



# Site of Care Optimization Program Frequently Asked Questions (FAQs)

## FOR PROVIDERS AND PRESCRIBERS

### What is the site of care (SOC) program?

The SOC program identifies patients receiving specialty or infusion therapy in high-cost settings (e.g., hospital outpatient departments). The program then evaluates whether these patients may be safely transitioned to clinically-appropriate, lower-cost alternatives — such as home infusion or freestanding infusion centers.

### Why is this program being implemented?

The goal is to improve the patient experience and reduce total cost of care, in alignment with value-based care models and payer policies. Many infusions administered in hospitals can be safely delivered in alternative settings — all without compromising quality.

### What are examples of alternative SOC's?

- ✓ Home infusion.
- ✓ AIS.
- ✓ Physician offices.



#### Key Terms

**Site of care (SOC):** The physical location where a patient receives infusion therapy. Common sites include hospital outpatient departments (HOPDs), physician offices, home infusion services, or ambulatory infusion suites (AIS).

**Ambulatory infusion suite (AIS):** A non-hospital outpatient clinic specifically designed for administering infusion therapies.

**FL.CP.PHAR.493:** Centene's clinical policy, titled "*Infusion Therapy Site of Care Optimization.*"

(continued)

**[Ambetterhealth.com/en/fl](https://Ambetterhealth.com/en/fl)**

Ambetter Health is underwritten by Celtic Insurance Company, Centene Venture Company Florida, and Sunshine State Health Plan, Inc. Centene Venture Company Florida, and Sunshine State Health Plan, Inc are Qualified Health Plan issuers in the Florida Health Insurance Marketplace. Celtic Insurance Company is a Health Plan issuer in the Florida market. ©2025 Celtic Insurance Company, Centene Venture Company Florida and Sunshine State Health Plan, Inc. All rights reserved.

4504503\_FL5PMKTFLYE  
Internal Approval 08142025

## ? Is the SOC program guided by a clinical policy?

Yes. This program is based on Centene Clinical Policy: *Infusion Therapy Site of Care Optimization FL.CP.PHAR.493*, which outlines appropriate criteria for site of care decisions and drugs eligible for redirection.

---

## ? What types of therapies or patients are targeted?

The program focuses on select high-cost specialty and infusion drugs where alternative sites of care are both safe and effective. Eligibility is based on clinical criteria, treatment regimen, benefit design, and geographic access to alternative sites.

---

## ? How are patients selected?

Patients are identified through claims data, clinical profiles, and coordination with prescribers. Our team will engage with you before outreach to the patient begins, to ensure clinical appropriateness and continuity of care.

---

## ? Is participation in the SOC program mandatory? Are there any exceptions?

Yes, participation is required when clinically-appropriate and supported by policy. If a patient is qualified for redirection under the Centene Clinical Policy: *Infusion Therapy Site of Care Optimization FL.CP.PHAR.493*, transitioning to an alternative site of care is required and expected.

However, we also understand that every patient's situation is unique and exceptions may apply. Our SOC team carefully reviews each case. If an exception is warranted, it will be evaluated in accordance with the policy criteria. Providers will be notified when redirection applies to a patient. These providers will also be consulted throughout the process to ensure continuity and quality of care.

---

## ? What if my patient is hesitant to switch infusion sites?

It's not uncommon for patients to have questions or concerns about changing their treatment location. As a provider, you play a key role in helping them understand that the alternative site offers the **same clinical quality** (and may be more convenient for them), just in a different space. Our SOC team is available to support you and your patient during the transition. (See "*For Conversations with Members*" section for reference.)

---

## ? What is expected from prescribers?

We ask for your partnership in:

- |   |   |
|---|---|
| ✓ Reviewing patient eligibility.                              | ✓ Supporting transitions when appropriate.                    |
| ✓ Prescribing to preferred infusion providers, if applicable. | ✓ Maintaining communication to ensure seamless care delivery. |

Additionally, when submitting a prior authorization (PA) request, please indicate the intended SOC. This helps streamline the process, reduce administrative burden, and avoid follow-up requests. Our SOC team is available to assist in identifying nearby, clinically-appropriate infusion sites that meet both patient needs and policy.

(continued)



## Will this disrupt patient care?

No. Transitions are carefully coordinated with prescribers, patients, and infusion providers. The same medications and dosing regimens are maintained — only the site of administration changes, when clinically safe and approved.



## What are the benefits to the patients?

The SOC program is designed with the patient in mind — offering meaningful advantages that support both quality and experience of care:



### **Greater convenience and flexibility:**

Appointments at alternative sites can be scheduled around the patient's lifestyle — including options for evenings or weekend visits — minimizing disruption to work, school, or family responsibilities.



### **Reduced time commitment and hospital exposure:**

Alternative sites typically offer faster check-ins, shorter wait times, and lower risk of hospital-related infection exposure. These positives make the overall experience safer and more efficient.



### **Improved patient satisfaction:**

Patients redirected to alternative sites consistently report higher satisfaction levels, citing increased comfort, reduced stress, and a more personalized care experience.



### **Lower out-of-pocket costs:**

Alternative sites may come with reduced patient cost-sharing. Lower costs can improve adherence to treatment, leading to better clinical outcomes.



## Who can I contact for more information?

If you have questions about the SOC program or need support with a specific patient case, our Utilization Management SOC team is here to help.



**1-866-861-6269**



Email: **CPS\_UM\_SOC@centene.com**

We're available to assist with eligibility reviews, site referrals, prior authorizations, and any program-related inquiries.

(continued)



# Site of Care Optimization Program Frequently Asked Questions (FAQs)

## FOR CONVERSATIONS WITH MEMBERS\*

### ? What is the site of care (SOC) optimization program?

The SOC optimization program helps make sure that you receive your infusion or specialty drug treatment in the most fitting, affordable, and convenient location. Those locations can include a home infusion service or a freestanding infusion center — *instead* of a hospital.

### ? Why would I be asked to change where I get treatment?

Some care settings, like hospitals, can be more expensive without offering any added benefit for certain types of treatments. If it's safe and clinically-appropriate, we may recommend an alternative (different) location that offers the same high-quality care but at a lower cost with added convenience.

### ? What are examples of alternative (different) sites?

Alternative infusion sites offer the same high-quality treatment in more convenient and cost-effective settings, such as:

- ✓ **Ambulatory infusion suites (AIS):** Non-hospital clinics that specialize in infusion therapy.
- ✓ **Doctors' offices:** When appropriate, treatment may even be given during regular office visits.
- ✓ **Home infusion:** A licensed nurse can give you your therapy in the comfort of your own home.

**Note:** These options are carefully selected based on your clinical needs, safety, and convenience.

### ? Will it cost me more to switch to a new SOC?

No. In fact, it may cost you less! Many alternative sites of care have lower copays. The overall out-of-pocket costs can also be lower, compared to hospital-based settings.

You may also save on transportation (rides), parking, and travel time. So, it makes your treatment more affordable and convenient.

(continued)



### Will my treatment change?

No. The medication and your prescribed treatment plan will stay the same. The only change may be the **location** where you receive it.

---



### Is this safe?

Yes. All alternative sites of care *must* meet strict safety and quality standards. They are *all* staffed by experienced medical professionals. Your health and safety are always our top priorities.

---



### What are the benefits to me?



#### More convenient:

Shorter travel time or treatment at home.



#### Faster visits

Less waiting and more flexible scheduling.



#### Extra comfort:

A more relaxed setting for care.



#### Lower costs:

You may pay less out-of-pocket.

---



### How will I know if I'm eligible?

If you are a candidate for a different SOC, we'll contact you directly. We'll also work with your healthcare provider to make sure that it's the right fit for you.

---



### Can I decline to change my SOC?

While participation is required when clinically appropriate and supported by policy, your voice matters. We're committed to working closely with you and your provider. We'll help find an option that supports your safety, comfort, and health needs.

---



### Will help with transportation (rides) be available if I need it?

Yes. If transportation is a concern, you can go to **[communityresources.sunshinehealth.com](https://communityresources.sunshinehealth.com)** for ways to help to pay, arrange and apply for transportation assistance based on the zip code you live in. If further assistance is needed our Site of Care team can help you navigate this site to access the community resources available to you. We're here to ensure access to care is never a barrier to receiving the treatment you need.

---



### Will the alternative SOC offer flexible scheduling?

Yes. Many ambulatory infusion centers and home infusion providers offer extended hours. This can include evening and weekend times, to work better with your schedule.

(continued)



### **What happens if my infusion schedule changes?**

If your treatment plan or infusion schedule changes, your provider will submit an updated request for authorization. Once it's approved, your assigned infusion site will work with you. They'll adjust infusion timing to your schedule, as much as possible.

We'll make sure there's no break in your care and that your treatment goes on smoothly at the suitable site.



### **Who can I contact with questions?**

If you have any questions about the SOC optimization program or your treatment options, contact:



**1-866-861-6269** (TTY: **711**)