

Oncology Home Infusion Program

UnitedHealthcare Commercial Plans: Florida Region
Frequently Asked Questions

Overview

Effective Nov. 1, 2020, Optum® Infusion Pharmacy, an UnitedHealthcare affiliate, is available to provide Oncology home infusion services to UnitedHealthcare commercial members in Florida.

We're providing this option as a convenience to our members and to help limit their exposure to COVID-19.

The Oncology Home Infusion Program is available to UnitedHealthcare members in Florida with the following health plans:

- UnitedHealthcare commercial plans, excluding Indemnity/Options PPO
- UnitedHealthcare Plan of the River Valley, Inc.
- UnitedHealthcare Insurance Company of the River Valley
- Neighborhood Health Partners

Frequently Asked Questions

Are members required to use Optum Infusion Pharmacy to receive their oncology infusions?

No, our plan members aren't required to transition their care to the home. In addition, plan members who choose to transition their care to home may use any home infusion pharmacy in their network. We're simply highlighting this service as an additional choice for our plan members who have a need for Oncology infusions. This includes high-risk members who may have concerns of being exposed to COVID-19 during the national public health emergency.

Why should I consider home infusion services?

Physicians often refer members to an outpatient hospital infusion center, since most cancer-related infusions are given in this setting. However, certain monoclonal anti-bodies (including biosimilars) and checkpoint inhibitors can be safely administered in alternate settings, such as the member's home.

Key Points

- Optum® Infusion Pharmacy can provide certain monoclonal antibodies (including biosimilars) and checkpoint inhibitors in a home setting or ambulatory infusion suite.
- We're offering the service as an option to help keep our members safe.

Which medications are included in this program?

Home infusion options are available for UnitedHealthcare commercial members taking one of the following monotherapy medications:

Monotherapy Oncology Medications – Effective Nov. 1, 2020		
Category	Medication	Biosimilar
Monoclonal Antibodies	Erbitux® (cetuximab)	
	Vectibix® (panitumumab)	
	Herceptin® (trastuzumab)	Herzuma® Ogivri™ Kanjinti™ Ontruzant® Trazimera™
	Herceptin Hylecta™ (trastuzumab/hyaluronidase-oysk)	
	Avastin® (bevacizumab)	Mvasi™
	Rituxan® (rituximab)	Truxima® Ruxience®
	Rituxan Hycela® (rituximab/hyaluronidase)	
	Perjeta® (pertuzumab)	
	Phesgo™ (trastuzumab/pertuzumab)	
Proteasome Inhibitor	Velcade® (bortezomib)	
Checkpoint Inhibitors	Opdivo® (nivolumab)	
	Yervoy® (ipilimumab)	

How will you assess admission eligibility for the program?

We'll assess eligibility as follows:

- Review of clinical practice guidelines, critical pathways and standards of practice to assess the level and type of care/service required by the member being referred
- Submission and review of member's treatment plan
- Verification that home infusion services can reasonably meet care expectations without infringing on patient safety or accomplishment of medically desirable results

How will UnitedHealthcare commercial members in Florida be notified of these new service options?

Members who are currently engaged in the Optum Cancer Support program will receive an outreach call from their Clinical Case Manager to discuss this new service. If the member chooses to receive their infusions at home, the Clinical Case Manager will contact their physician and help the member transition to Optum Infusion Pharmacy. If a member isn't eligible for the Optum Cancer Support program, they'll receive an outreach call from Optum Infusion Pharmacy on behalf of UnitedHealthcare to discuss this new optional service.

How involved are physicians if a member chooses to receive infusion services at home?

Optum Infusion Pharmacy will coordinate with the treating physician to successfully transition the member to an Optum Infusion Pharmacy location or the in-network home infusion pharmacy of the member's choice. The physician will communicate care expectations to Optum Infusion Pharmacy, so the pharmacist and nurse can deliver the appropriate level of care to the member. After a member receives the first home infusion treatment through Optum Infusion Pharmacy, the physician will receive regular updates on the member's progress.

Physicians will still be responsible for scheduling follow-up appointments with their patients to evaluate their patient's progress and communicate any changes in the patient's infusion care plan.

Are Optum Infusion Pharmacy nurses trained to administer Oncology medications?

Yes. Optum Infusion Pharmacy nurses have received educational training that addresses caring for Oncology patients, administering chemotherapy medications and managing potential side effects due to cancer treatments.

How is the medication prepared and administered?

Members who choose Optum Infusion Pharmacy will be cared for by a pharmacy committed to patient safety and quality care. Our licensed pharmacies are held to the same national regulatory and safety standards as other infusion suites, hospitals and compounding pharmacies. Each Optum Infusion Pharmacy is accredited through a nationally recognized agency like Utilization Review Accreditation Commission (URAC) and Accreditation Commission for Health Care (ACHC). These agencies have quality and safety standards to ensure health care providers like Optum Infusion Pharmacy provide the highest quality patient care.

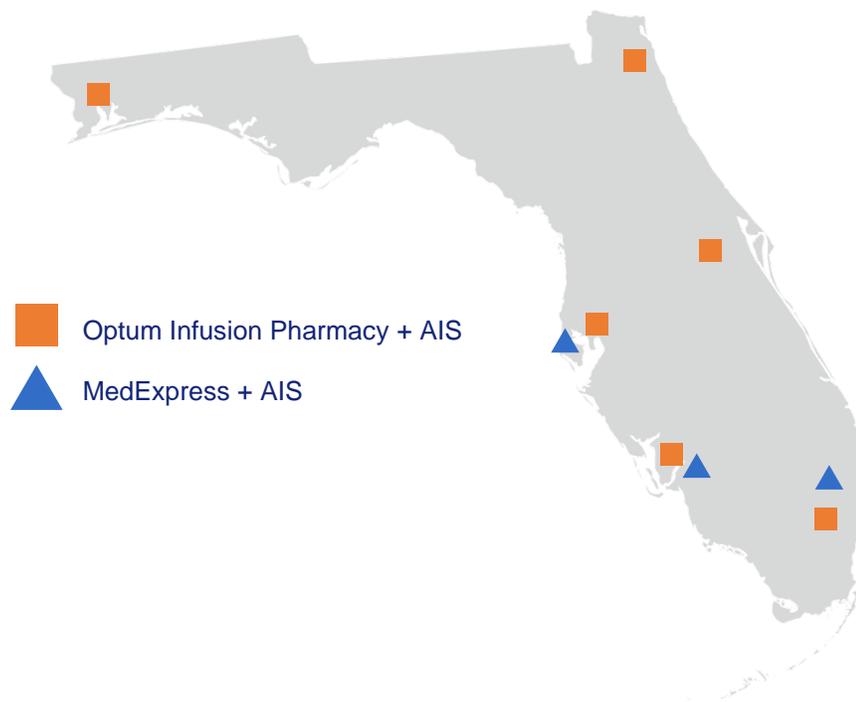
What precautions are being taken to help avoid COVID-19 exposure?

Optum Infusion Pharmacy completes telephone screenings the day before medication is shipped for the infusion appointment. In addition to performing patient screenings, the nurses are equipped with full PPE gear (N95 respirators, gowns, booties, hair bonnets, sanitizer and wipes, along with resources from the CDC) before entering a patient's home.

For members who want to use one of Optum's ambulatory infusion suites, screenings for potential exposure are performed prior to entry into the suite and before infusing patients. Additionally, all Optum Infusion Pharmacy locations follow the Centers for Disease Control and Prevention (CDC) COVID-19 infection control procedures to safely serve patients.

Are services limited to certain regions within the state of Florida?

Optum Infusion Pharmacy provides infusion services throughout the entire state of Florida. The pharmacy locations listed in the following graphic can service members who choose to transition from an outpatient facility to their home or an ambulatory infusion suite (AIS). Members can check www.myuhc.com for a full list on in-network home infusion providers.



What hours of operations does Optum Infusion Pharmacy offer members who request home infusion services?

Optum Infusion will schedule treatment based on patient and nurse availability, Monday – Friday, and is available to answer questions from members 24 hours per day, seven days a week.

Can members receive treatment at Ambulatory Infusion Suite locations available in Florida, operated by MedExpress?

Yes. Members can also receive their infusions at one of the MedExpress locations, which will be supported by an Optum Infusion Pharmacy. Contact Optum Infusion Pharmacy to discuss coordination of services at MedExpress.

Is there another option, other than home infusion, offered by Optum Infusion Pharmacy?

Yes. Plan members who choose to transition their care to home may use any home infusion pharmacy in their network. In addition, Optum Infusion Pharmacy has several ambulatory infusion suite locations conveniently located within the state of Florida. These locations are managed by health care clinicians trained to provide care in an office setting with same level of care and amenities offered in an outpatient facility. The suite locations, similar to home infusion visits, offer patients greater flexibility to schedule appointments.

Who should I contact if I have questions?

If you have questions, please contact your local Network Management representative or call the Provider Services phone number on the member's health plan ID card. If you require additional assistance, please send a message to unitedoncology@uhc.com or call us at 866-362-3368.



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