

Who is OncoHealth?

OncoHealth is a leading data analytics and technology-enabled services company dedicated to helping health plans, providers and patients with solutions that are purpose-built for oncology.

As cancer care continues to evolve, providers face questions about which treatment plans best suit their patients' needs. OncoHealth's patient-first approach helps ensure the best treatment plan by reviewing the latest scientific evidence, efficacy, toxicity and affordability of all available treatments.

Which services will OncoHealth review on behalf of Regence?

OncoHealth will administer the pre-authorization program for medical and pharmacy oncology drugs, including radiation oncology review, for Regence Medicare Advantage members.

What evidence-based guidelines does OncoHealth follow?

OncoHealth uses The National Comprehensive Cancer Network (NCCN) Guidelines as the primary source for cancer treatment guidelines; however, there are a few ways that OncoHealth complements these guidelines and supports providers in determining the optimal treatment plan.

- When NCCN offers multiple options, OncoHealth helps optimize the treatment based on the patient's unique needs and clinical profile.
- OncoHealth supports treatments based on clinical evidence that may not yet be published in the NCCN guidelines.
- When the patient may have limited options, OncoHealth can facilitate the process of obtaining the drug from the manufacturer under compassionate use.

How does OncoHealth support oncologists and their clinical team?

OncoHealth works closely with providers and patients to achieve the best possible outcomes.

OncoHealth strives to minimize administrative burdens so providers can focus on delivering quality care to their patients. It supports provider practices by:

- Providing an easy-to-use, 24/7 online portal to submit treatment requests in less than 5 minutes
 - The online portal is the most secure route for protected health information (PHI) contained in treatment requests.
- Respecting the clinician's time
 - Clinical consultation forms can be addressed in less than 30 seconds at a time convenient for the clinician.
 - OncoHealth also provides oncologist-to-oncologist calls so that the ordering provider is speaking with another oncologist.
- Standing behind its work
 - OncoHealth will provide documentation of an authorization to the provider if OncoHealth authorizes a treatment and the practice is not paid, or if a health plan or CMS audits the practice for high-cost drugs OncoHealth authorized.

How do I initiate a pre-authorization request for a Regence member?

We are working toward an automated, online process and will provide more information in the December 2025 issue of our provider newsletter, [*The Connection*](#)SM. This information will also be provided in the trainings OncoHealth is offering starting December 2, 2025.

Will clinical documentation be required for a pre-authorization request?

To ensure your request is efficiently processed, upload medical records at the time of case submission. If records are not yet available, the request can be saved and submitted later when records can be uploaded.

For certain treatment requests, clinical questions may be prompted within the portal that may also facilitate faster clinical review and processing.

As a guide, the following clinical documentation is requested:

- Cancer drug therapies, supportive care agents and testing requests
 - Latest progress notes
 - Complete chemotherapy and supportive care orders
 - Relevant labs
 - Pathology
 - Imaging results
- Radiotherapy
 - Radiotherapy consultation notes
 - Prescription
 - Pathology
 - Recent imaging results

Once I request a pre-authorization, how long will it take to get a decision?

OncoHealth's median turnaround time is 4.5 hours, but most cases are decided in 1 to 2 hours. Submitting cases through the online portal is the most efficient process.

Response time will vary depending on:

- Priority status (standard vs urgent)
- Online submission—These cases are processed more quickly.
- Timely receipt of clinical records.
- Preferred vs. non-preferred treatment regimens. A preferred treatment regimen request along with clinical records uploaded in the portal, you can receive a response, in most cases, within 2 hours. Non-referred treatment regimens require further review.

Does OncoHealth handle urgent pre-authorization requests?

Yes. OncoHealth processes urgent requests. Given OncoHealth's median turnaround time of 4.5 hours, the majority of cases don't require expedited review.

To ensure the quickest determination, submit requests online and upload the necessary medical records at that time. The online process enables the user to indicate whether a case is urgent or standard.

How do I know if a medication requires pre-authorization?

The online portal will be able to identify and inform the provider if a drug requires pre-authorization. Members and providers will be notified which drugs require a pre-authorization.

Medications that will require pre-authorization under this program are published on the [OncoHealth medications](#) page of our provider website.

What if I fail to obtain a pre-authorization for an outpatient injectable cancer care treatment?

If you do not obtain pre-authorization for services reviewed by OncoHealth on behalf of Regence, your claim may be denied for lack of pre-authorization.

How will the provider be notified of the final determination of the pre-authorization request?

When a pre-authorization is initiated online and the request meets clinical criteria consistent with NCCN or other evidence-based guidelines, the service will be approved.

The provider can view the status of the request via the provider dashboard within the authorization portal. The provider and member will also receive a determination notification with the authorization decision. These communications may be written or verbal—or both.

How does a provider appeal an authorization request?

Submit appeal requests to OncoHealth's Customer Service Team. Appeal requests should be faxed to (800) 264-6128.

ATTEND A TRAINING

OncoHealth will offer training sessions starting December 2, 2025, through January 21, 2026.

- [Register for a Tuesday training](#), offered at noon (PT) starting December 2, 2025
- [Register for a Wednesday training](#), offered at 8:30 a.m. (PT) starting December 3, 2025

RESOURCES

Look for additional information in futures issues of our provider newsletter, [The Connection](#).

For questions, contact the appropriate entity:

- **OncoHealth**
 - **Coming soon:** Information about online requests
 - **Authorization requests by phone:** (888) 916-2616 and follow the prompts
 - **Authorization requests, medical records submission or appeals by fax:** (800) 264-6128; when submitting medical records, include OncoHealth's reference number on the fax cover
 - **Website:** oncohealth.us
 - **Email:** clientsupport@oncohealth.us
- **Regence**
 - Our Provider Contact Center is available 6 a.m. - 5 p.m. (PT) weekdays:
1 (800) 253-0838.