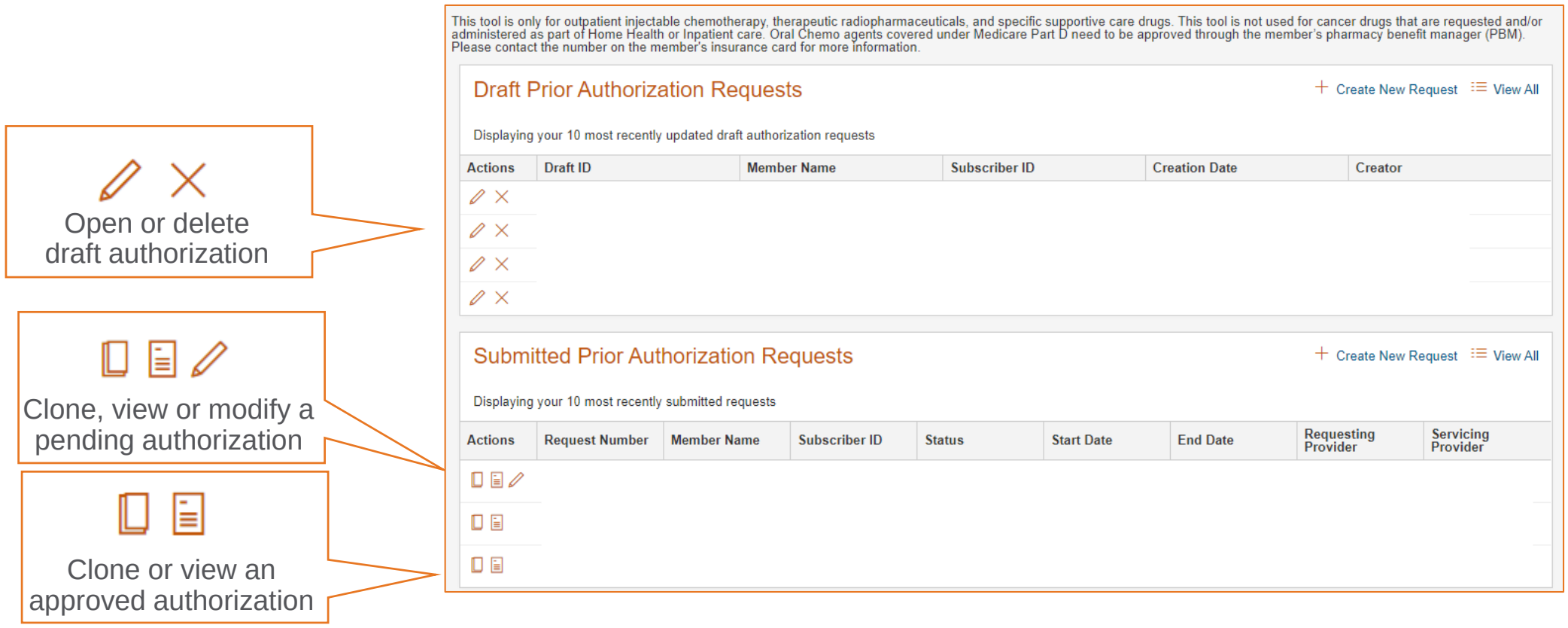
|10| Dashboard



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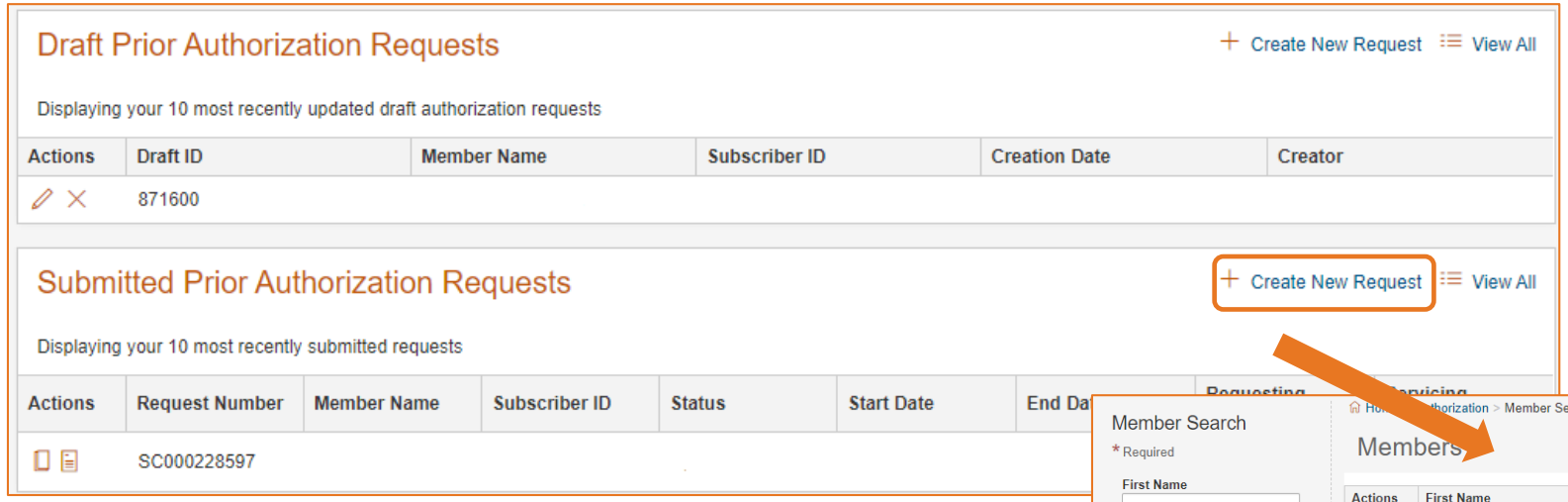
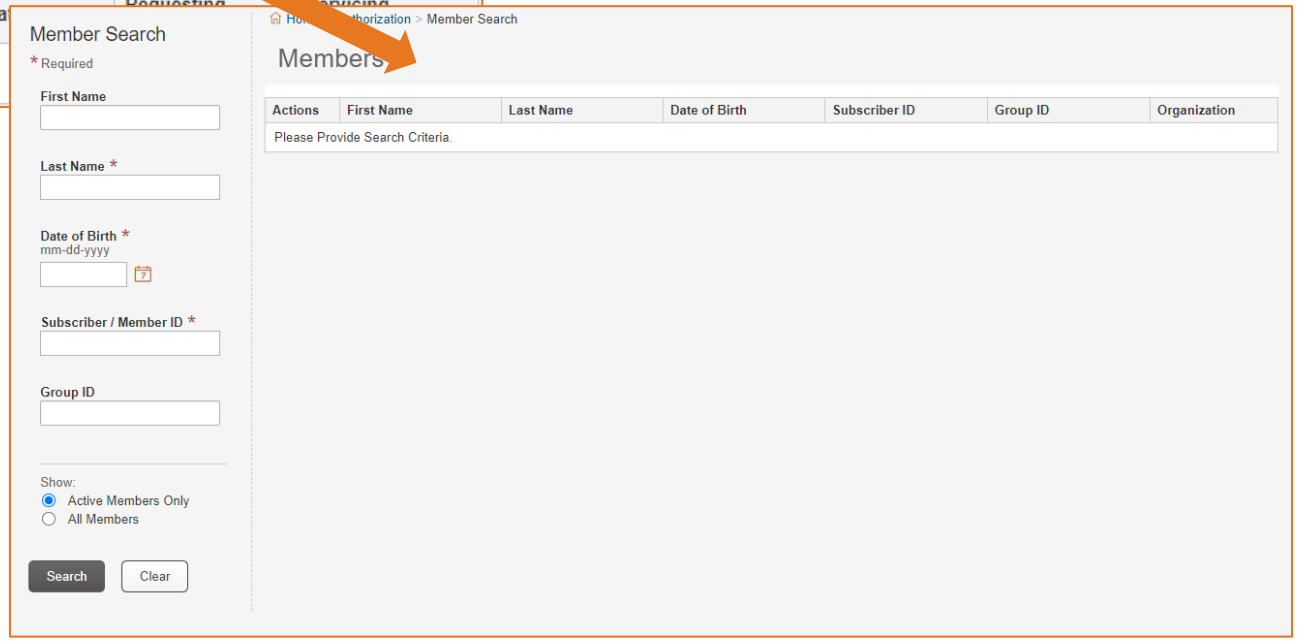
|11| Creating a new request



Clicking “Create New Request” opens the member search screen



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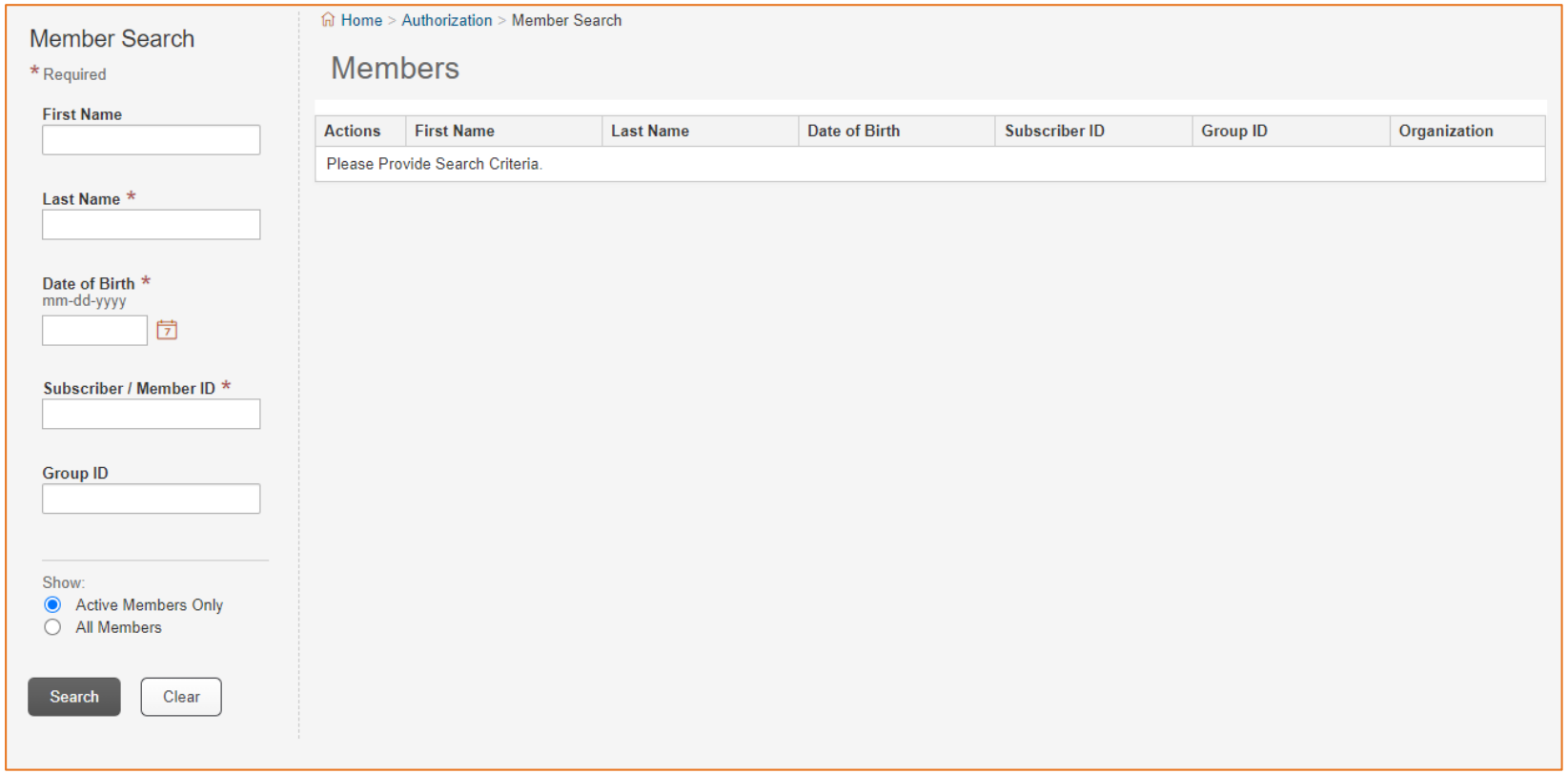
|12| Performing a Member Search

To create a new request, perform a member search to initiate the process

You will need the following to search:

1. Last name
2. Date of birth
3. Subscriber/member ID

- Required fields will be marked with an *
- The ability to filter member searches by:
  - Active members only
  - All members



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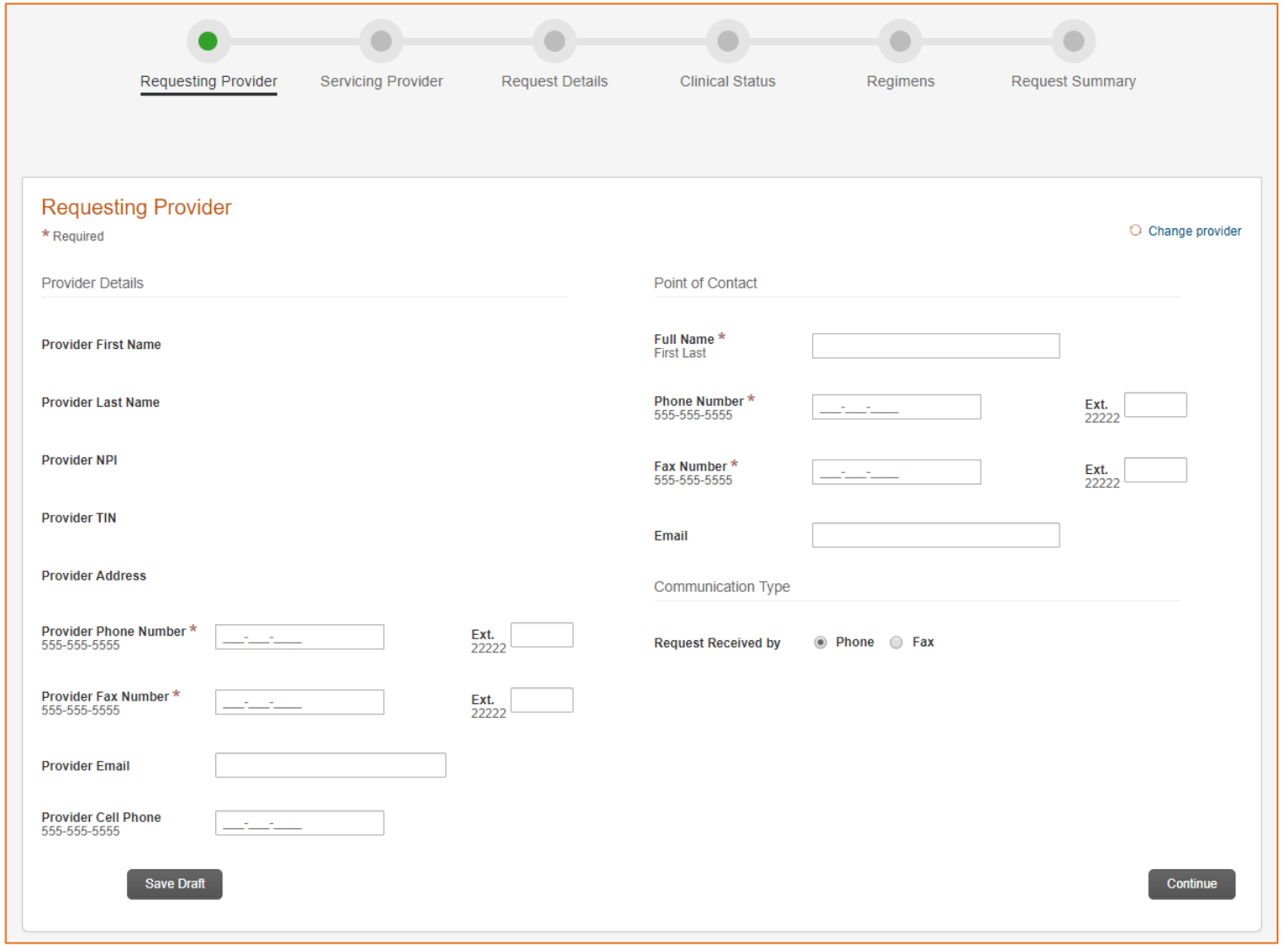
|13| Requesting Provider

Complete the requesting provider information

The requesting provider is the provider requesting the authorization.

- You will see what step you of the authorization process you are on
- Some of the requesting provider information will be pre-populated based on existing account information.
- Other required fields will be marked with an *
- Once all required fields are populated you can either save draft or click continue



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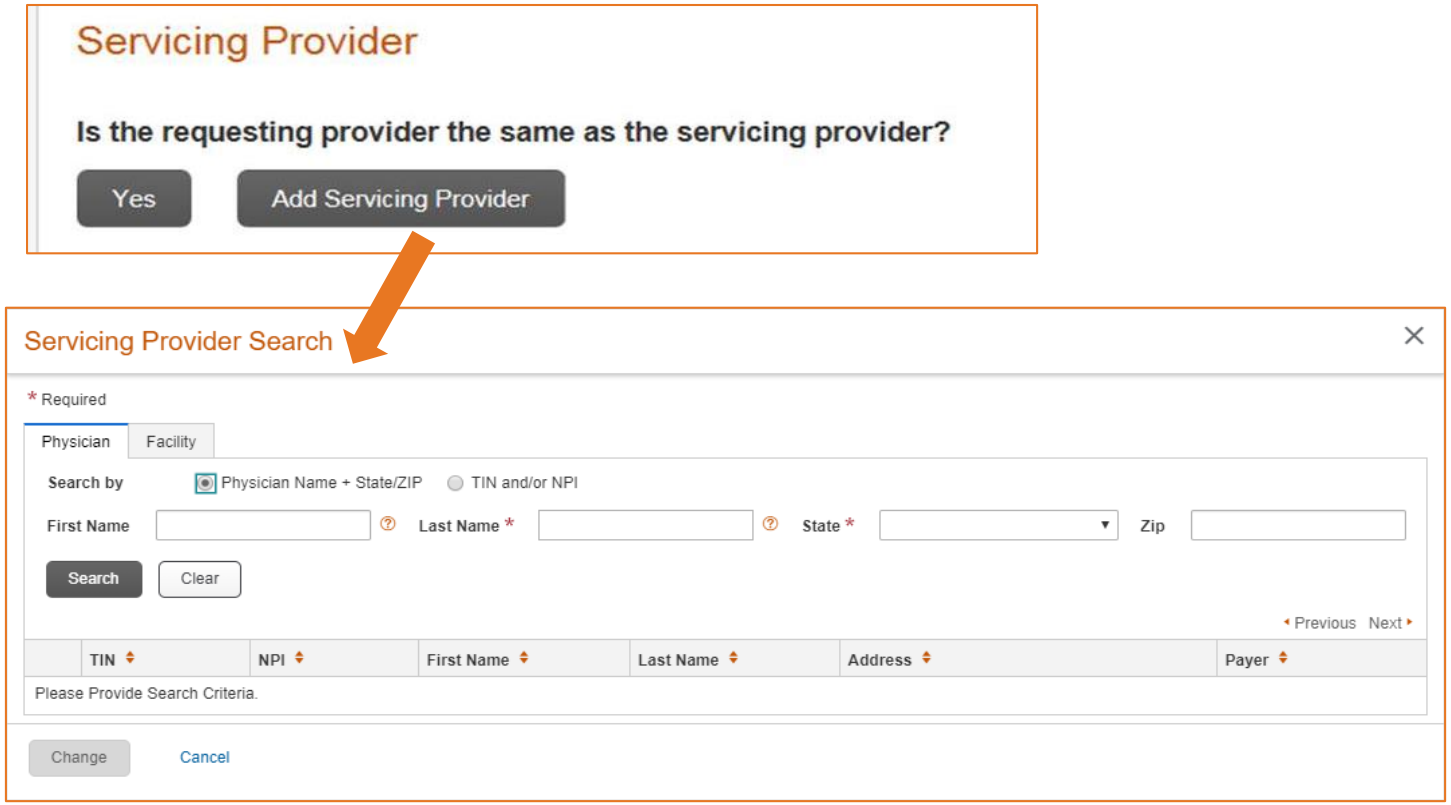
|14| Servicing Provider

Complete the servicing provider information

If the servicing provider is different from the requesting provider and is the provider that will be completing the service, you can add their information here:

- You will see what step you of the authorization process you are on
- Some of the requesting servicing provider information will be pre-populated based on existing account information.
- Other required fields will be marked with an *
- Once all required fields are populated you can either save draft or click continue



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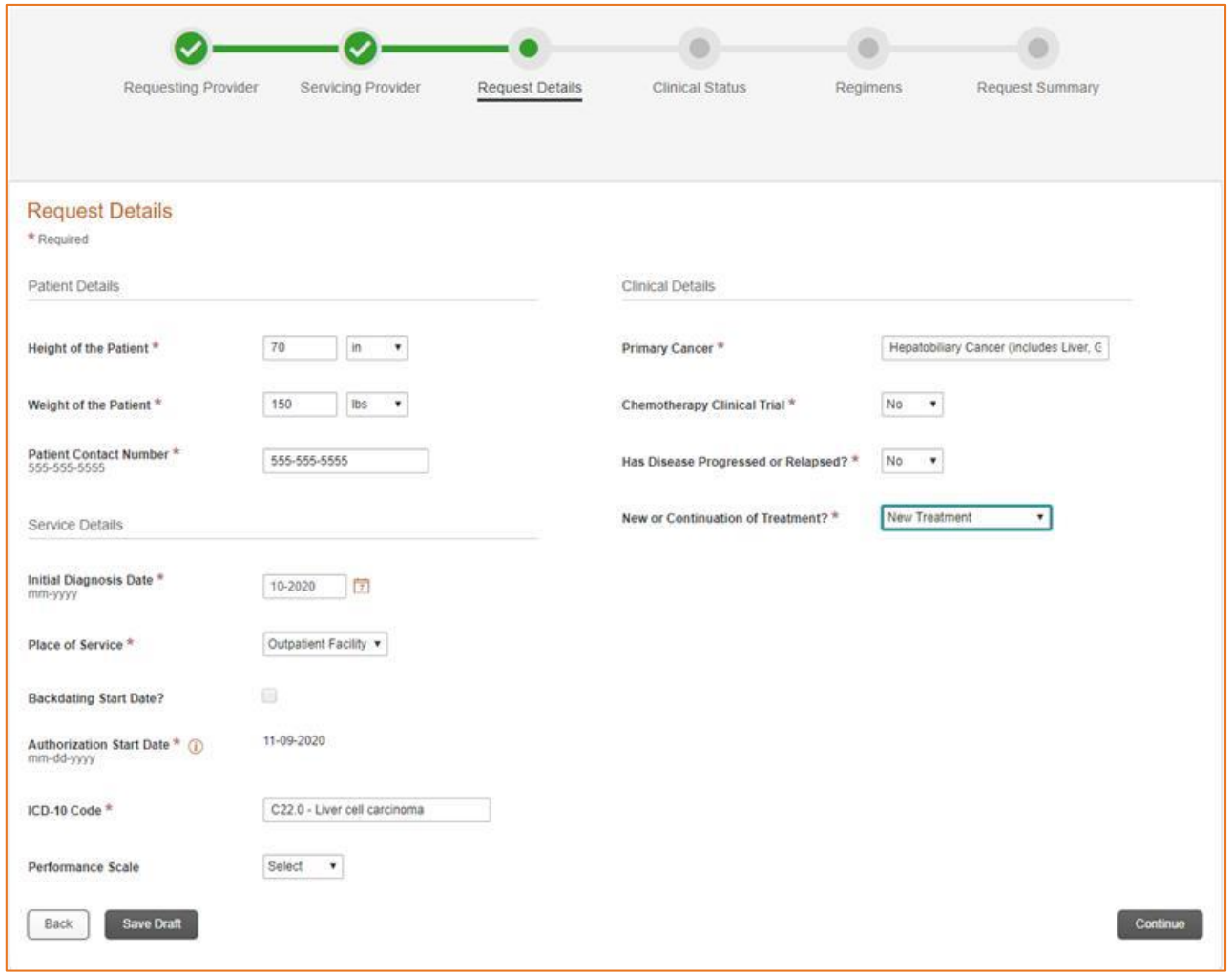
|15| Request Details

Complete information related to the patient

There are three sections to fill out:

1. Patient Details
2. Service Details
3. Clinical Details

- All required fields will be marked with an *
- Once all required fields are populated you can either save draft or click continue



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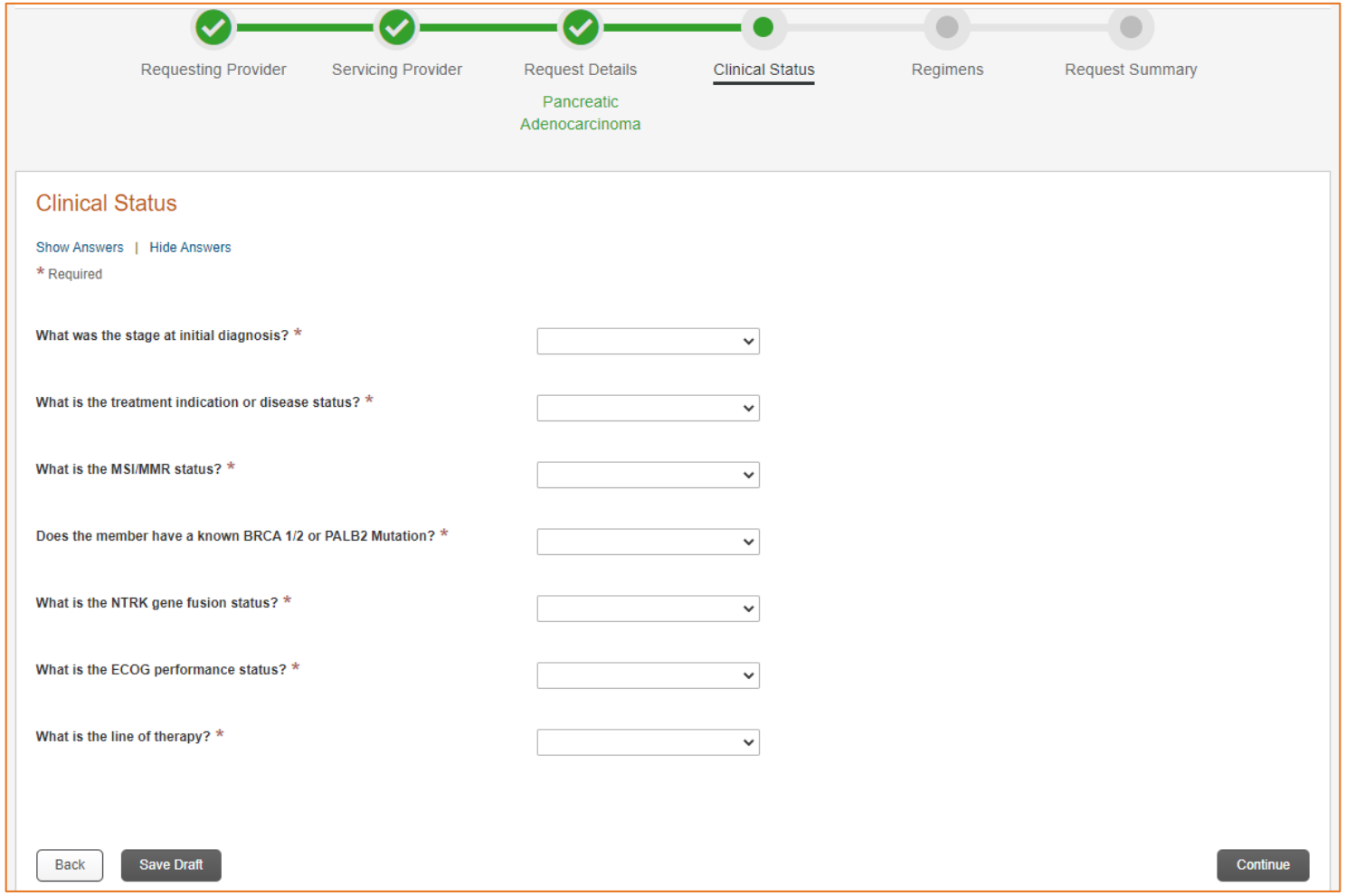
|16| Clinical Status

Complete information related to the specific patient condition



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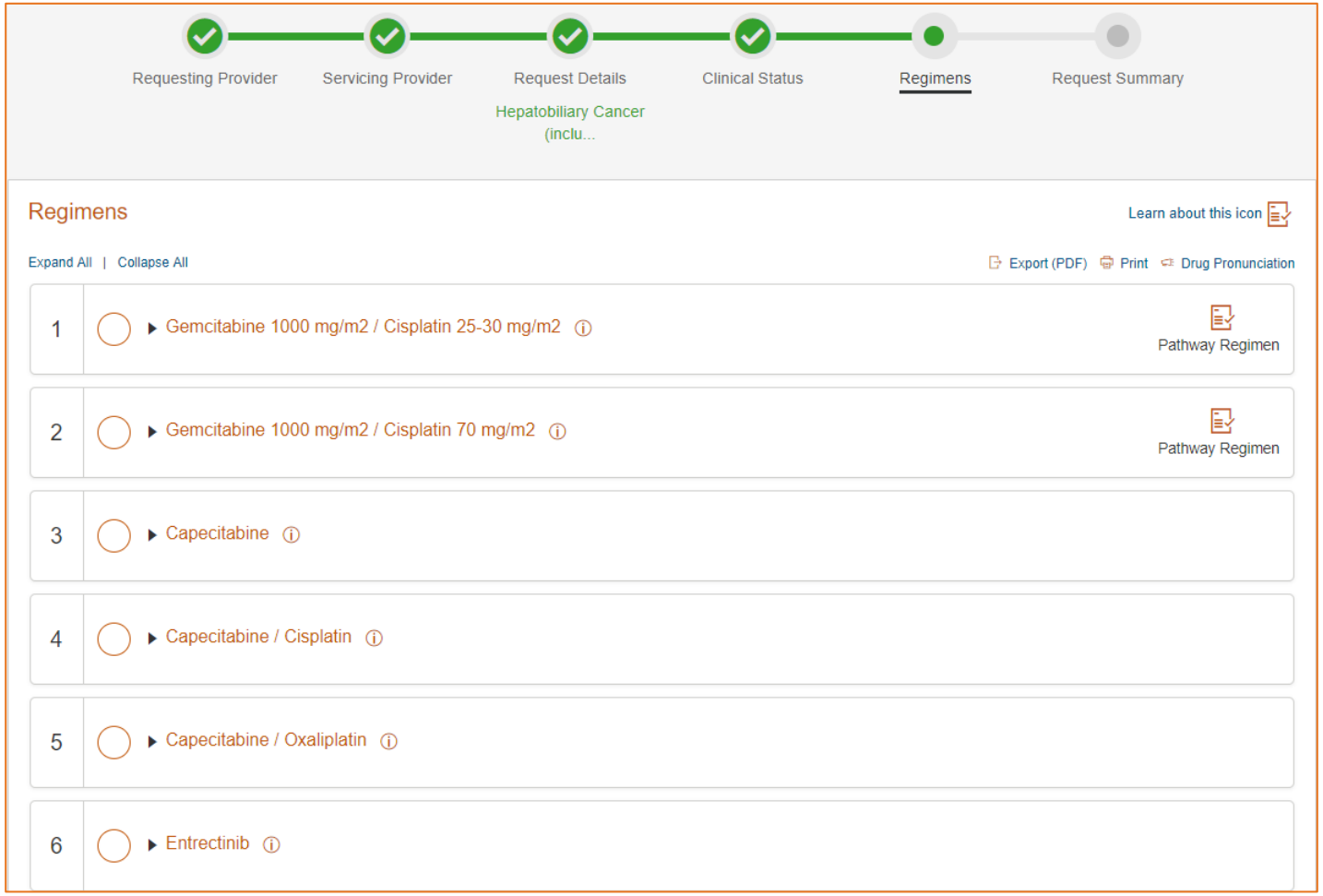
|17| Regimens

After clinical information is inputted, regimens will be offered for selection



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|18| Regimens – Pathways program information

Clicking on the “Learn about this icon” link will bring you to additional information about the Pathways program

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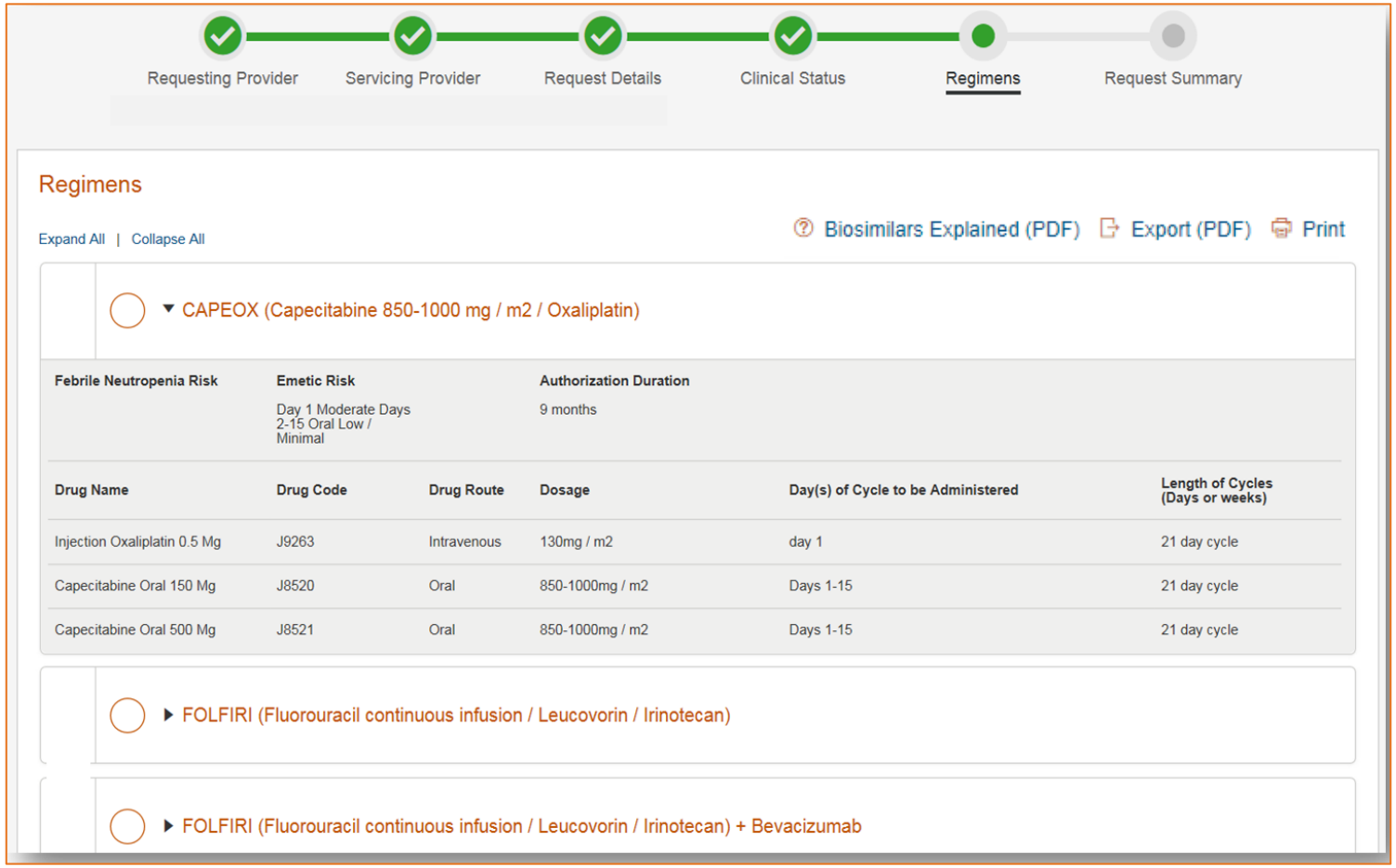
|19| Regimens

Expand each regimen to view details



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|20| Regimens – Use Details

Clicking on the “i” next to the regimen provides additional information about the regimen

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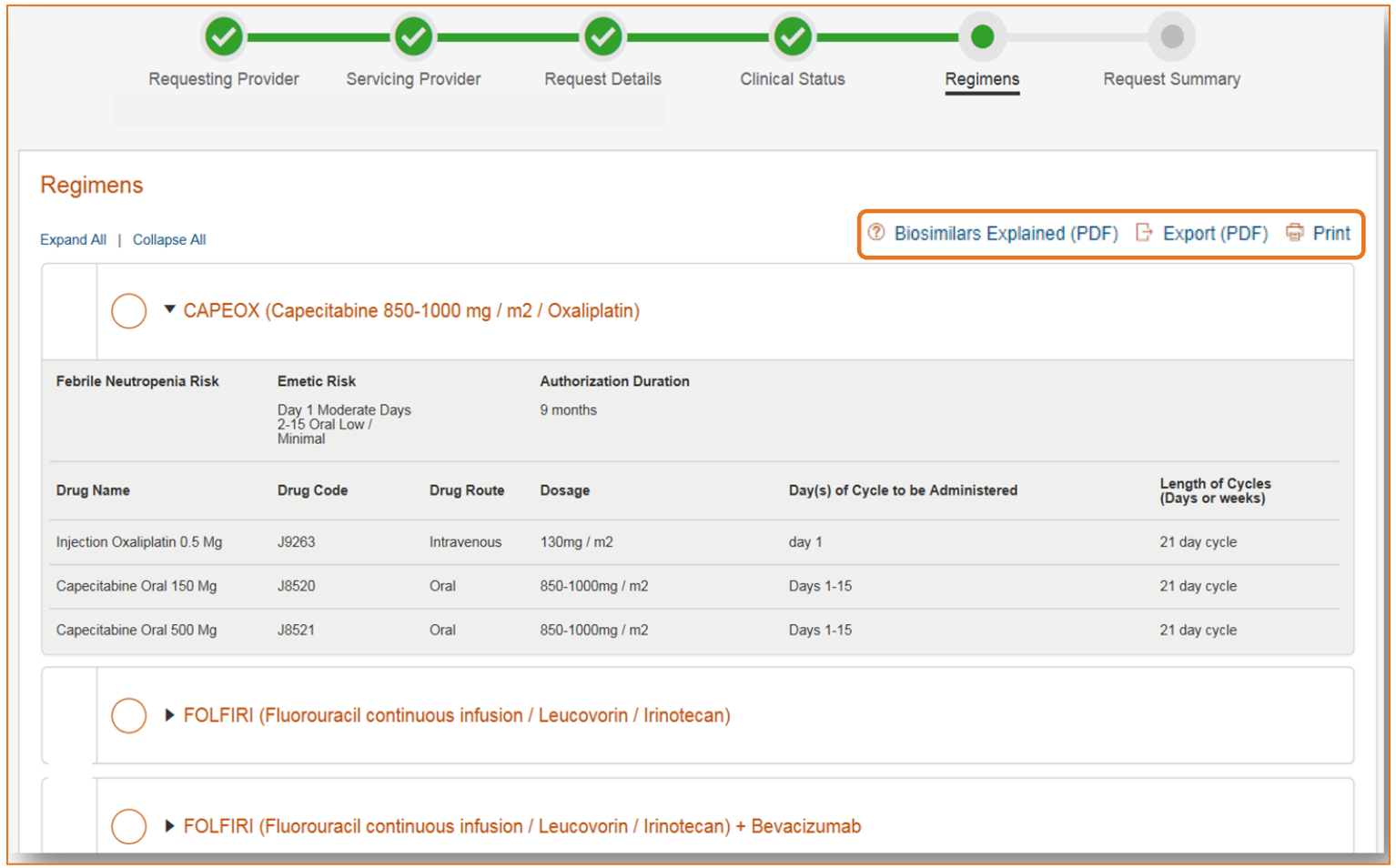
|21| Regimens – Additional Information



If the regimens available include ones with Biosimilars, an FAQ will be available explaining them.

You also will have the ability to export or print a PDF of the regimens available to the patient

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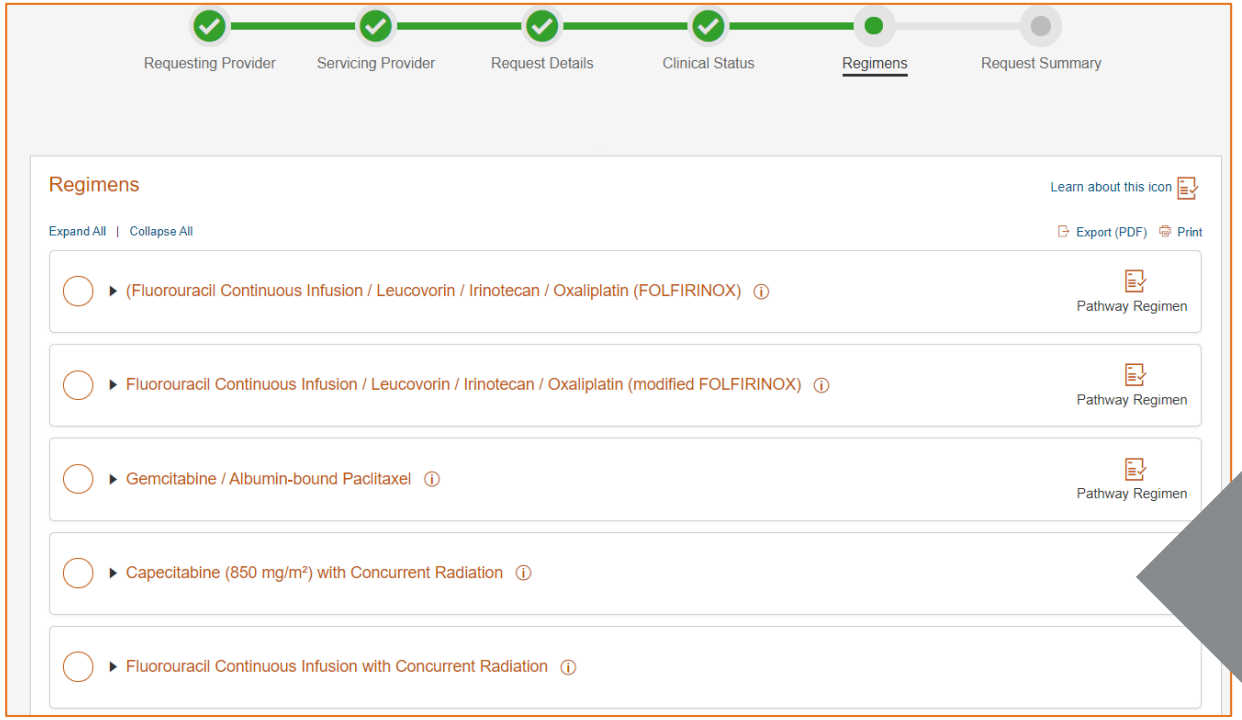
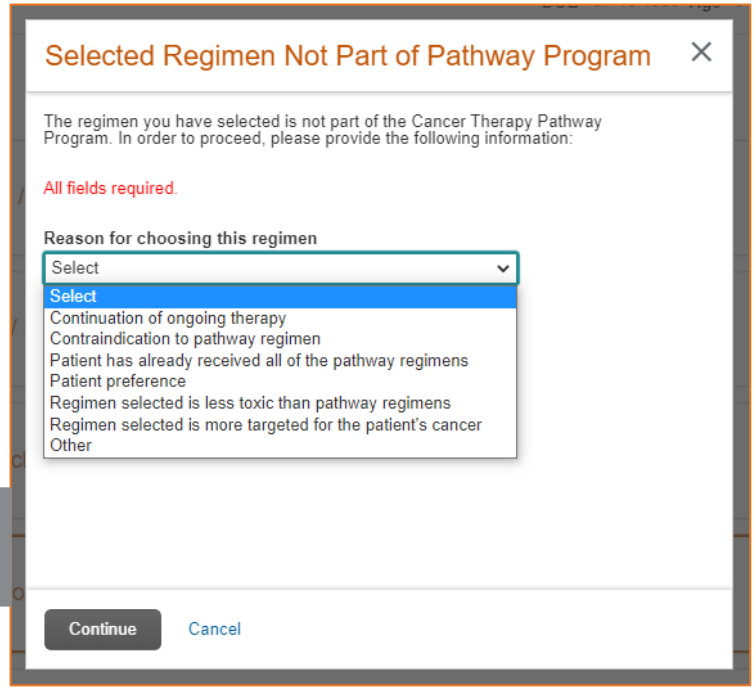
|22| Regimens

Regimens without the Pathway icon will require a request reason justification





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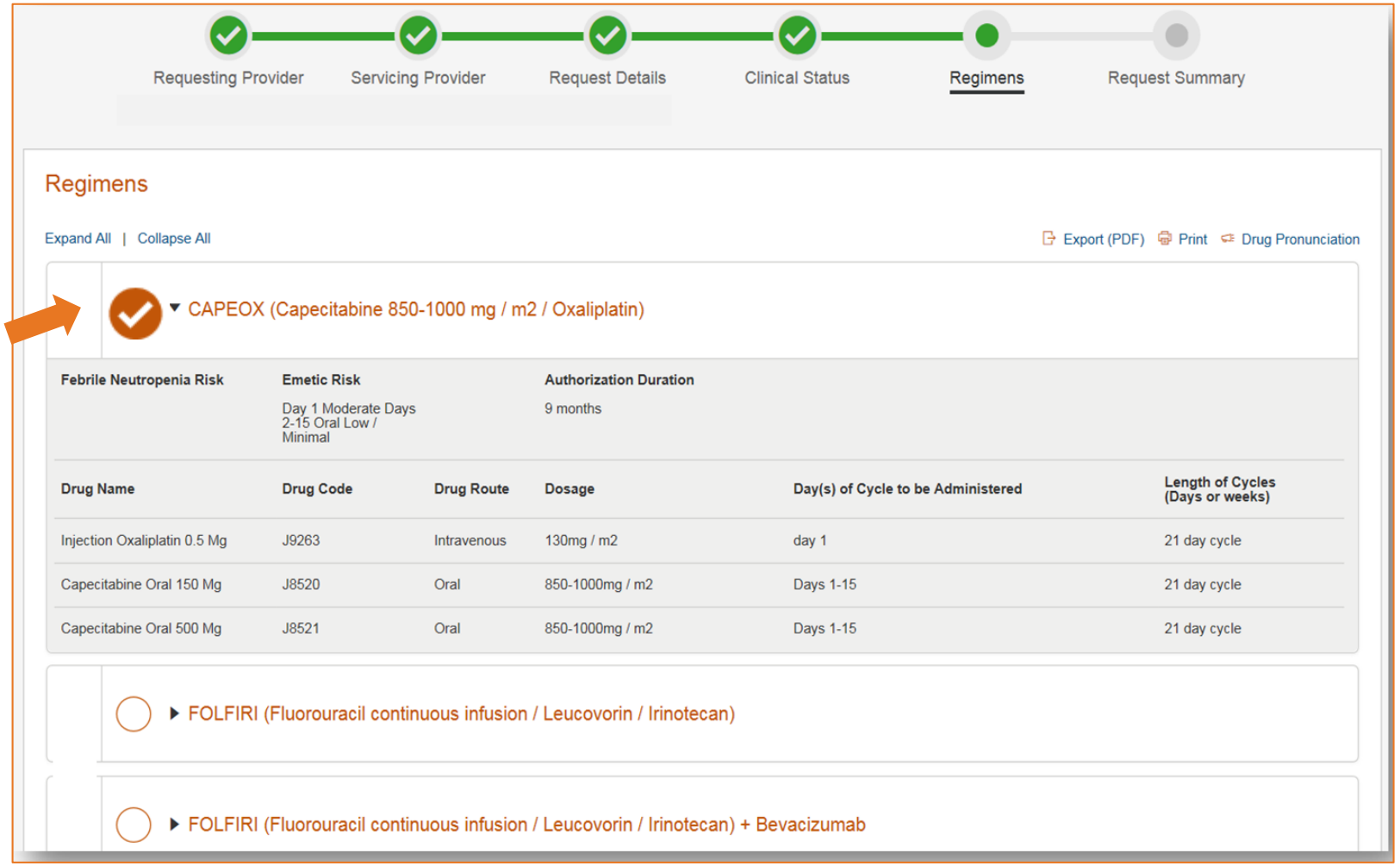
|23| Regimens

To select the desired regimen, click the circle next to it



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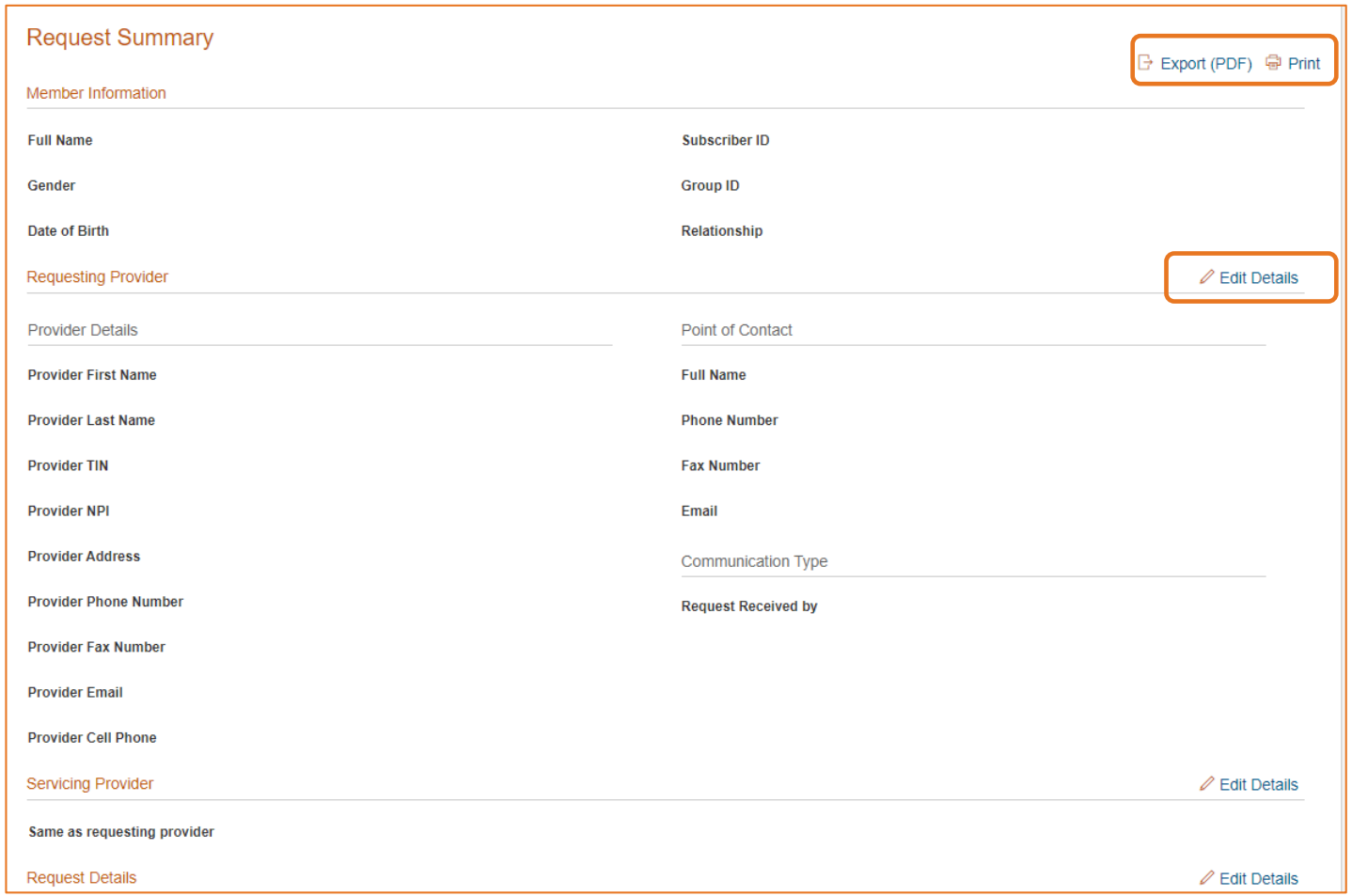
|24| Request Summary

Review your request details, edit where needed and submit your request



Request details can be printed or exported

Request details can be edited as needed

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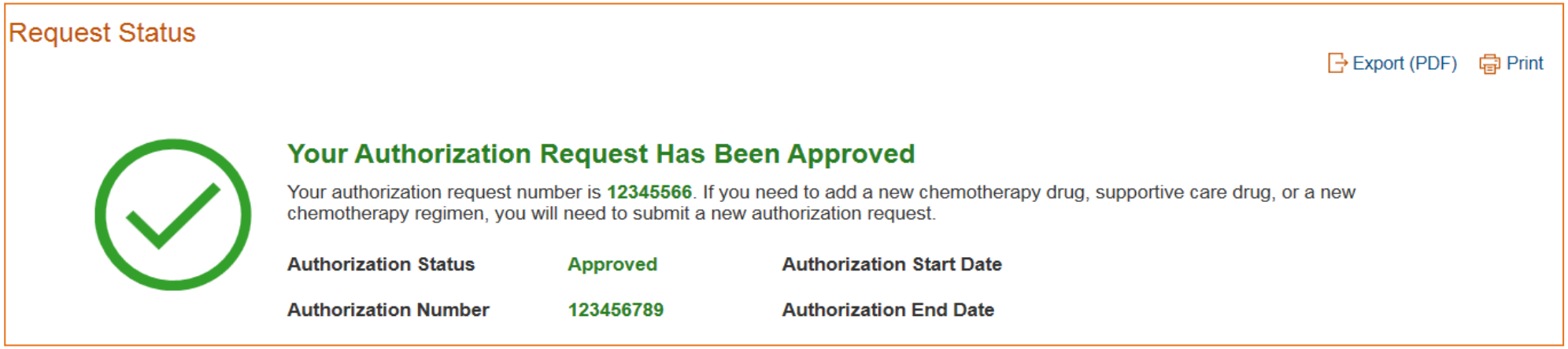
|25| Authorization Approval

Providers having selected a regimen that meets the clinical criteria will receive an auto-approved authorization confirmation



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Creating a Custom Regimen

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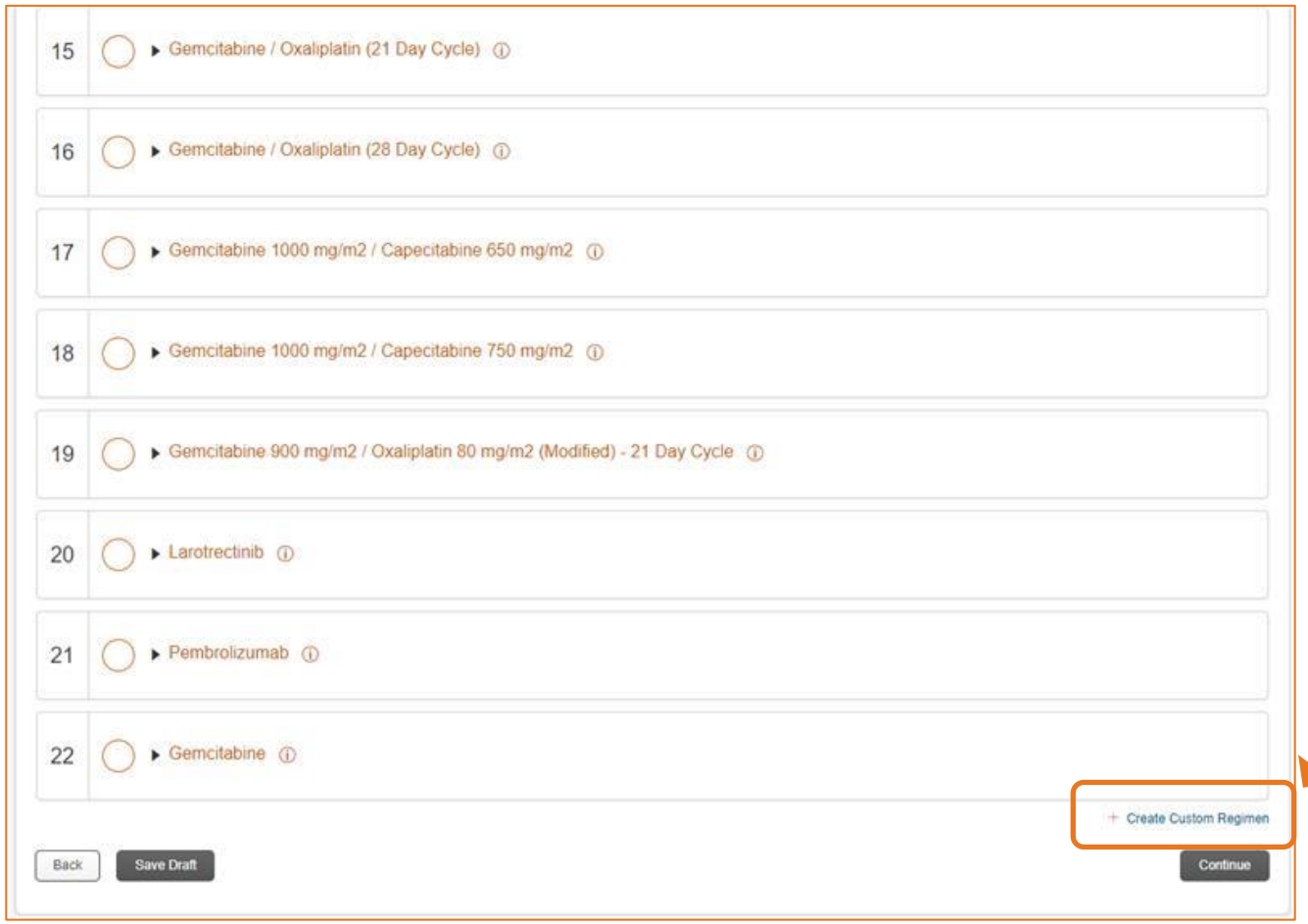
|27| Creating a Custom Regimen

If the patient requires a custom regimen, one is available on the regimen page



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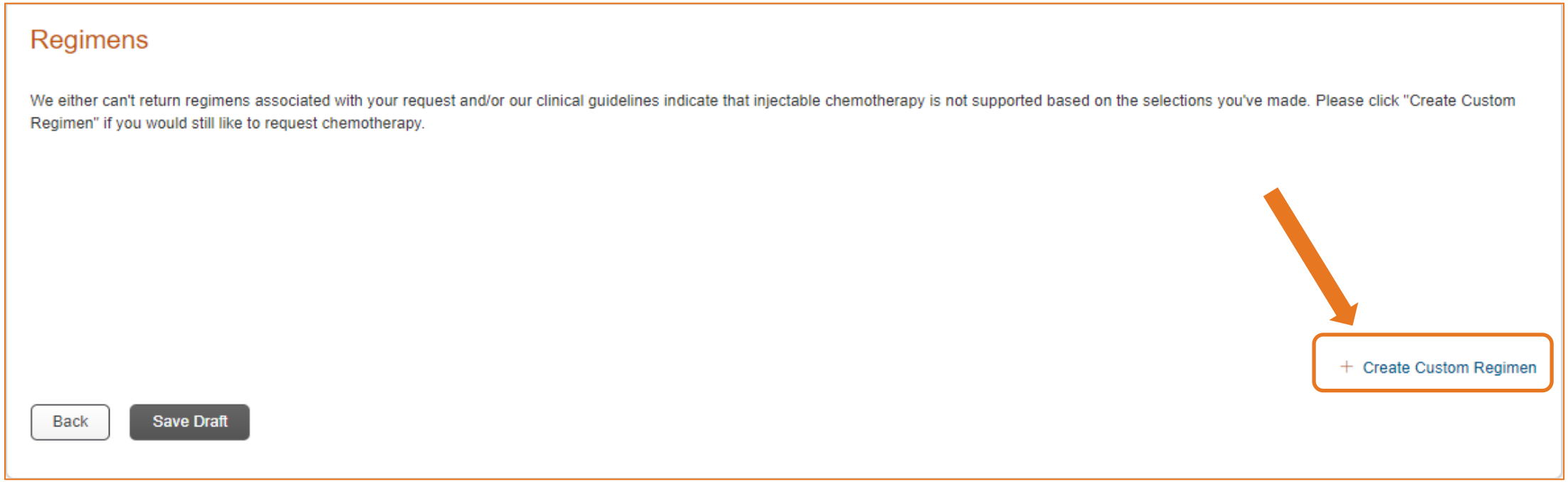
|28| Creating a Custom Regimen

Or if the answers on the Clinical Status page indicate chemotherapy isn't supported, the user will be required to submit a custom request



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|29| Creating a Custom Regimen

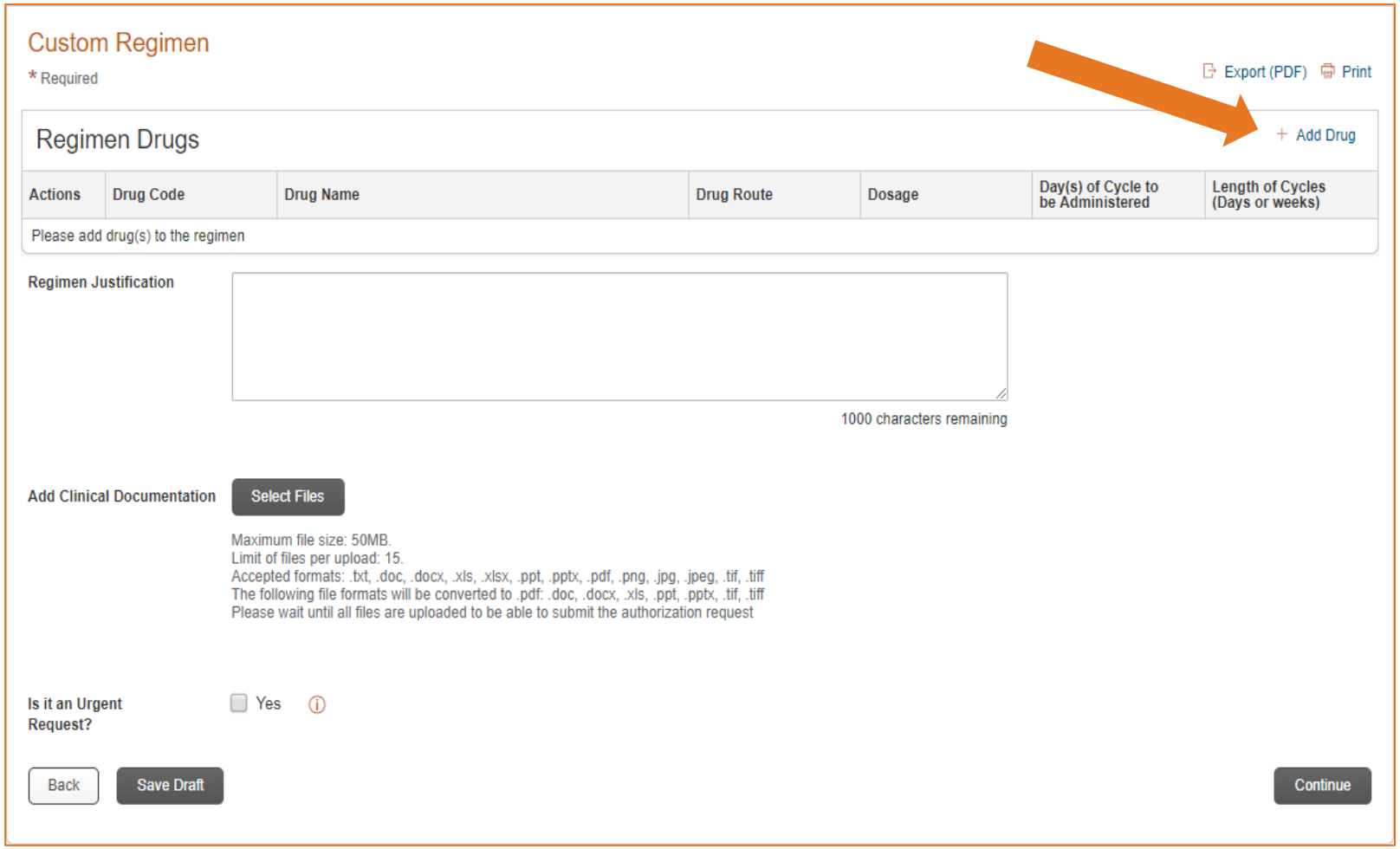
A provider choosing to create a custom regimen will add the requested drugs

Once the drugs are added, the provider will also need to:

- Add a regimen justification
- Add any supporting clinical documentation
- Indicate whether the request is Urgent

If the custom regimen is complete, they can click continue. Otherwise, they have the option to Save Draft.

Providers can also export this page as PDF and/or print the page



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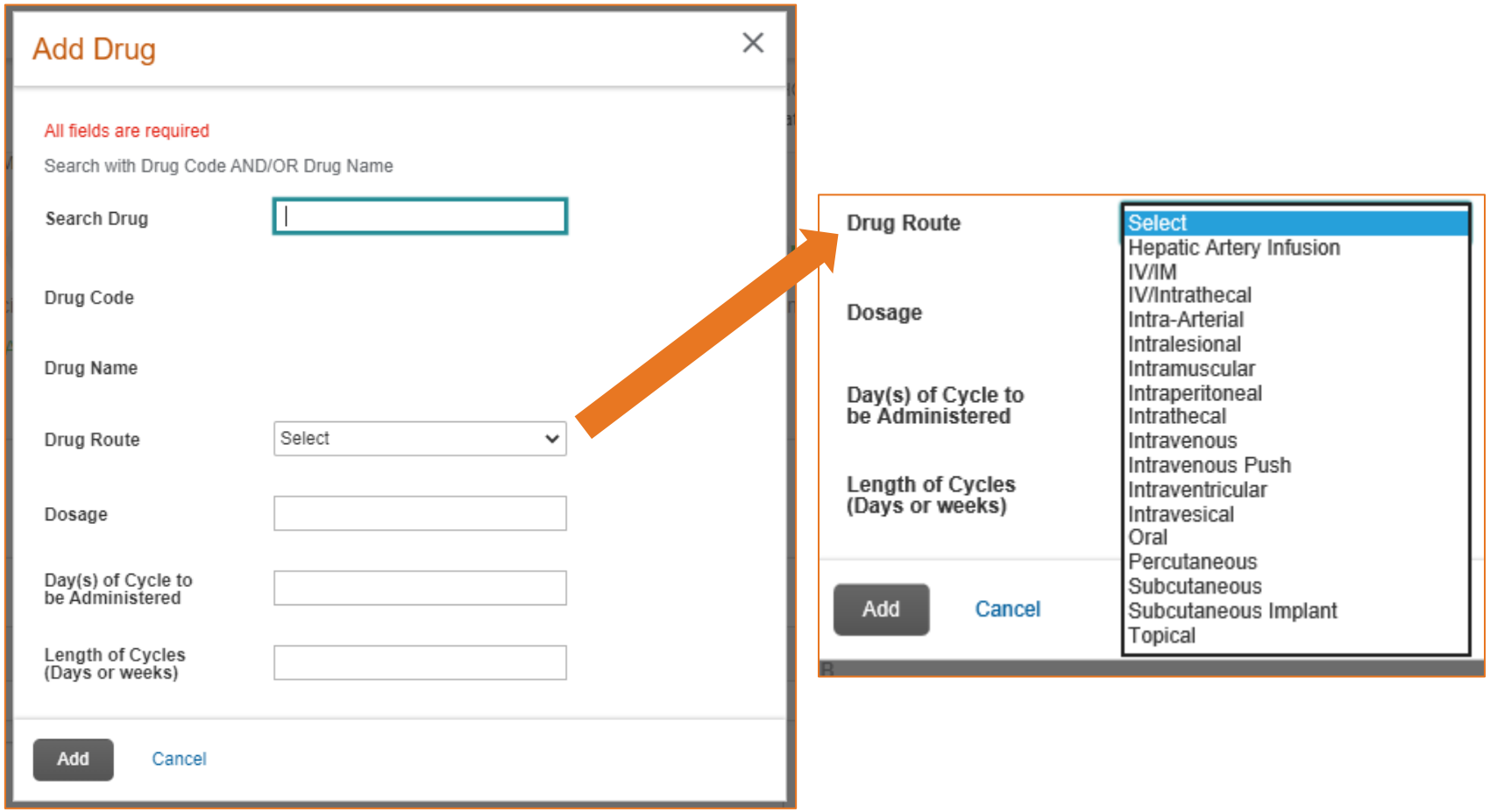
|30| Creating a Custom Regimen – Adding Drugs

To add a drug to a custom regimen, click the “Add Drug” link, then this screen will appear

Fill in the appropriate fields:

- Drug Code
- Drug Name
- Drug Route
- Dosage
- Da(s) of Cycle to be Administered
- Length of Cycles (Days or weeks)



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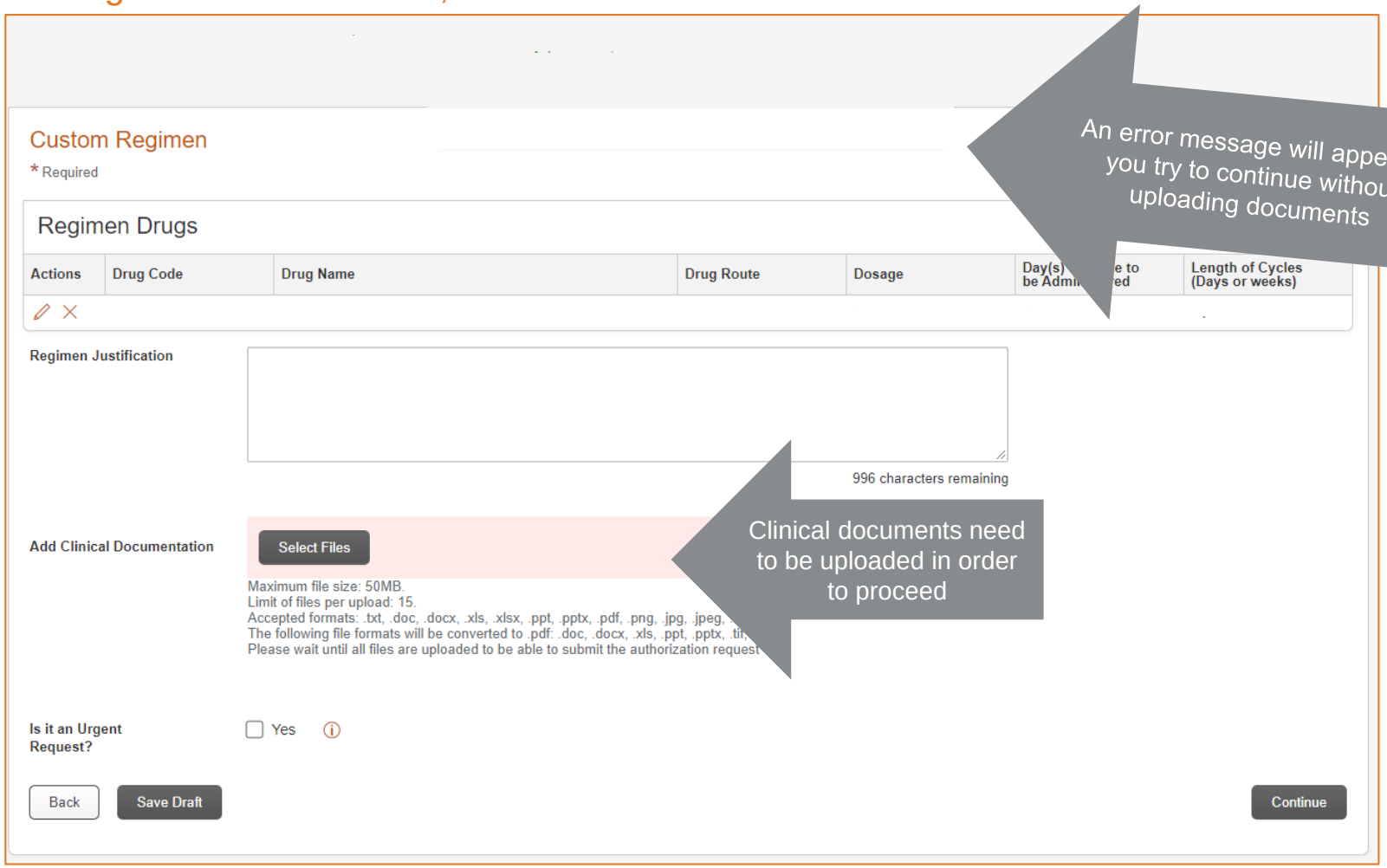
|31| Creating a Custom Regimen – Uploading Clinical Documents

Once the drugs have been added, Clinical Documents will need to be attached to the authorization



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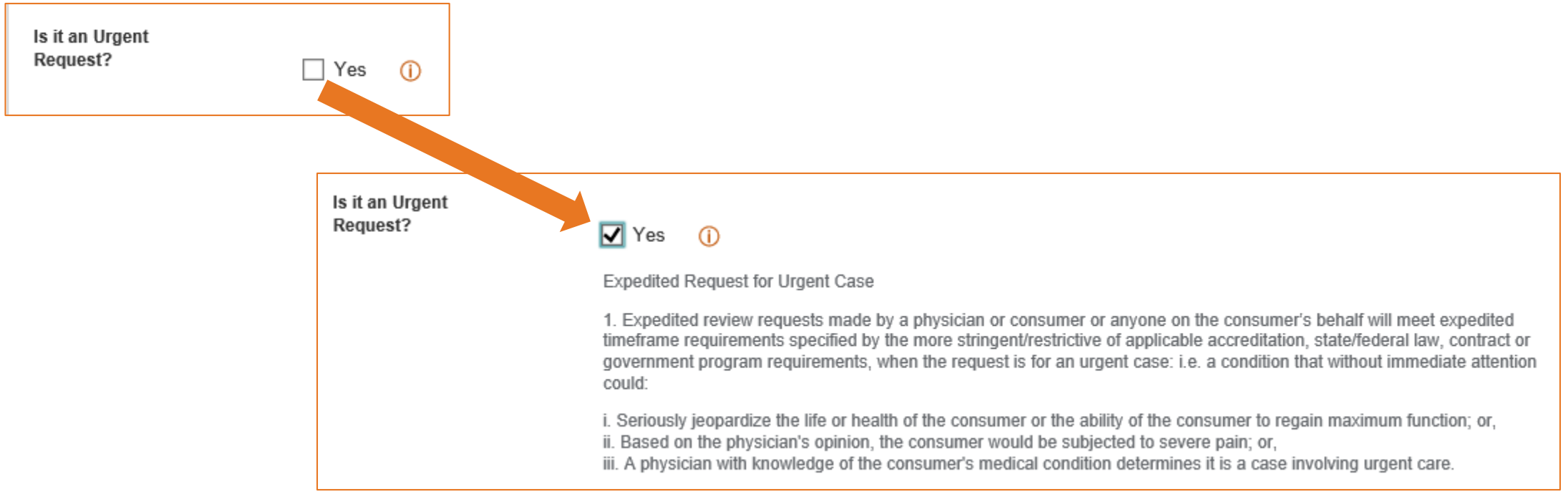
|32| Marking a Request as Urgent

If your request is urgent, you will have the ability to mark it once you have finished building the custom regimen.



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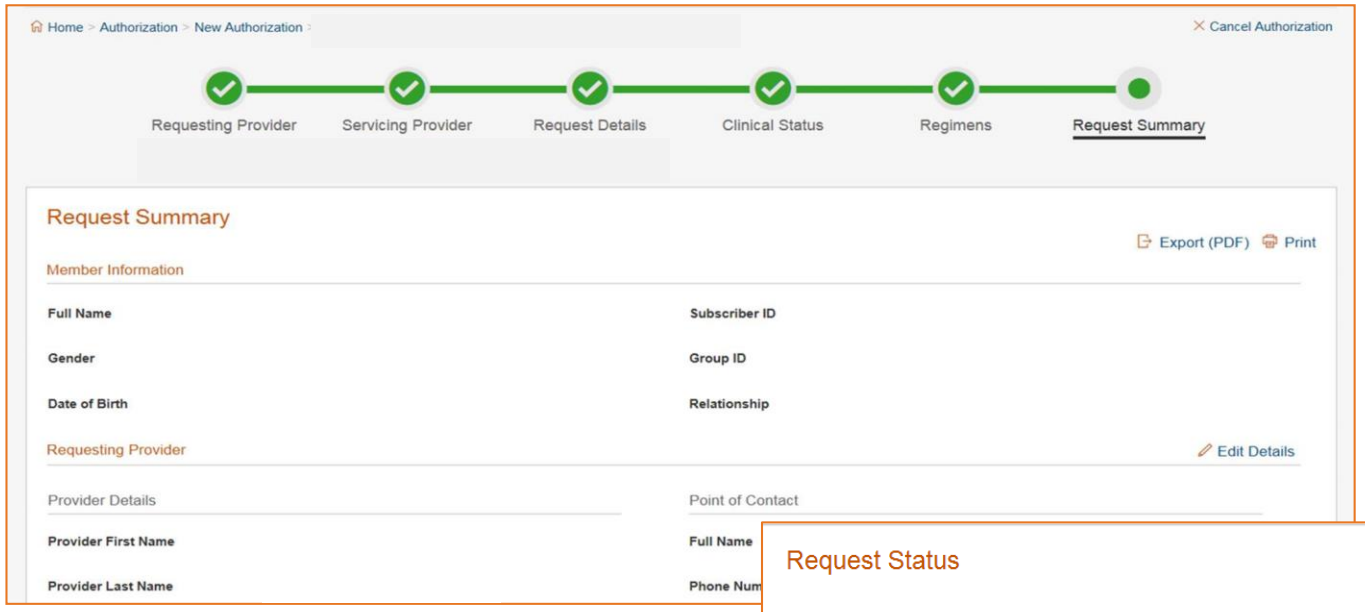
|33| Request Summary for Custom Regimen

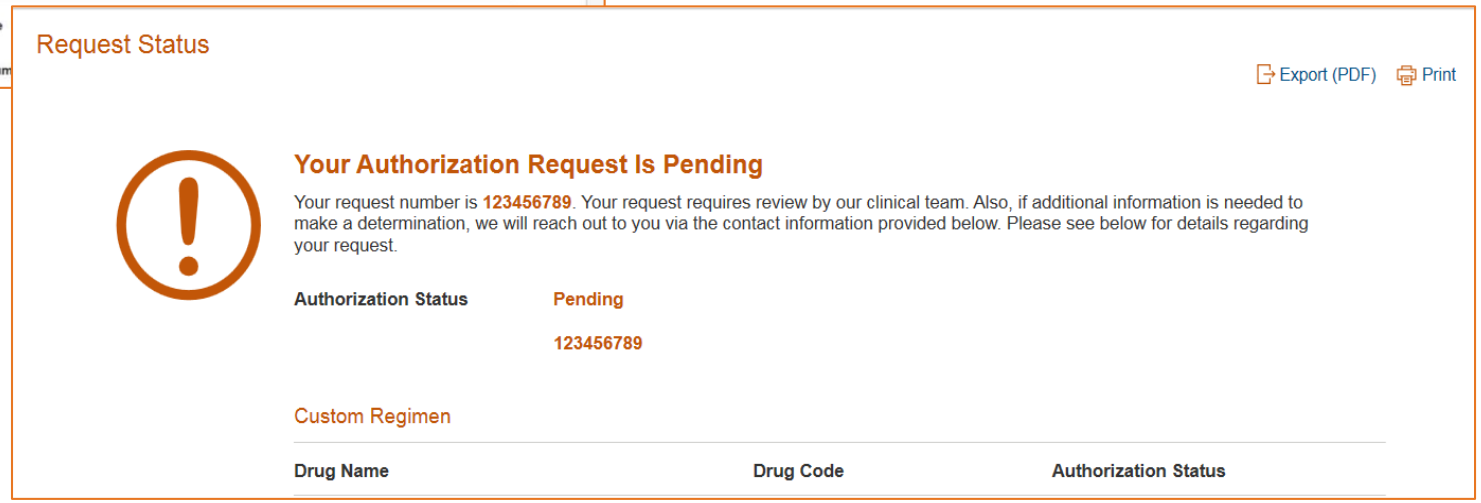


1

Once all the information for the custom regimen is complete, the request summary page will allow you to confirm the request details

2

Providers submitting a custom request will receive a Pending Review confirmation screen



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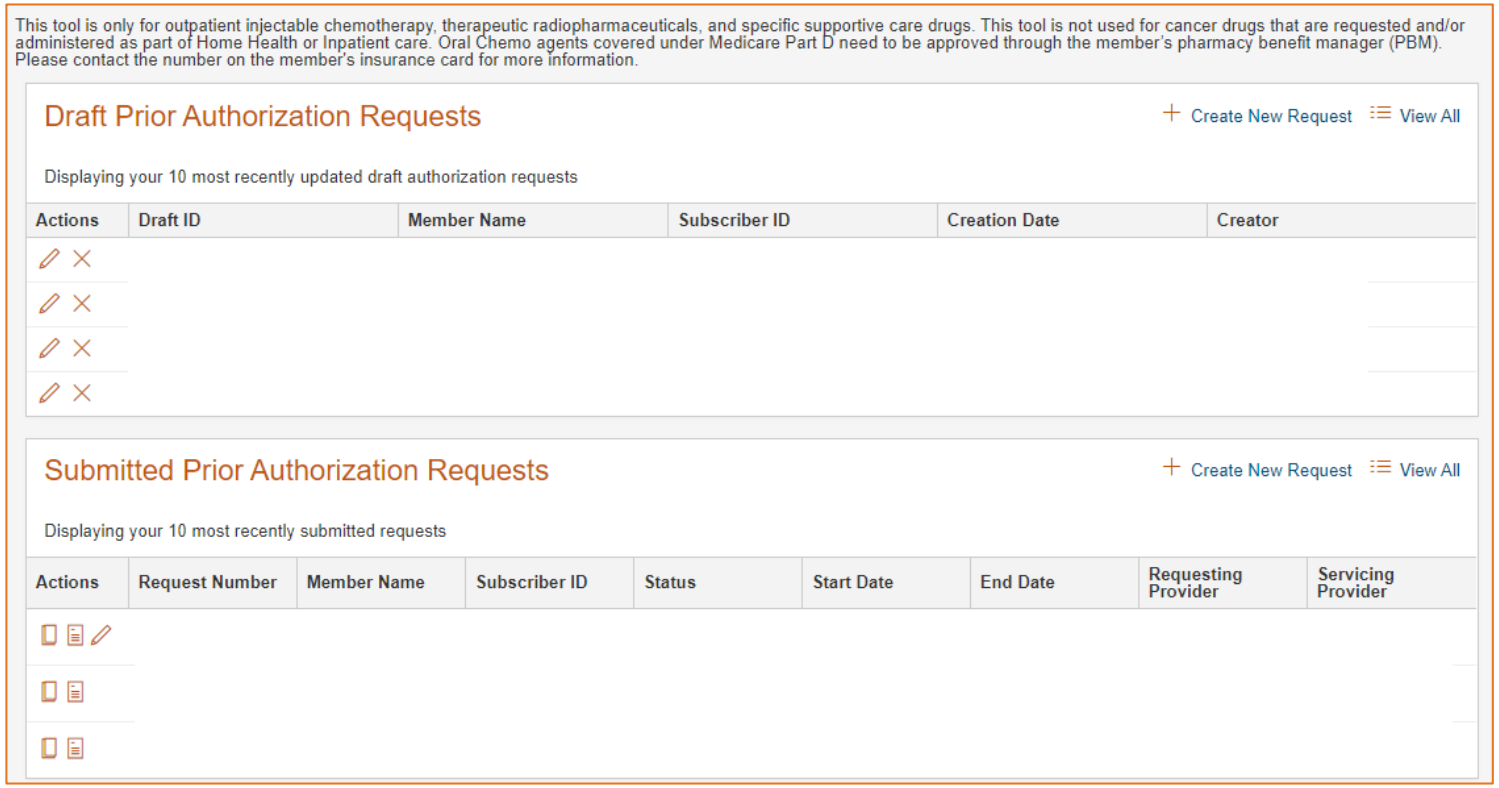
|34| Return to Dashboard

Once submitted, the authorization will appear on the dashboard



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Dose Based Rounding

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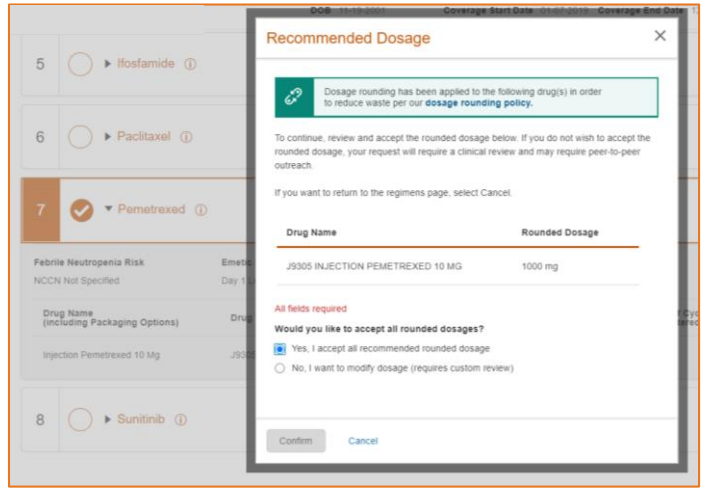
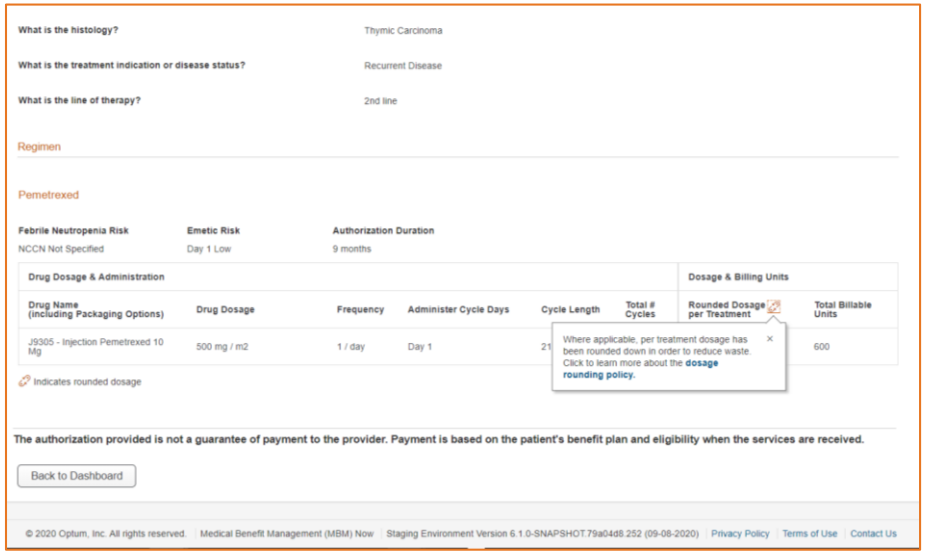
|36| Dose Based Rounding – Applies to Utah and Arizona

- Dosage rounding is applied for 27 chemotherapy drugs
  - ✓ Drugs associated with often significant wastage
  - ✓ Request via the Outpatient Chemotherapy authorization type
- For these drugs: CGP calculates the recommended per treatment dosage based on:
  - ✓ Member's height and/or weight
  - ✓ Recommended dosage guidance
  - ✓ Available drug vial sizes (to reduce waste)
- If an opportunity exists to reduce drug wastage, CGP rounds down recommended dosage by up to 10%, in-line with HOPA guidance* when these drugs are selected
- Providers are presented with a pop-up message as applicable and have three options:
  a) Accept the recommended dosage and continue, possibly for auto-approval
  b) Reject the recommended dosage and submit a custom request
  c) Cancel and return to the Regimens page

*The Hematology/Oncology Pharmacy Association (HOPA) supports, as routine clinical care, the rounding of biologic and cytotoxic agents within 10% of the ordered dose.





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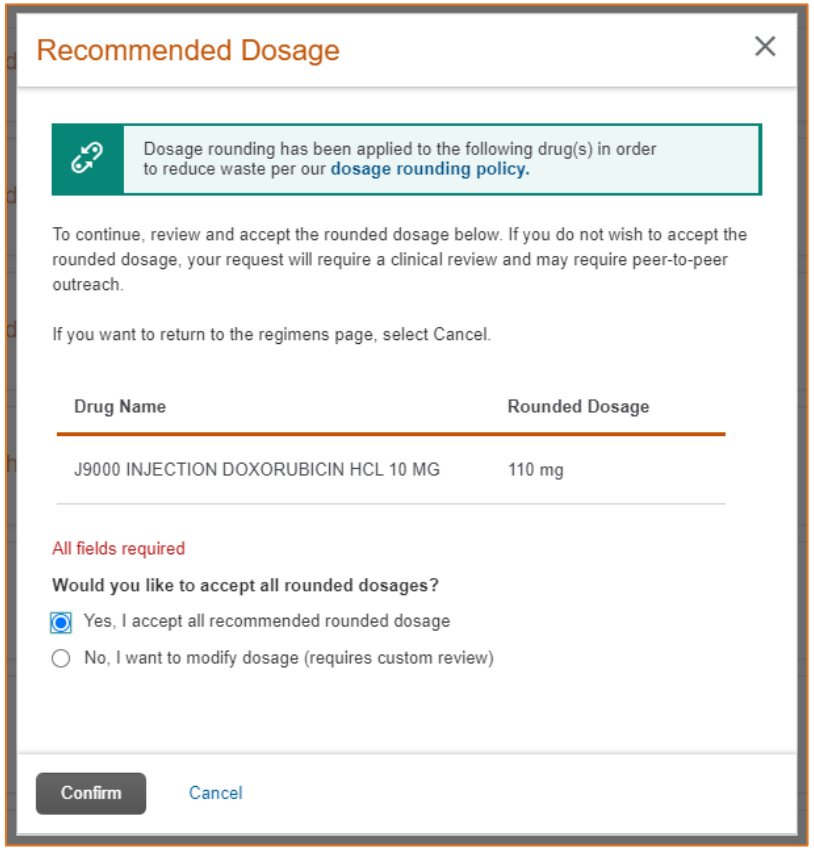
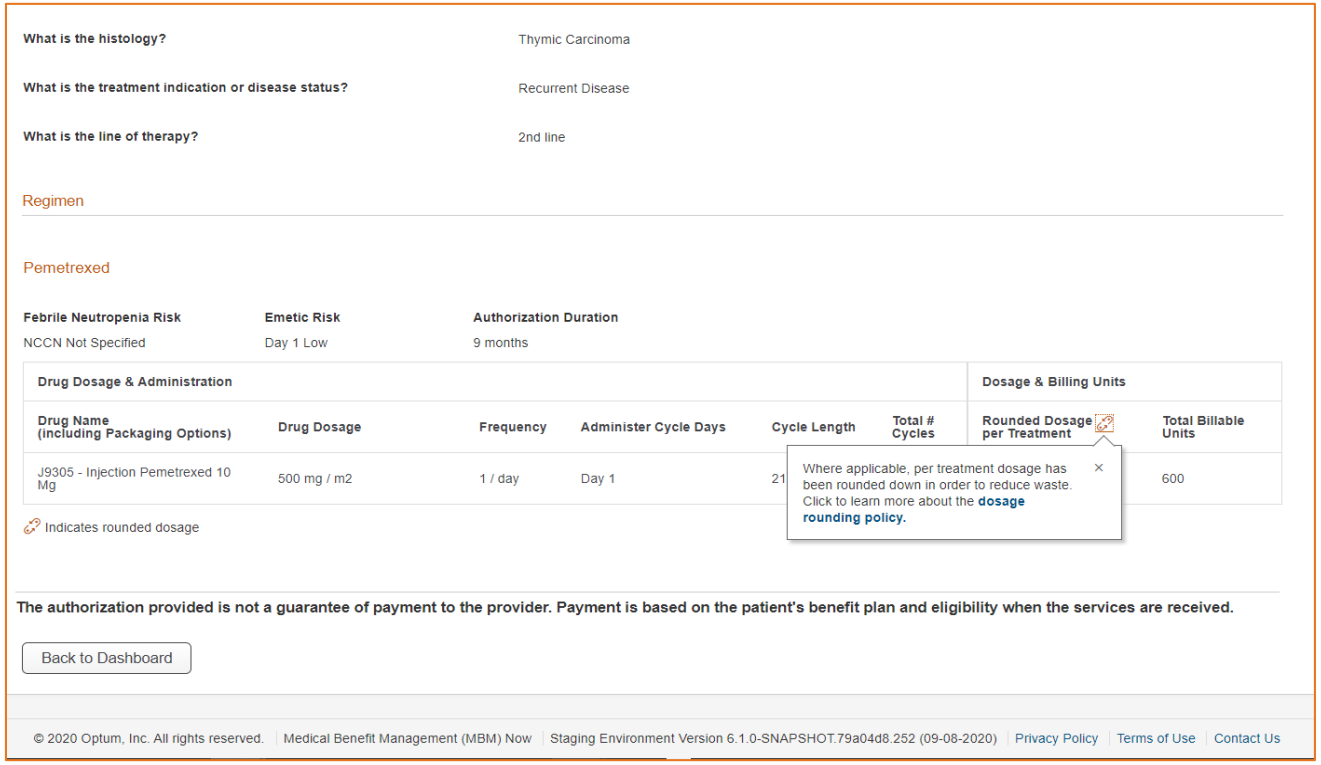
|37| Dose Based Rounding – Applies to Utah and Arizona





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Requesting Supportive Drugs

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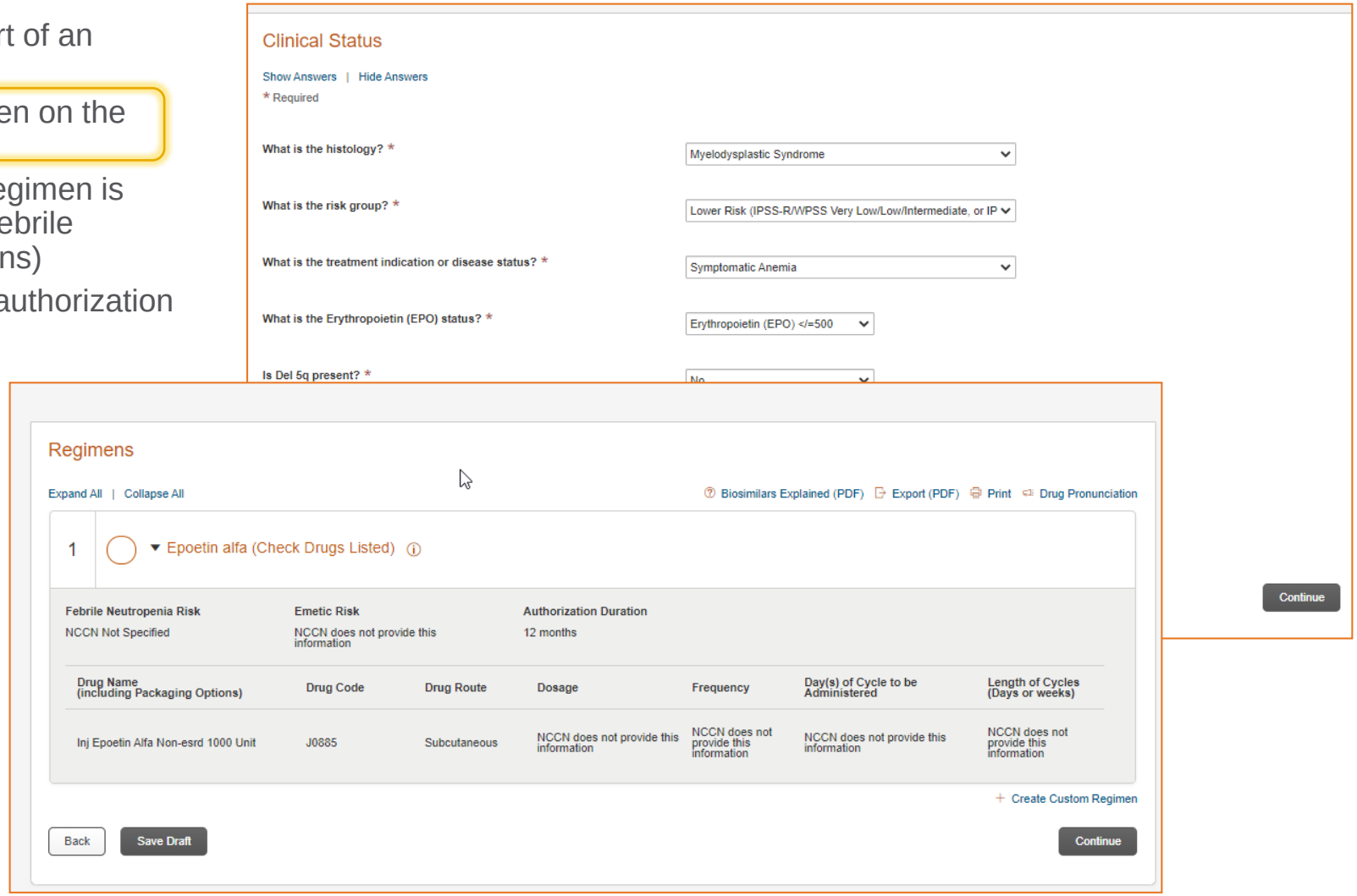
|39| Supportive Drugs

Supportive drugs can be part of an authorization in 3 ways:

1. Included with the regimen on the regimens screen
2. As an option after the regimen is selected (only for high febrile neutropenic risk regimens)
3. Supportive standalone authorization



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|40| Supportive Drugs

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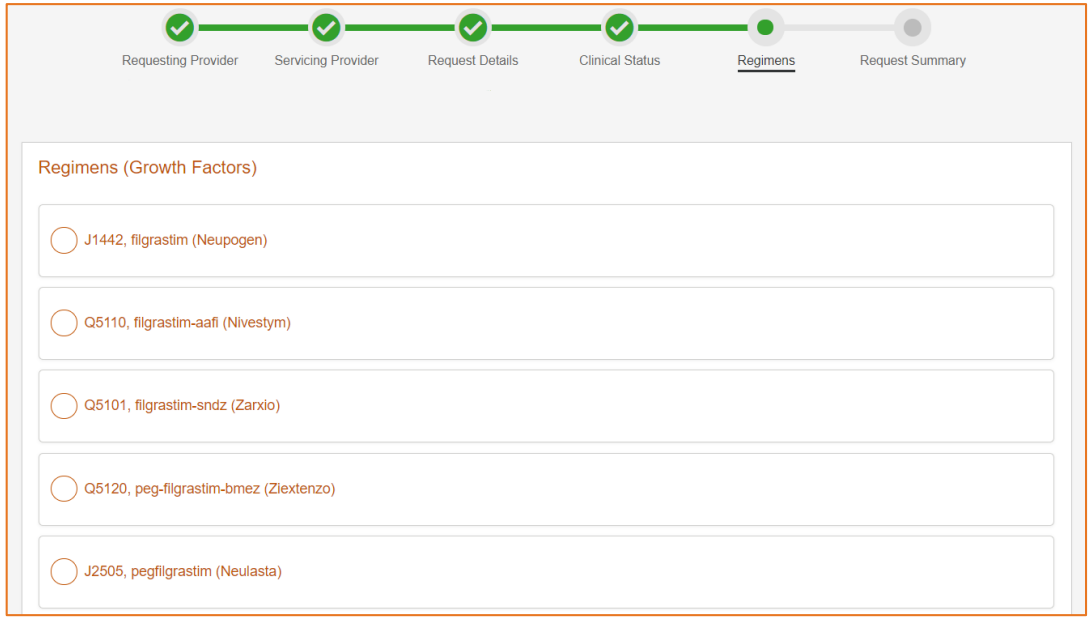

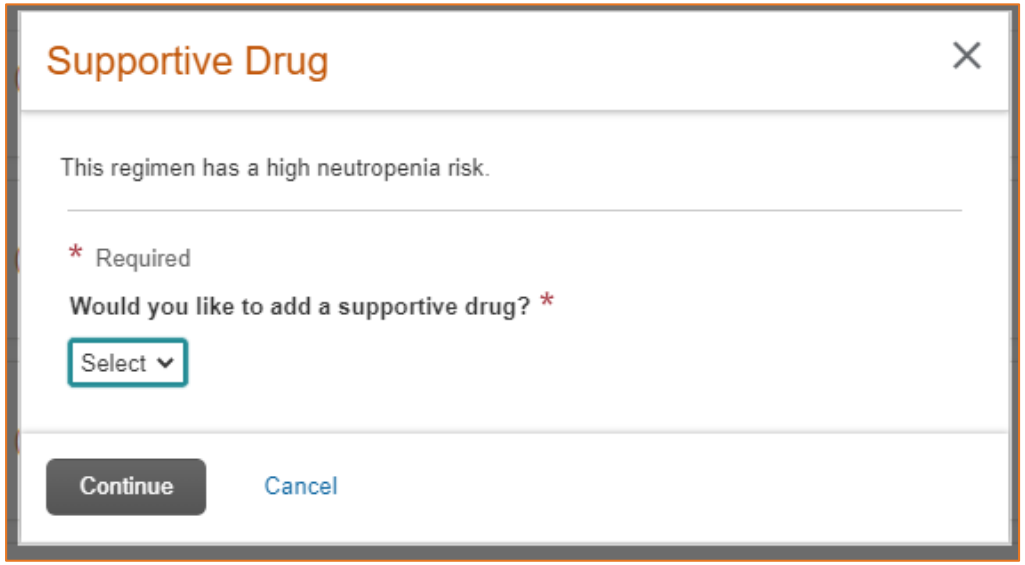

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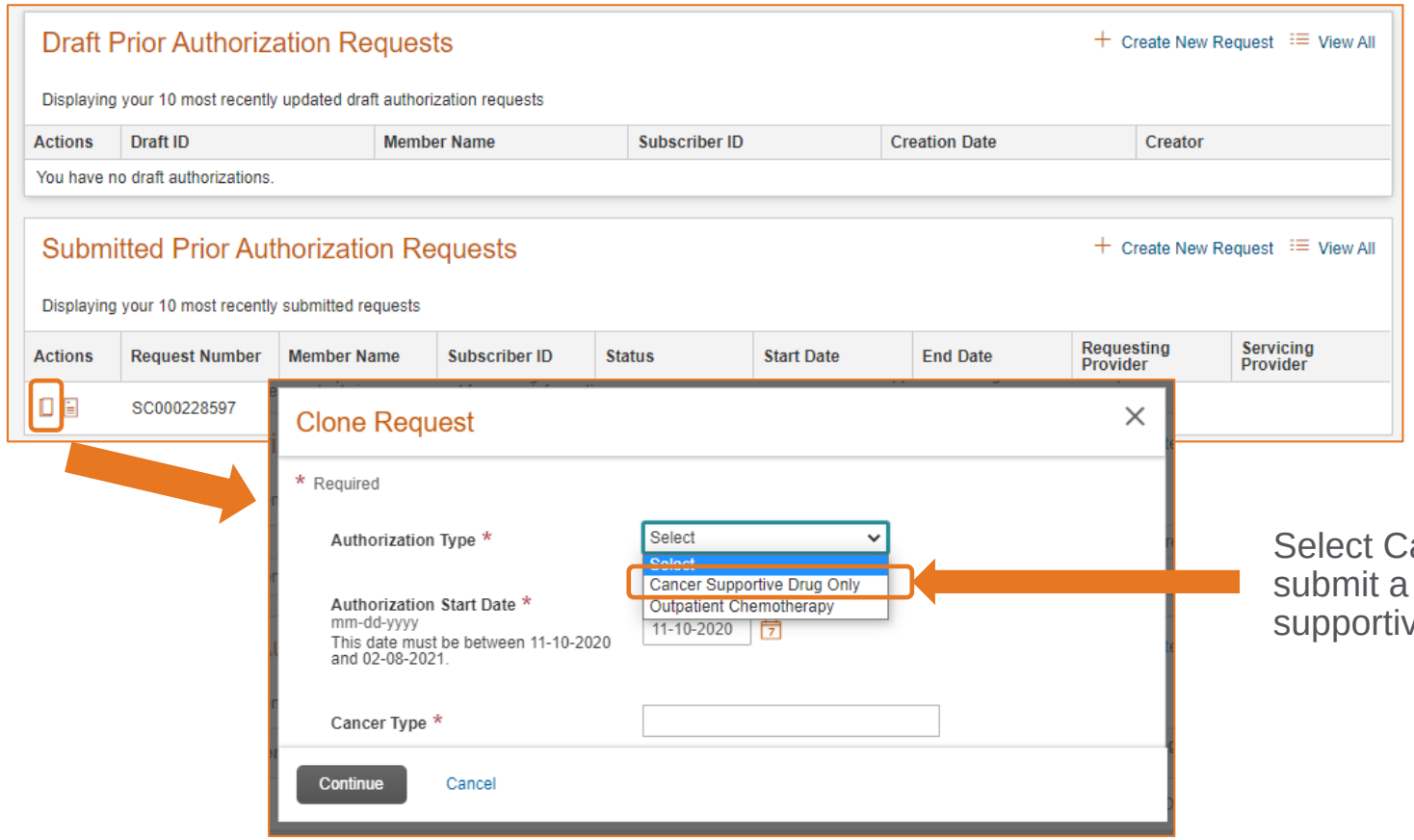
|41| Supportive Drugs – Standalone Authorization

If a request for a supportive drug is needed separate from the outpatient chemotherapy authorization, a request for one can be submitted using the clone function.



Select Cancer Supportive Drug Only to submit a standalone authorization for supportive drugs

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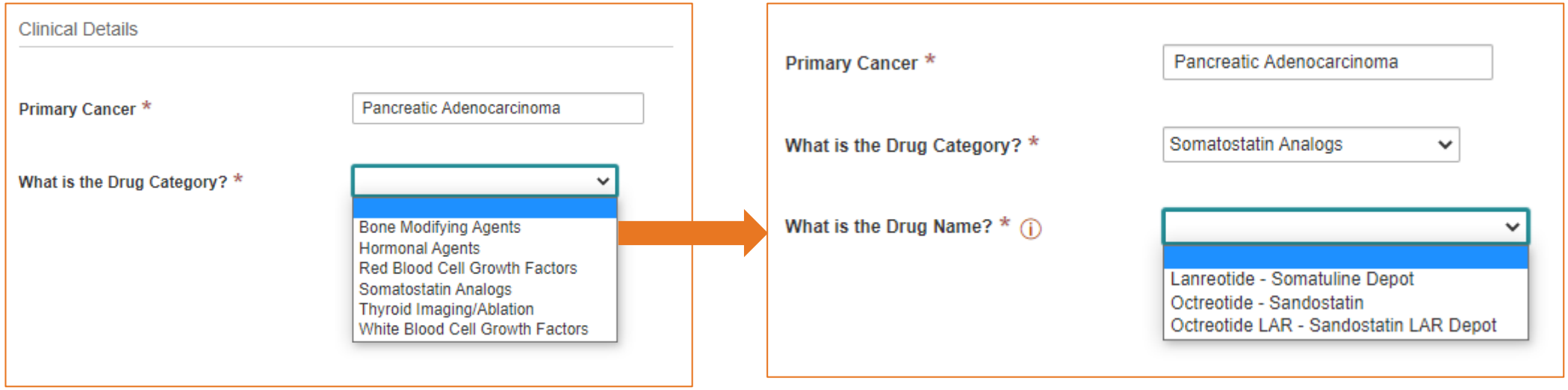
|42| Supportive Drugs – Standalone Authorization

If a request for a supportive drug is needed separate from the outpatient chemotherapy authorization, a request for one can be submitted using the clone function.

- Patient and provider details will be pre-populated using the clone functionality
- The request details page will offer the option to select cancer type and drug category in order to select the type of supportive drug needed

- Once the drug category is selected, a list of available Drug Names will be available, followed by dosage selection



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Other Features

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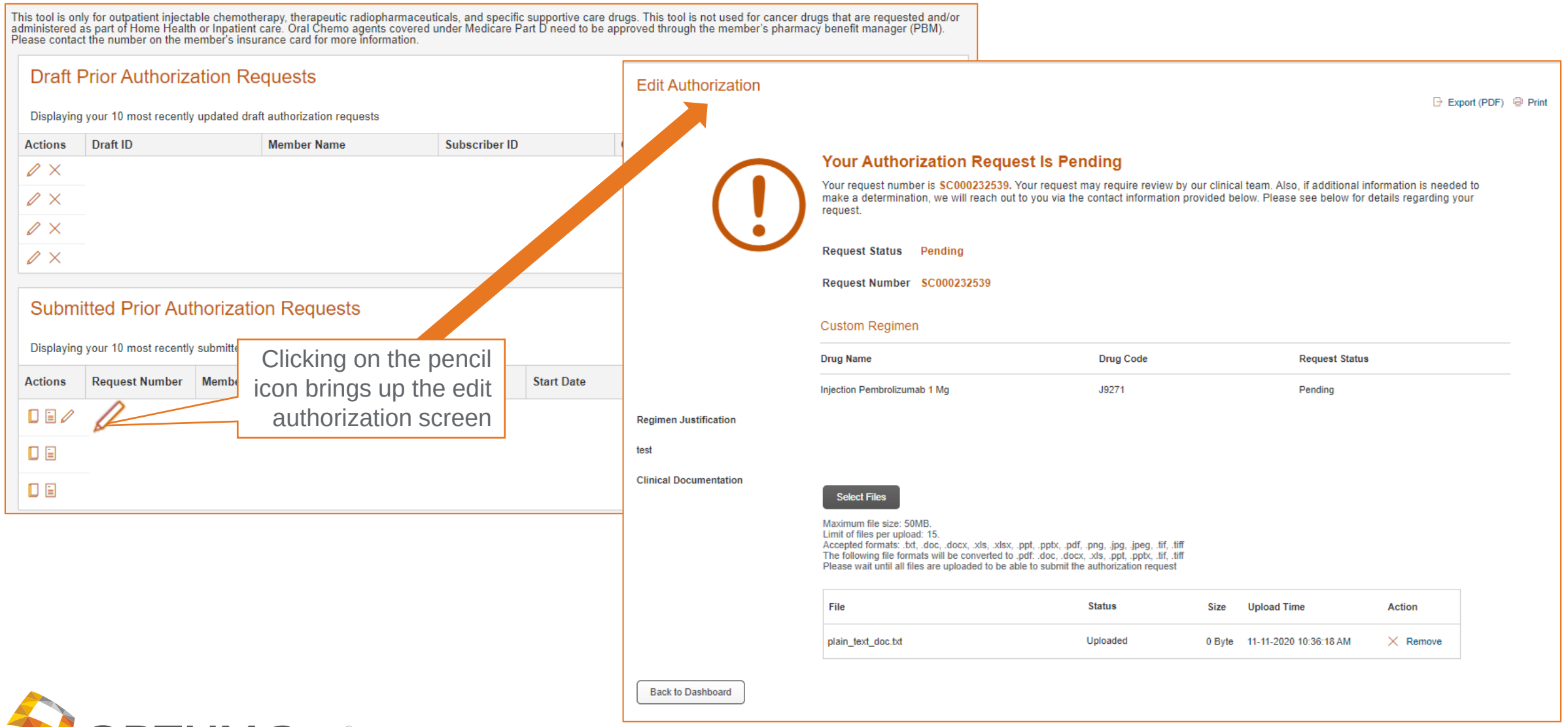
|6| Updating a Pending Request



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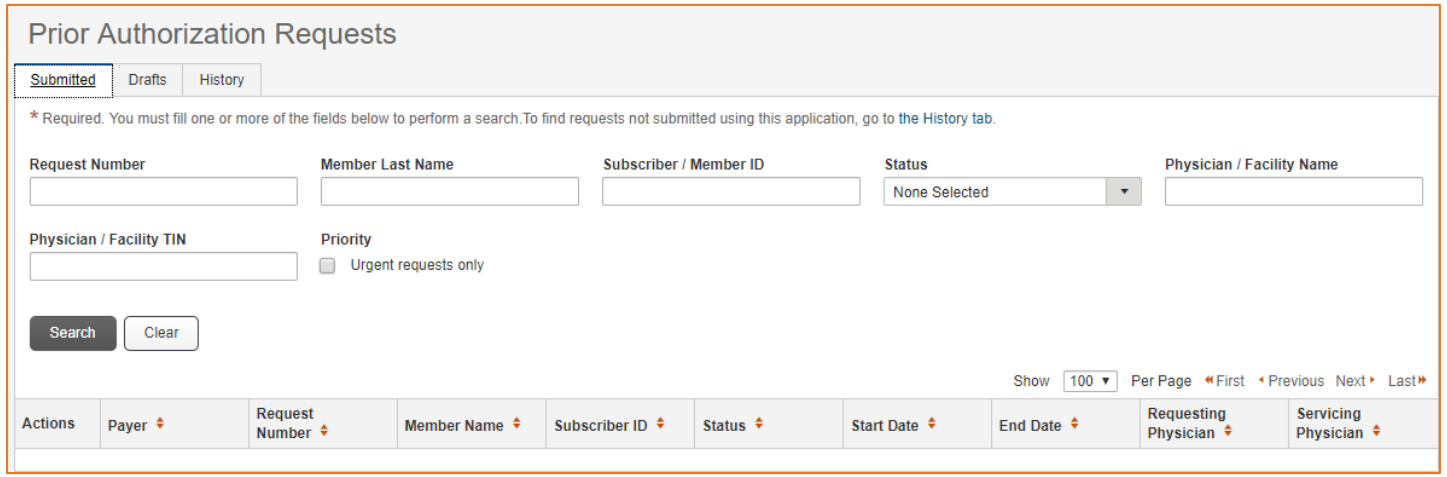
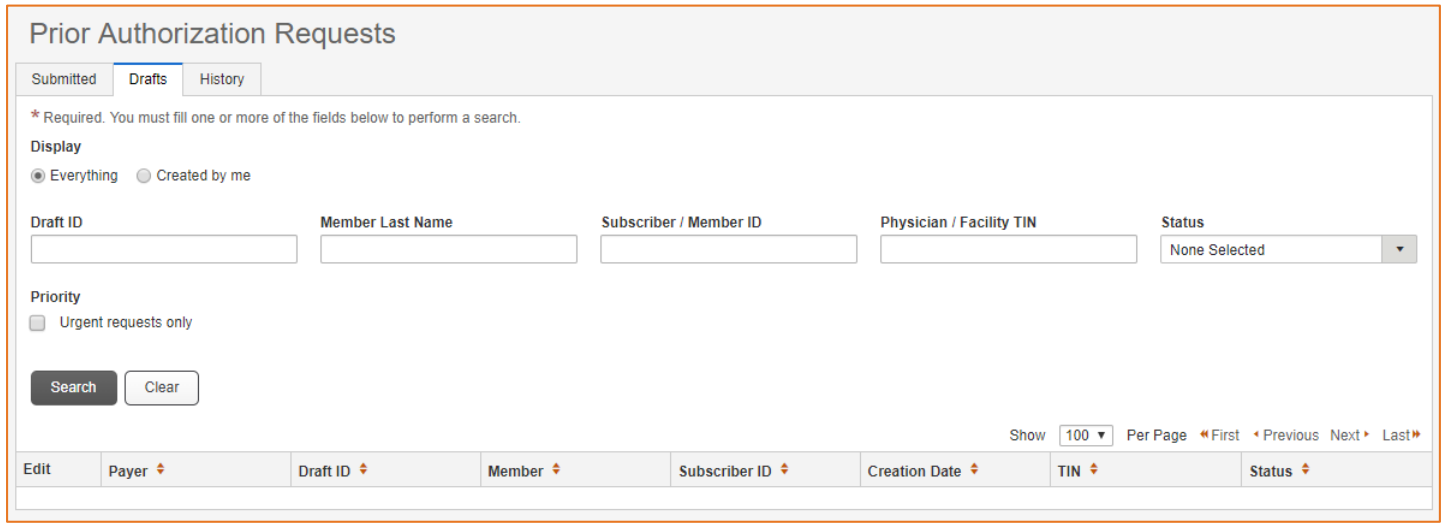
|45| Historical Authorization Search

Search for previously submitted authorization requests, draft requests, and requests previously entered on a different platform

Three tabs to search:

- Submitted: to perform a search for previously submitted requests
- Drafts: to perform a search for draft requests
- History: to perform a historical search for requests previously entered on a different platform





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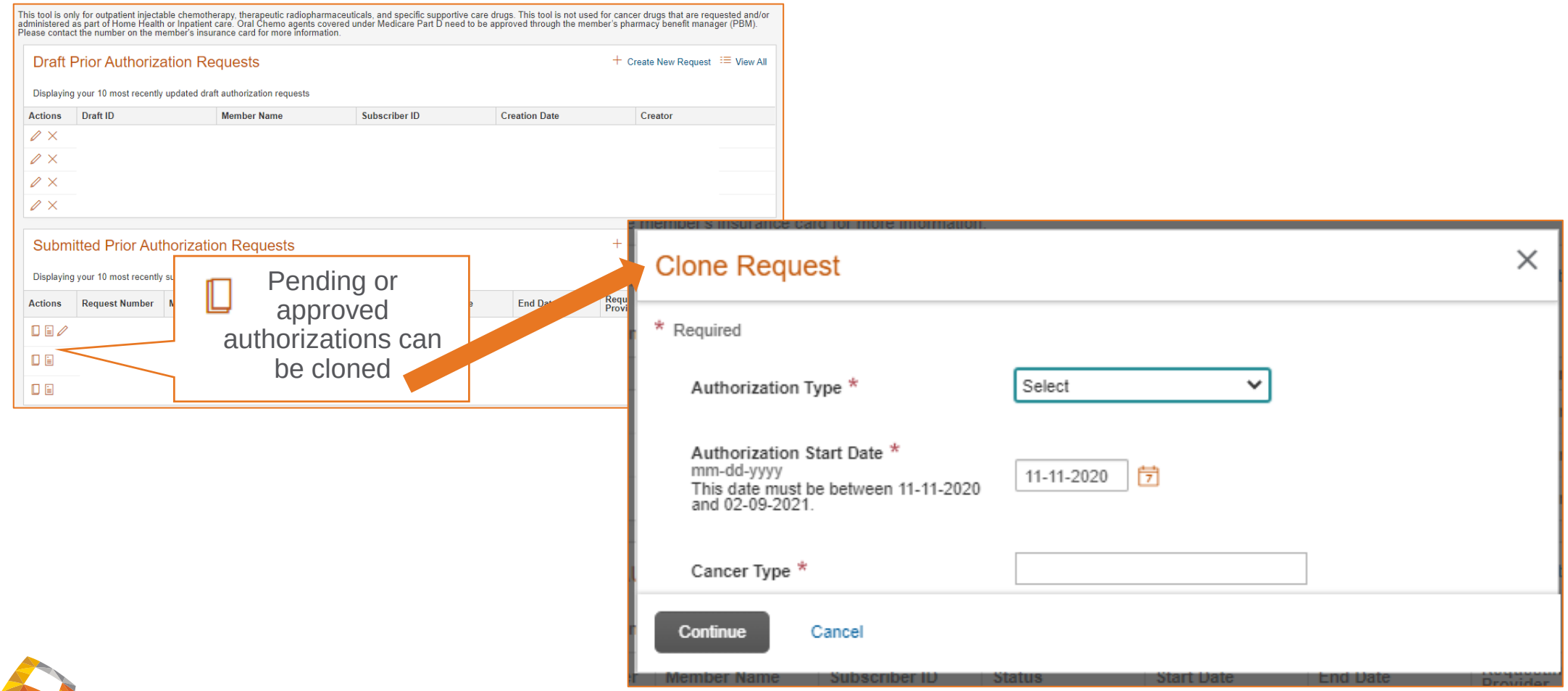
|46| Cloning an Authorization

Providers can clone an existing authorization from the dashboard screen or by searching for the authorization to be cloned and clicking the “clone” button on the upper left corner



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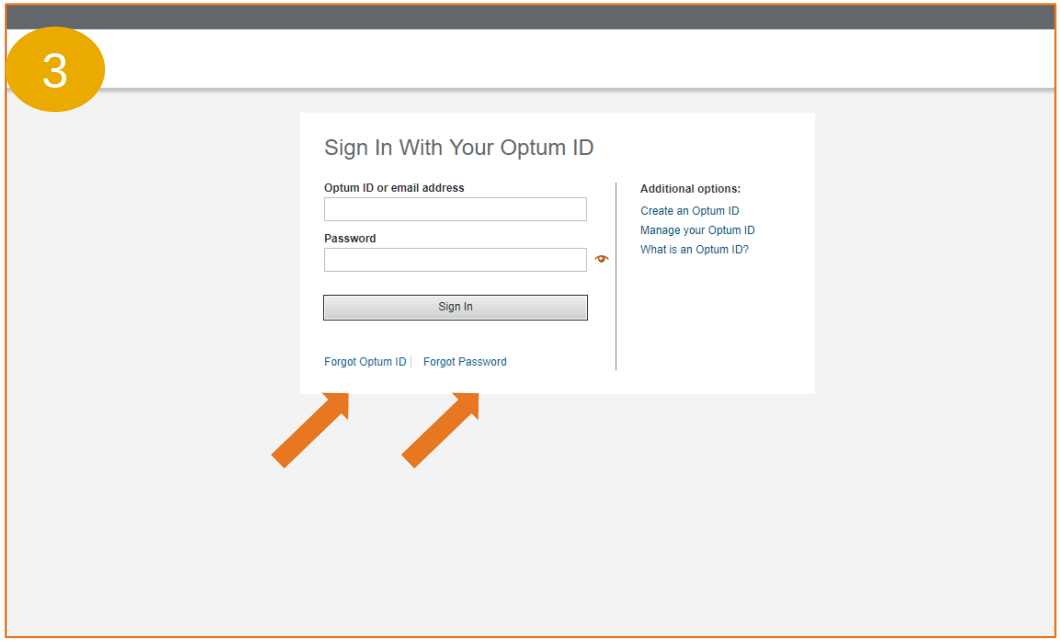
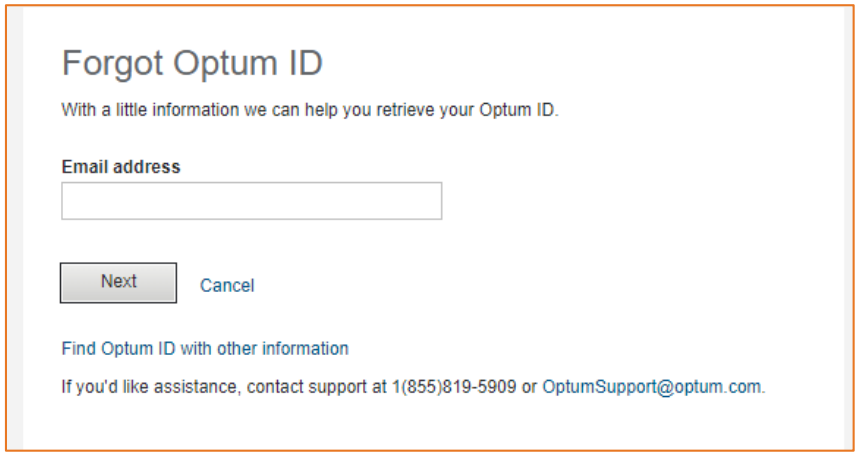
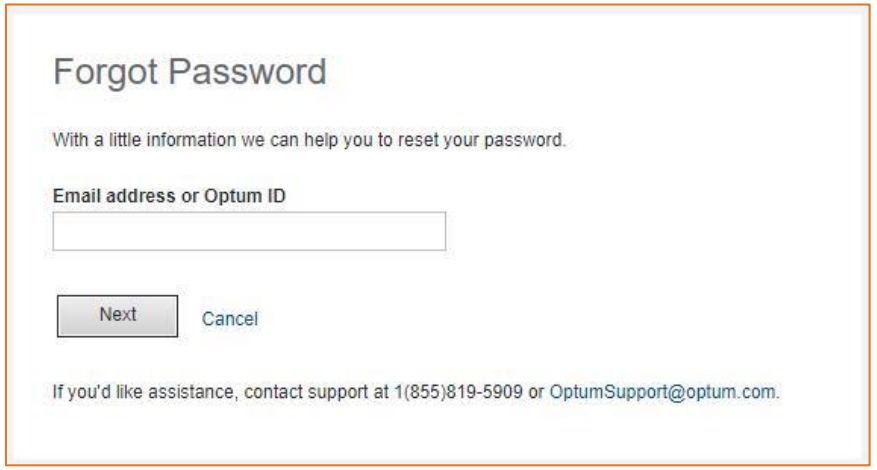
|47| Forgot Password Process







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Frequently Asked Questions

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|26| Frequently Asked Questions

What browsers are compatible with MBMNow?

Chrome offers the best user experience, but Internet Explorer is also compatible.

What happens if I hit the back button on my browser while navigating MBMNow?

Depending on the screen you are on, you will go to the previous screen, previous step in the authorization or

How do I get access to the tool?

Providers will be uploaded into the tool prior to the 12/8 go live date and will be sent registration information via email.

Are medications covered under the pharmacy benefit included in the tool?

No, at this time the only medications included in the tool are those that would be paid under the medical benefit. For Medicare Part D requests, the user will be prompted to contact the patient's PBM.

How do I remove access for users?

Email the Provider Data Management CGP User Admin mailbox at pdmops@optum.com

How do I get access for additional users?

Notify the Provider Data Management CGP User Admin Mailbox (pdmops@optum.com) and complete the self-registration process

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|26| Frequently Asked Questions

What do I do if I forgot my password or user name?
Click the “Forgot Password” or “Forgot Username” links and follow the prompts

What do I do if I search for a member but they are not found in the system?
Call OptumCare PA team at 877-370-2845

What do I do if I search for a provider but they are not found in the system?
Call OptumCare PA team at 877-370-2845

Who do I contact if I have a technical question or issue?
You would email cancerauthorizationprogram@optum.com

What if I have a question about an authorization?
You can call 1-877-454-8365 or email optumcare_smgp@optum.com

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