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Amendment
Evolent Musculoskeletal Program and Oncology Program Updates

November 6, 2026

Evolent Musculoskeletal Program Updates Effective December 5, 2026

NH Healthy Families in collaboration with Evolent is implementing updates to how Musculoskeletal services are reviewed and administered to enhance the member and provider experience. These changes reflect a shared commitment to improving quality of care, efficiency, reducing administrative burden, and supporting timely, clinically appropriate care decisions.

What's Changing
Site of care selection for shoulder, hip, knee and spine surgeries

Advances in surgical care have enabled many procedures that once required inpatient stays to be safely performed in outpatient settings.

Beginning December 5, 2026 Evolent will guide ordering providers, during intake of an authorization request for NH Healthy Families members, to select a preferred site of care. If a hospital-based setting is selected for a procedure that can be performed in an outpatient setting, providers will be required to either choose from a list of allowable exceptions or provide supporting clinical justification.

Clinical reviewers will evaluate both medical necessity and site of care criteria prior to rendering a determination. Once the authorization request is complete, the final authorization will reflect determinations for both the procedure and the site of care.

Evolent Oncology Program Updates Effective April 1, 2027

NH Healthy Families in collaboration with Evolent is implementing updates to how oncology services are reviewed and administered to enhance the member and provider experience. These changes reflect a shared commitment to improving efficiency, reducing administrative burden, and supporting timely, clinically appropriate care decisions.

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What's Changing
Denial Determinations for Oncology Services

Effective April 1, 2027, Evolent will issue denial determinations for oncology authorization requests that do not meet clinical criteria.
For requests received prior to 4/1/2027 Evolent will continue to issue Recommended Adverse Determinations (RADs) when clinical criteria are not met, and NH Healthy Families will provide the final determination of the request.

Please continue to submit grievances and appeals directly to NH Healthy Families
Pharmacy Benefit (Part D) Scope Update
Effective 4/1/2027, Evolent's oncology review scope will be limited to medical benefit (Part B) medications only. All pharmacy-dispensed (Part D) drugs must be submitted directly to NH Healthy Families in accordance with plan guidelines.
Requests received prior to 4/1/2027 will be administered by Evolent under the current process.
For questions or additional information, please contact

Please contact Provider Services at **1-866-769-3085** with any questions.

Sincerely,

NH Healthy Families