MBMNow Tool: Frequently Asked Questions (FAQs)

What should I do if the member is not found in the tool?

- Confirm the Member's ID card has LIFE1 indicated as the Payer ID
- If the subscriber ID ends in 01, remove it, and re-attempt your search
- If the subscriber ID does not end in 01, add it, and re-attempt your search
- If the member is still not located in the tool, call the Cancer Guidance Program at 1-877-454-8365

What do I do if the provider is not found in the tool?

- Call the Cancer Guidance Program at 1-877-454-8365 and a member of our team will assist you with submitting an authorization

Where do I find a list of drugs that require Prior Authorization under the program?

- The Prior Authorization list can be found on our website at https://rxcare.optum.com

What if I have a question about an authorization?

- Call the Cancer Guidance Program at 1-877-454-8365 or email optumcare_smgp@optum.com