NovoLogix Prior Authorization
User Guide
For Blue Care Network of Michigan Providers

July 29, 2016

Blue Care Network is a nonprofit corporation and independent licensee of the Blue Cross® and Blue Shield® Association.

NovoLogix is an independent company with a web-based tool used to request prior authorization for specialty medical medications.
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ABOUT NOVOLOGIX
NovoLogix is a company developed and led by Clinical, IT, and Business professionals who are dedicated to driving healthcare innovation. Throughout our history, we have introduced revolutionary ideas, advanced processes and pioneering technologies to many of the nation's leading health plans and thousands of healthcare providers.

Through our Software-as-a-Service (SaaS) platform, we deliver innovative software solutions to the medical pharmacy industry. Our software enables our clients to stay ahead of the shifting healthcare landscape, changes in the administration and sites of care, and other competitive forces affecting their bottom line.

CONTACT NOVOLOGIX
NovoLogix Client Support Services are available Monday – Friday, 7:00am to 6:00pm Central Time. Contact Client Support Services by e-mail at helpdesk@novologix.net or by phone at the number provided for the Health Plan for which you are seeking assistance. Please do not include Protected Health Information (PHI) when sending e-mail messages to NovoLogix. For application assistance or to request a User ID and password, contact NovoLogix Client Support Services by e-mail at helpdesk@novologix.net.

MINIMUM SYSTEM REQUIREMENTS
The NovoLogix claims system supports the use of Microsoft Internet Explorer browser versions 9, 10 and 11, as well as Firefox.
1. The standard browser options for cookies and JavaScript must be enabled.
2. While older versions of Internet Explorer such as 8 are currently supported, we strongly recommend users upgrade to the most recent version, which will provide the best user experience.
3. To install the most recent version of Internet Explorer you can use the following link: http://www.microsoft.com/ie.
4. Add app.novologix.net to Internet Explorer’s list of trusted sites
   a. Open the new site in Internet Explorer
   b. Go to Tools > Internet Options
   c. Open the Security tab
   d. Select Trusted sites
   e. Click the Sites button
   f. The site URL should be showing in the Add this website to the zone: box. Click Add
   g. Click Close
   h. Click OK
1. **ACCESSING NOVOLOGIX**

You can access the prior authorization application through the BCN/BCBSM Secured Services Homepage
1. Select Go next to the BCN Medical Benefit-Medication Prior Authorization section near the bottom of the screen.

2. Enter your NPI number in the NPI field and click Go

3. The system will then bring you to the NovoLogix Homepage
2. **LOGGING OUT**

To ensure security, be sure to log out of the system whenever you are not using it. You will be automatically logged off after 20 minutes of inactivity.

To terminate your current session at any time, click the **Log Out** link in the upper right corner of the screen.

3. **CREATING AN AUTHORIZATION REQUEST**

All authorizations that have been submitted will be available through the Find Authorization option.

From the **User Home Page**, hover over **Authorizations** and click **Create Authorization**.
Step 1 – Get Started

a. Select Plan Name from drop down list
   - If you are only linked to one plan in the system, there is no need to complete this step.
1. To select your patient either enter the Member ID under *Quick Start* to search for existing authorizations to copy, and *click* on the selected line to make a quick copy of that authorization.

OR
1. Enter the Member ID under the **Search for Existing Patient** field then click **Search**

**Please note:** Required fields will be indicated by a red asterisk

* Once the system locates your Patient, you will automatically be brought to **Step 2**.
Step 2 – Enter Patient Detail

2. Confirm the patient information in the fields presented on the Patient Detail screen, then click **Next**.

   *Hint - Click on arrows next to each heading to expand/collapse each section.
   If the fields in the patient detail screen are not editable, this is because the eligibility is provided by the Payer. Any changes to this data will be handled by payer eligibility services.*
Step 3 – Enter Authorization Detail

1. Complete required fields and any other required or applicable authorization detail fields.

2. Click Next
Step 4 – Enter authorization Lines

1. Enter requested start and end dates under **Date(s) of Service**
2. Enter requested drug name or NDC into the **NDC Code** field
3. Enter the quantity (if applicable; if not applicable the field will not appear upon drug selection)
4. Enter any information needed in additional fields.
5. Click **Next**
1. Review information entered under the **Authorization Detail Screen**.
2. If no changes are needed, select **Submit**
5 – Completing the Protocols and Submitting your Request

1. Complete any protocol questions as they appear.
2. Once protocol questions have been completed, your authorization will be auto approved, released to the plan for review. Once the outcome is displayed on the last pop up, click Done.

3. The outcome, or status, of the authorization will be displayed at the top of the screen, along with the authorization number assigned.

*See individual line detail for status of the line.
4. NOTES

After creation you will have access to add additional Notes

1. From the authorization detail screen click **Add Note**.

2. Enter your note in the pop up text box and click **Save**

5. DOCUMENTS

Additional documentation can be added to any authorization at any time

1. Select **Add Document**
   
   If prompted to add a document during the protocol process you can save your protocol and add the document or you can add after the protocol is complete.
1. Browse through your directories to locate the desired file or click **Select From History** to browse through documents attached to authorizations in the system for that member.

2. Select **Document**

3. Rename the document

4. Click **Upload** to attach

Once uploaded, your document will be available for viewing by clicking the document name in blue.
6. CREATE A MODIFICATION

A modification is used when a date or quantity needs modification, on an approved authorization. Duplicate requests will prompt the user to modify the original request. *Modify is only available for an authorization in an Approved status. The Modify feature is not available for an authorization with the status of Incomplete, Pending, Denied, Modified, Appeal, Canceled or Void.

1. Use Find Authorization to locate the approved authorization you wish to modify. Once in the Authorization detail screen, click Modify.
2. You will be presented with a Note pop up to enter the **Modify Reason**
3. Enter **Note** and Click **Modify**

4. Attach necessary document(s), change **Requested Dates** or **Quantity** as needed
5. **Click Release.**
The Authorization will then be placed in a Pending Pharm Mod status and placed on the Pharmacy Reviewers homepage.
7. SUBMITTING AN APPEAL

If you have a **Denied** authorization and you wish to appeal the decision, you can appeal your denied authorization request online.

1. Once in your **Denied** authorization, select the **Appeal** button from the bottom of the authorization detail screen.
You will then be prompted to enter your **Appeal Reason** in the **Notes** section that presents itself.

1. Enter your **Appeal Reason**
2. click **Appeal**.
This places your authorization in to an **Incomplete Appeal** status.

a. To release your appeal for review, click the **Release** button at the bottom of the screen.
Your appealed authorization will then be released to the plan for review, and will now be in a **Pharm Review Appeal** Status.

### 8. FILTERS

When selecting authorizations to work, from a specific shared queue in your workbox on your homepage, you have the ability to apply filters to view only the authorizations you want to see.

1. Expand the queue you wish to view and apply your filter to by clicking on the queue name.
2. On the right-hand side of the workbox, click **Show Filters**.

### el2 (Pharm)

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<th>ID</th>
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<th>Formulary</th>
<th>Provider</th>
<th>Received Date</th>
<th>Due Date</th>
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</tr>
</tbody>
</table>

1. Enter the desired filter data into its field either by typing or by selecting from the dropdown. Any field with a filter icon next to it will allow you to define the filter parameter for that field.

2. Click **Filter** to apply your request.

Your results will be presented in the workbox.

*You can also sort workbox columns by clicking on the headings in black. Please note the workbox will only maintain one sorted column at a time.*
9. FIND AN AUTHORIZATION

1. From the Homepage select **Find Authorization** from section **Authorizations** at the top navigation menu.

2. Enter search criteria
3. Click **Search**

*To refine your search results further, you can add additional search criteria under the **Advanced Search** section.*
4. Select your prior authorization from the search results presented at the bottom of the screen by clicking on the authorization number in blue.
10. HOW TO ACCESS ASKNOVOLOGIX

The AskNovoLogix system was established to assist users in gaining access to items such as forms, user manuals and videos.

1. From the Help menu select AskNovoLogix
2. This will take you to the AskNovoLogix interface.
3. Click on the item(s) you wish to review.
11. REQUESTING CHANGES TO THIS DOCUMENT

Any questions, corrections or modification suggestions regarding this guide should be directed to the NovoLogix Training Department at training@novologix.net. Please reference the complete filename and version number (found in the page header) in any communication.

Thank you for your feedback.