

A. Can Blue Care Network providers continue to use the e-referral system to submit authorization requests for drugs covered under the medical benefit?

No, BCN providers shouldn't submit these authorization requests through e-referral. As of Dec. 1, 2016, BCN providers must submit these requests using the NovoLogix web tool.

The link to the NovoLogix web tool is found on the Provider Secured Services home page. Visit **bcbsm.com/providers** and:

1. Click *Login*.
2. Log in as provider with your user name and password.
3. Click *BCN Medical Benefit–Medication Prior Authorization*.
4. Enter your NPI.

You can also:

- Call BCN's Pharmacy Help Desk at 1-800-437-3803 (option 2)
- Fax requests to BCN's Pharmacy Help Desk at 1-877-402-7695

B. Is a NovoLogix fax drug request form available?

Yes. Complete the following steps to get the online NovoLogix drug request fax form:

1. Visit **ereferrals.bcbsm.com**.
2. Click *BCN*.
3. Click [Medical Benefit Drugs – Pharmacy](#).

C. Can I use the NovoLogix web tool for both BCN and Blue Cross Blue Shield of Michigan requests?

You can submit both BCN and Blue Cross requests using the NovoLogix web tool. However, you must use the BCN NovoLogix web tool for BCN requests and the Blue Cross NovoLogix web tool for Blue Cross requests. Be sure to click the correct link on the Provider Secured Services home page – either *BCN Medical Benefit–Medication Prior Authorization* or *BCBSM Medical Benefit–Medication Prior Authorization*.

D. Should all provider types use the NovoLogix web tool?

All provider types should use the NovoLogix web tool. This includes provider offices, home infusion companies, outpatient hospital facilities and specialty pharmacies.

E. Can I use the NovoLogix web tool for self-administered pharmacy benefit medications?

You should use the NovoLogix tool only for medications administered by a health professional. You shouldn't use NovoLogix for medications administered by the patient.

F. What happens if I send a fax to the number previously used for these requests — the one in BCN's Care Management department?

BCN's Care Management department will transfer all faxes received at the previously used fax number to the new Pharmacy team. The new fax number you can use to request review of a drug is 1-877-402-7695.

G. Is the NovoLogix web tool used for authorization requests only?

You should use the NovoLogix web tool when a drug requires authorization or is subject to quantity limits. This applies to both BCN HMOSM (commercial) and BCN AdvantageSM members.

H. How are previously approved authorizations being handled in the NovoLogix system?

Authorizations approved prior to Dec. 1, 2016, were transferred to the NovoLogix system. All these authorizations were given new case numbers. The new case numbers shouldn't present a problem when billing for the services, because case numbers aren't required for claims processing.

I. Can I request review of more than one drug during each authorization submission?

No. You should submit a separate authorization request for each drug. However, you should include in the Notes section that the drug for which you're submitting one request may be used in combination with another drug for which you're submitting a separate request.

J. Where can I find information about the drugs that require authorization?

There are two documents with information about drugs covered under the medical benefit — one for BCN HMO (commercial) members and the other for BCN Advantage members. To access these documents, complete the following steps:

1. Visit ereferrals.bcbsm.com.
2. Click *BCN*.
3. Click *Medical Benefit Drugs – Pharmacy*.
4. Click one of the following:
 - [Requirements for drugs covered under the medical benefit](#) — under the BCN HMO (commercial) heading
 - [Requirements for drugs covered under the medical benefit](#) — under the BCN Advantage heading

IMPORTANT: Don't print these documents. They'll be updated on an as-needed basis. The most current version is available online.

K. How can I learn to use the NovoLogix web tools?

You'll find training resources for the NovoLogix web tool on the [Medical Benefit Drugs – Pharmacy](#) web page in the BCN section at ereferrals.bcbsm.com.

L. What if I need to submit an urgent request?

BCN accepts urgent requests only when they are submitted by phone. That's to ensure that all relevant clinical information needed for the review is obtained. To submit an urgent request, call BCN's Pharmacy Help Desk at 1-800-473-3803 (option 2).

M. Am I able to see global referrals within NovoLogix?

No, you won't be able to see global referrals within NovoLogix. Global referrals must be submitted and viewed in the e-referral system. Make sure there is a global referral on file in the e-referral system before you submit a drug request using the NovoLogix web tool.

N. Do I need to enter the NDC for the drug in NovoLogix?

In the NovoLogix web tool, you can enter either the NDC or the drug name. If you're using the NDC, you can enter any NDC code associated with the drug. The best place to find the NDC is drug's package insert or on the package in which the drug is supplied.

O. What do I do when I can't find the drug in the NovoLogix web tool?

If you can't find the drug in the NovoLogix web tool — either the NDC or the drug name — call BCN's Pharmacy Help Desk at 1-800-473-3803 (option 2).

P. What information should I enter for the requesting and rendering (servicing) providers?

Enter the following information:

- For the requesting provider, enter the physician's name, NPI and fax number.
- For the rendering (servicing) provider, enter the name, NPI and fax number of the physician, outpatient hospital facility, specialty pharmacy or other servicing provider

Q. For the member ID, should I enter the alpha prefix or only the numeric portion?

Always enter the numeric code. You may also enter the alpha prefix, if you wish.

R. What information should I enter in the quantity field?

Enter the quantity as follows:

- For outpatient hospital facilities, enter the number of units that will be administered to the member for the duration of the therapy.
- For other provider types, enter the total number of visits that will occur for the duration of the therapy.

S. How do I check the status of an authorization request in NovoLogix?

Look for the status of an authorization request at the top of the NovoLogix screen along with the authorization number assigned (for approved requests). For more details, refer to page 15 of the [NovoLogix user guide for BCN providers](#). You'll find the user guide on the [Medical Benefit Drugs – Pharmacy](#) web page in the BCN section at ereferrals.bcbsm.com.

T. What does it mean when the request is “incomplete”?

When a case is incomplete, it may mean that you didn't provide the answers to all the questions about the drug protocol. It can also mean that the case hasn't yet been released by NovoLogix to BCN. It might also mean that the case you entered might be a duplicate of a case already in the system. You can call BCN's Pharmacy Help Desk at 1-800-437-3803 (option 2) to find out why a case is incomplete.

U. Will NovoLogix alert me when an authorization is about to expire?

No, the NovoLogix web tool doesn't provide an alert when an authorization is about to expire. You'll find the time frame for the authorization on the letter that is faxed to the requesting and rendering (servicing) providers.

V. Can I submit retrospective authorization requests using the NovoLogix web tool?

Yes, you can submit retrospective authorization requests. You must provide the actual dates of service when requested. BCN doesn't accept urgent requests retrospectively.