Blue Cross Blue Shield Blue Care Network of Michigan

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NovoLogix user guide

Submitting prior authorization requests for medical benefit drugs

For Blue Care Network commercial and BCN Advantage℠

February 2024

In this document

Overview

Blue Cross Blue Shield of Michigan uses the NovoLogix® tool to manage prior authorization requests for medical benefit drugs.

Note: Prior authorization requests for medical oncology and supportive care drugs are managed by Carelon Medical Benefits Management, an independent company.

Contact NovoLogix

NovoLogix Client Support Services are available Monday through Friday 7 a.m. to 6 p.m. Central time. Contact Client Support Services by email at helpdesk@novologix.net or by phone at the number provided for the health plan for which you are seeking assistance. Don't include protected health information, or PHI, when sending email messages to NovoLogix.

For application assistance or to request a user ID and password, contact NovoLogix Client Support Services by email at helpdesk@novologix.net.

System requirements

The NovoLogix tool is supported on the latest version of the following internet browsers:

- Microsoft Edge
- Google Chrome
- Mozilla Firefox

The standard browser options for cookies and JavaScript must be enabled.

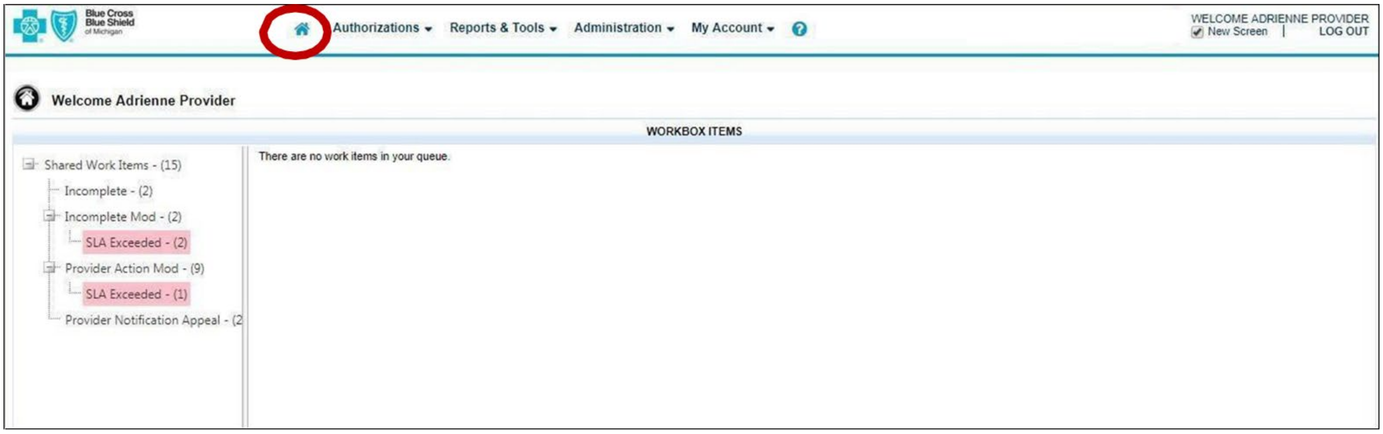
Access NovoLogix

To access the NovoLogix tool:

1. Log in to the Blue Cross Blue Shield of Michigan and Blue Care Network provider portal (availity.com*).
2. Click *Payer Spaces* on the menu bar and then click the BCBSM and BCN logo.
3. Click the *NovoLogix BCN/BCN Advantage* tile in the Applications tab.
4. Select an organization and provider and then click *Submit*.

The NovoLogix homepage opens.

At any time during your session, you can return to the homepage by clicking the *Home* icon at the top of the screen.

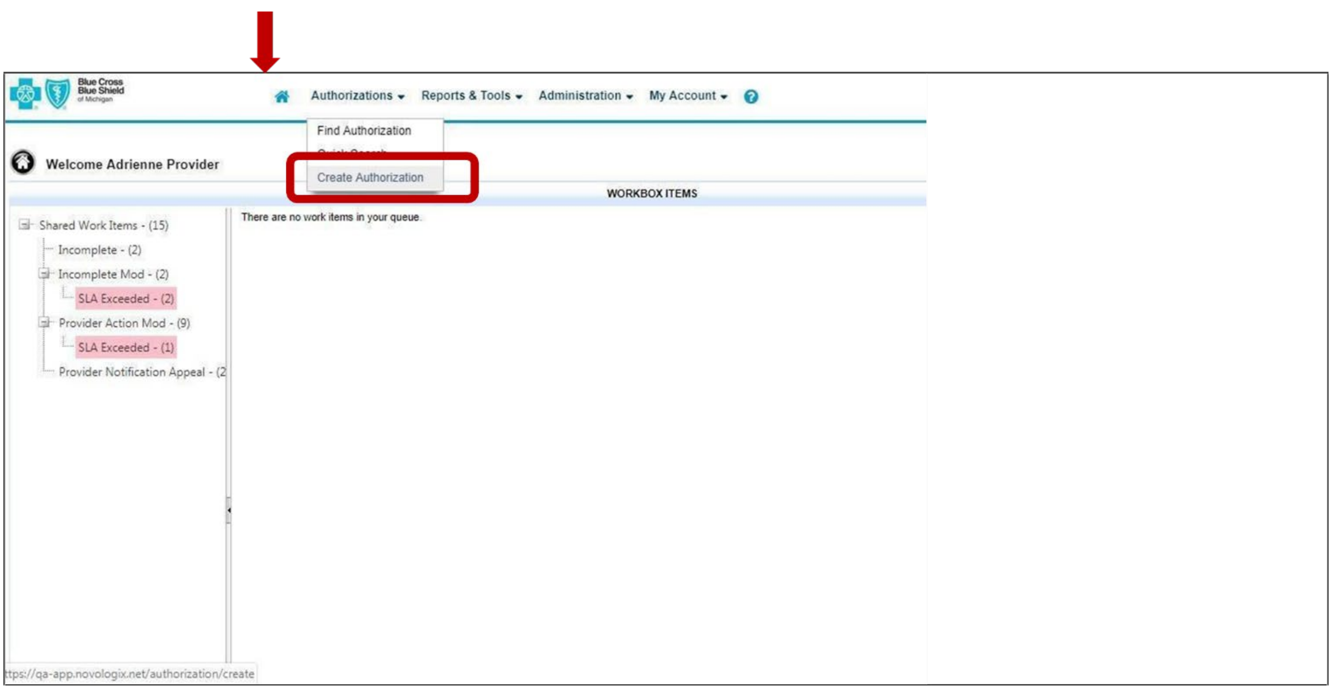


Create a prior authorization request

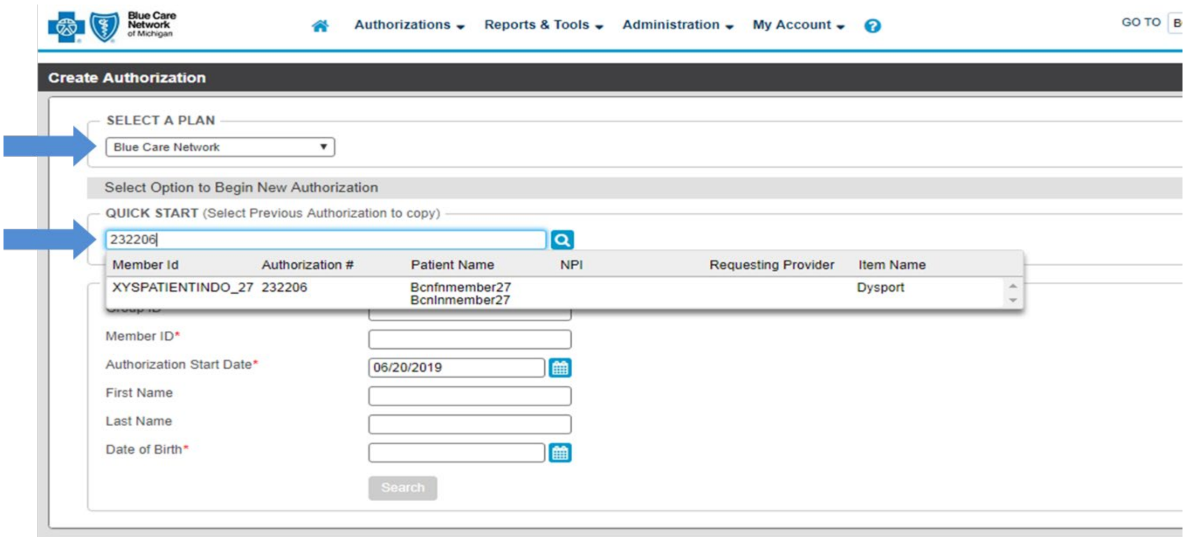
Follow these steps to create a prior authorization request.

Get started

1. At the top of the homepage, click *Authorizations* and then click *Create Authorization*.

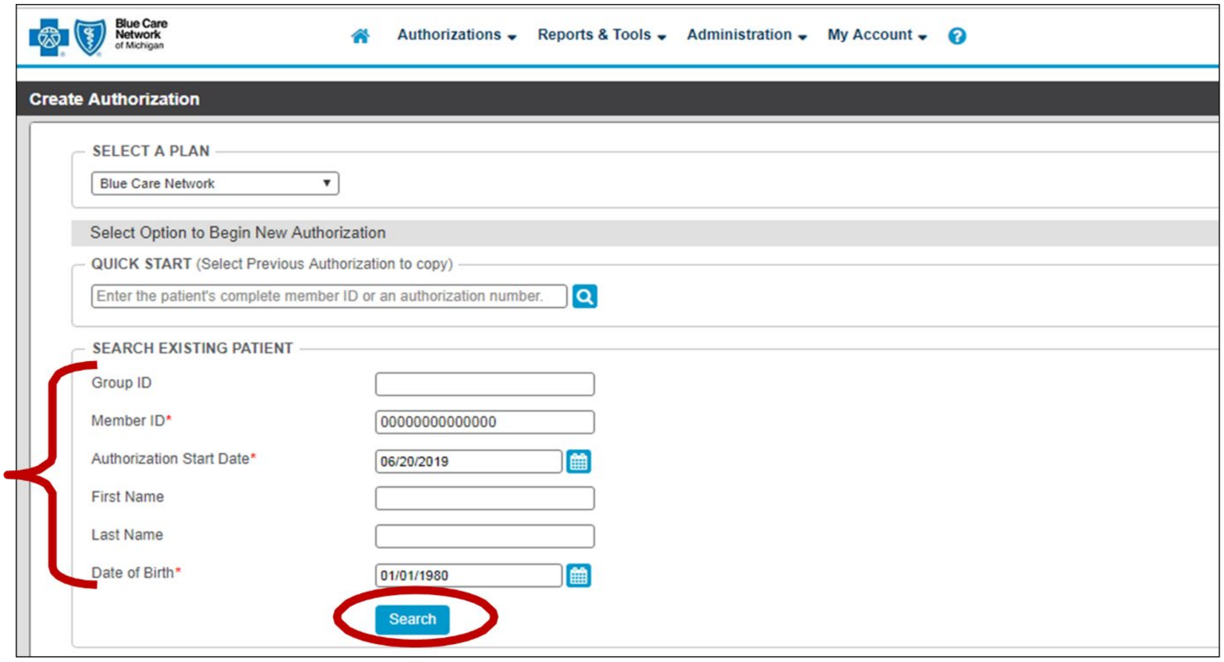


2. Select the appropriate plan. If you have access to only one plan, that plan will appear in the field automatically.



3. Use one of the following methods to create a prior authorization request:

Method	Details
Quick Start	You can use the Quick Start option to search for and then copy an existing prior authorization. To do this: 1. Enter the patient's member ID in the *Quick Start* field to search for an authorization to copy. (See the previous image.) 2. Click the prior authorization you want to copy.
Search Using Existing Patient	1. Enter the member ID and date of birth in the Search Existing Patient group box and then click *Search*. (See the image below.) 2. If multiple members display in the search results, click the member ID of the appropriate patient.



Confirming patient detail

1. Confirm the patient information and complete any additional required fields (*) on the Member Details screen.

2. Click the arrow to the left of each heading to expand/collapse a section.

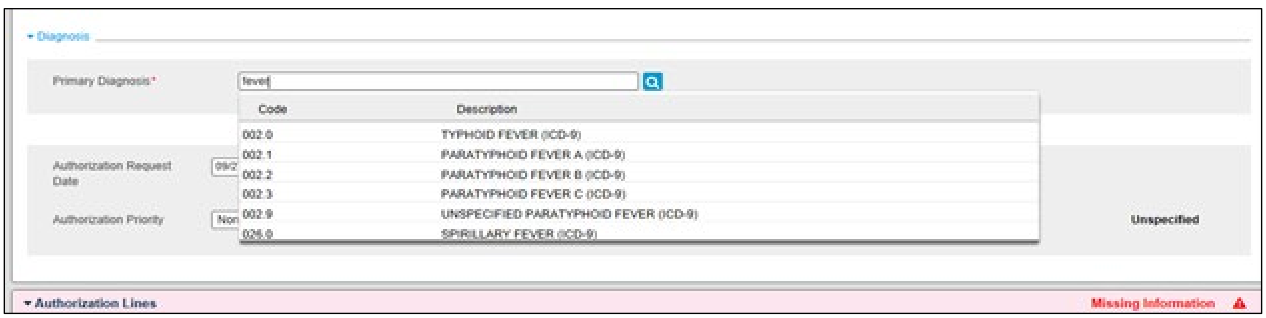
Authorization details

1. If the *Requesting* and *Rendering Provider* fields are blank, search for the provider by entering the provider name or NPI in the *NPI* field and clicking the search icon.

2. In the search results, click the provider's name.

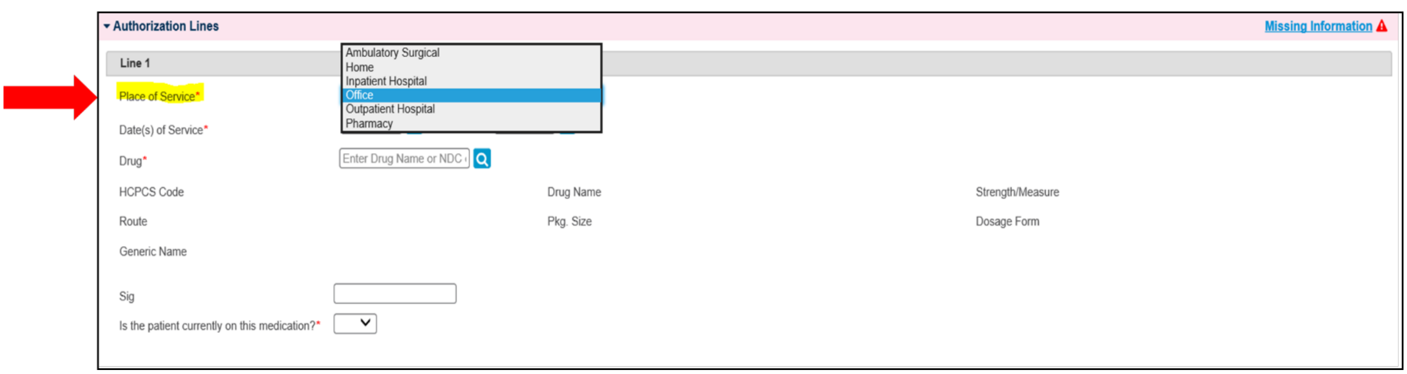
3. Enter the office contact name, phone number and fax number.

4. Search for the primary diagnosis code by doing one of the following:
   - Entering the diagnosis description
   - Entering the diagnosis code
5. Clicking the search button and select the diagnosis from the drop-down list.

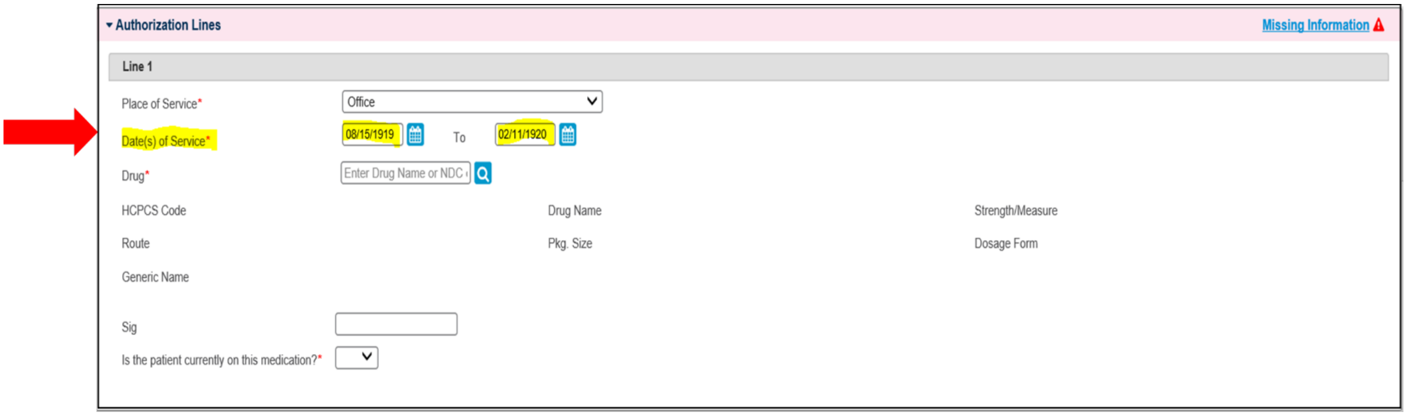


Authorization lines

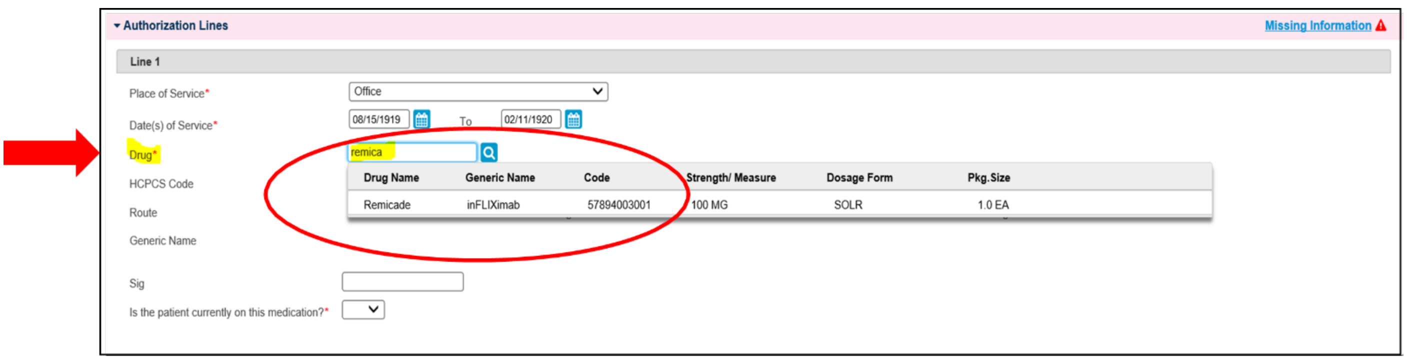
1. Select the place of service.



2. Enter applicable start and end dates in the *Date(s) of Service* fields.

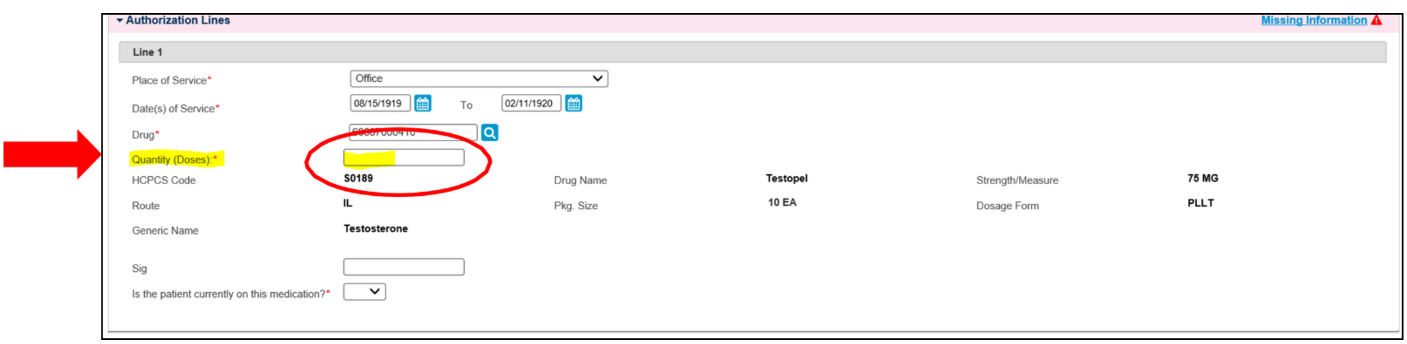


3. Enter the drug name or NDC in the *Drug* field and click the *Search* button.
4. Select the drug in the search results.

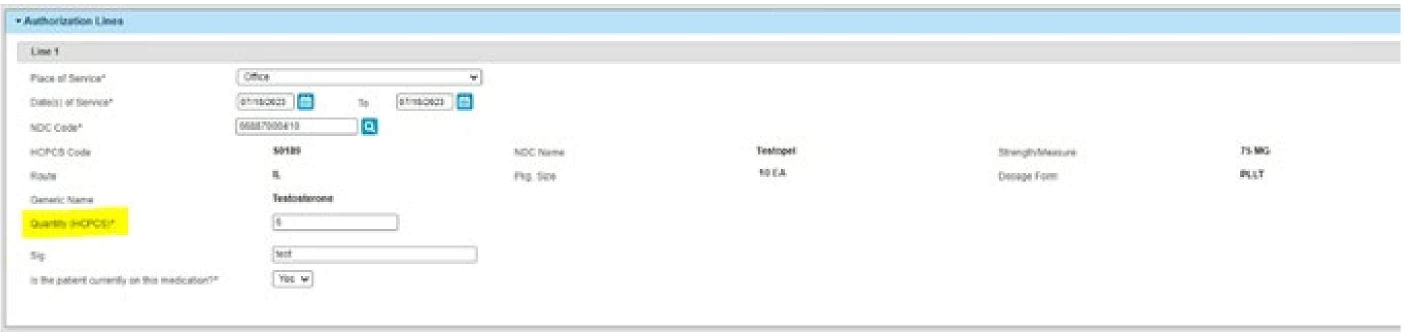


5. Enter the **quantity (doses)** or **quantity (HCPCS)** limit you are requesting. These fields appear only when appropriate.

Quantity doses

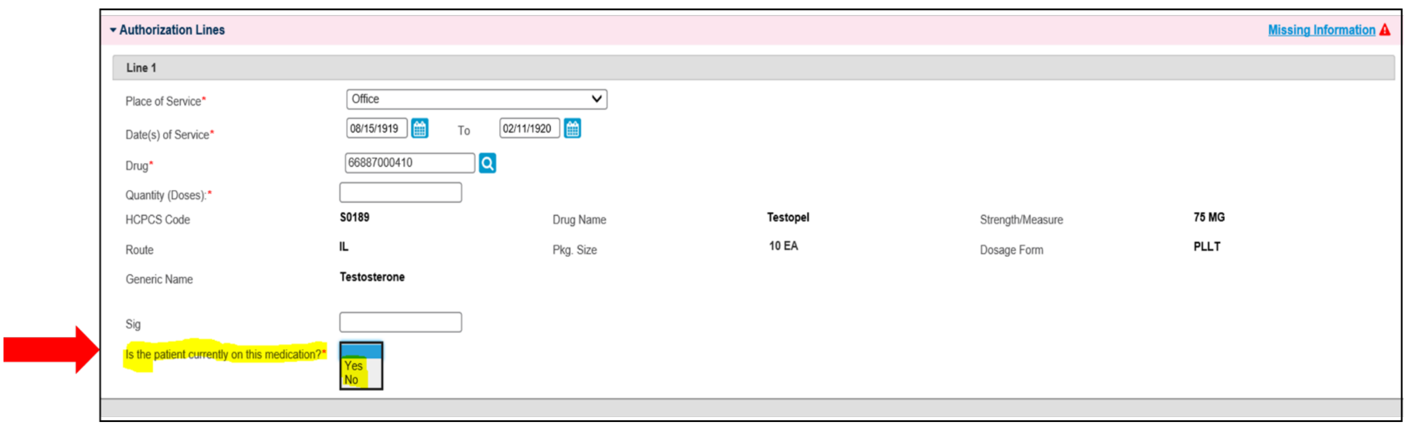


Quantity HCPCS



6. Answer the question “Is the patient currently on this medication?”

   Note: Be sure to answer this question correctly, as it may affect the outcome of the prior authorization request.



7. Review information entered in the Authorization Detail Screen.
   - Any section or field in which required information is missing will display a reminder in **red**.
   - When all required information has been entered, each section will display a **green checkmark** in the section heading.
8. Click *Submit*.

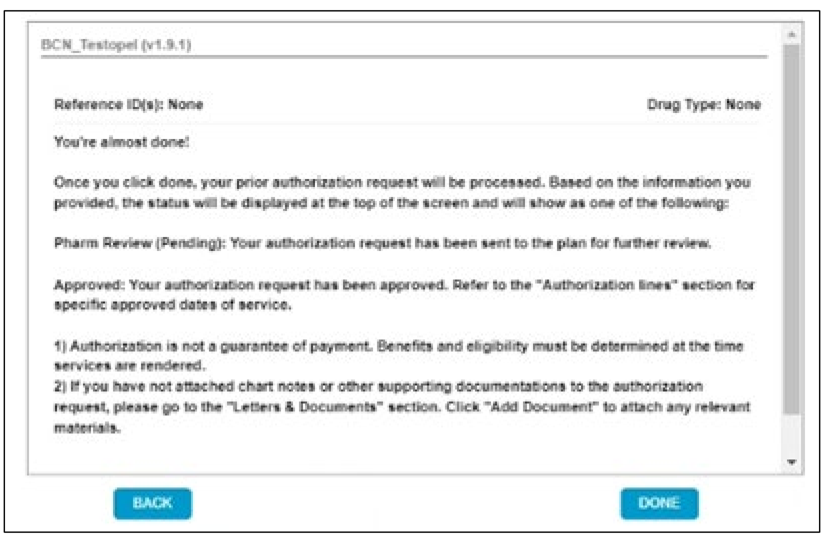
Complete the protocols and submit the request

After clicking Submit, NovoLogix will ask a series of protocol questions.

1. Answer each clinical question and then click *Next* to move to the next question.

   If you can't answer all of the protocol questions, click *Save and Close* to complete the question set later.

2. When you've answered all protocol questions, click *Done*.



The prior authorization request will proceed to one of the following statuses:

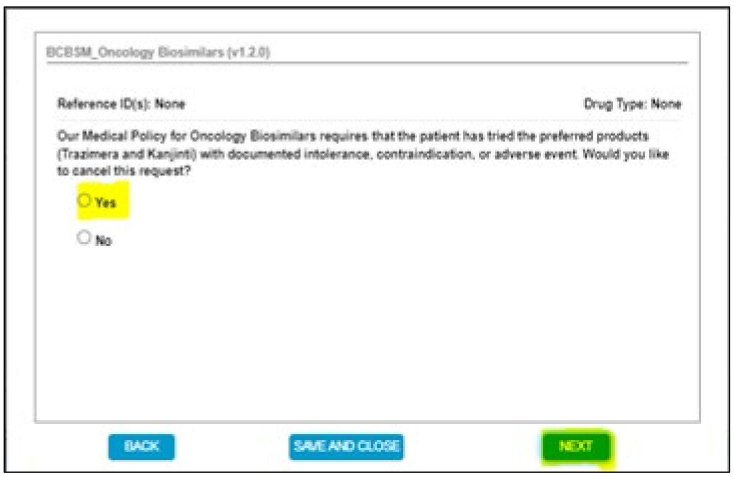
- Pharm Review
- Approved
- Tech Action

Note: If NovoLogix asks you to attach a document during the protocol process, complete the protocol and attach the document when prompted. If you forget to attach documentation or if you need to attach additional documentation, you can add it under the Document section once the case enters the review process.

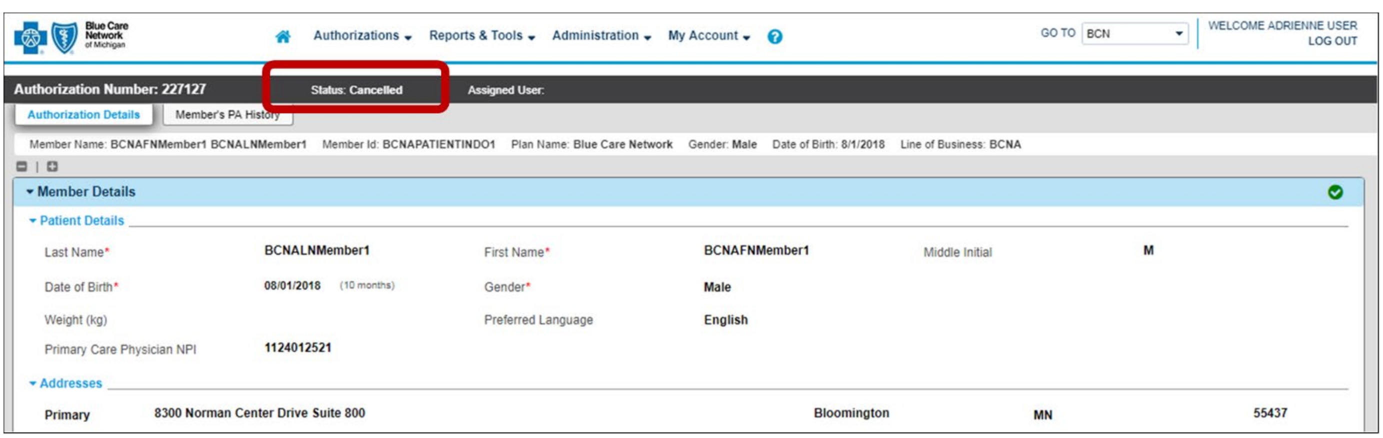
Important: NovoLogix doesn't review documents that are attached to finalized cases.

Interventions/auto cancel

Based on the answers to the protocol questions, NovoLogix may present an intervention. If this happens, NovoLogix will ask if you want to cancel the request.

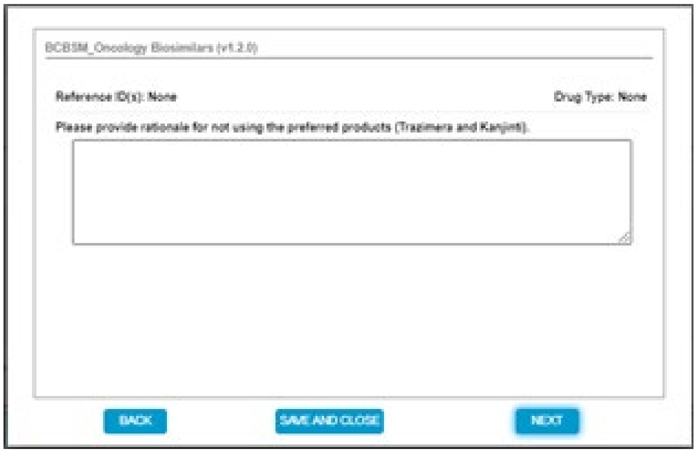


To cancel the request, select *Yes* and then click *Next*.



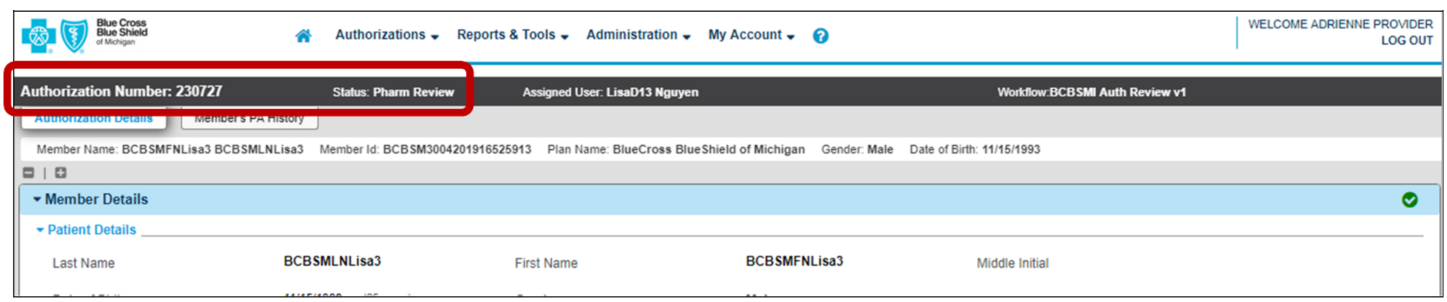
The status of the request changes to Cancelled. No further action will be taken on the request.

If you don't want to cancel the request, click *No* and answer any remaining protocol questions. NovoLogix may ask you to enter additional notes or documentation to support the rationale.



Auto-approval of prior authorization requests

When you complete the protocols, the request will either auto-approve or be released for further review. If further review is required, the status will be listed as Pharm Review or Tech Review.



The outcome or status of the prior authorization request displays at the top of the screen, along with the authorization number.

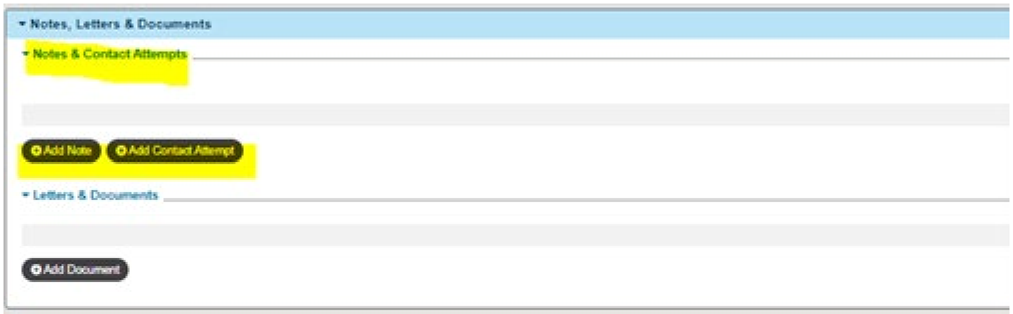
Note: If NovoLogix auto-approves the request, the end date and/or NDC you entered may change based on your answers to the protocol questions.

Notes and documents

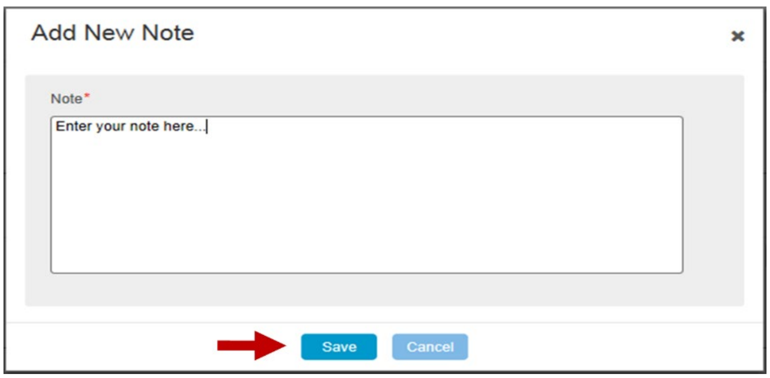
Once the prior authorization request has been created, you can add notes or documents to the authorization.

Notes

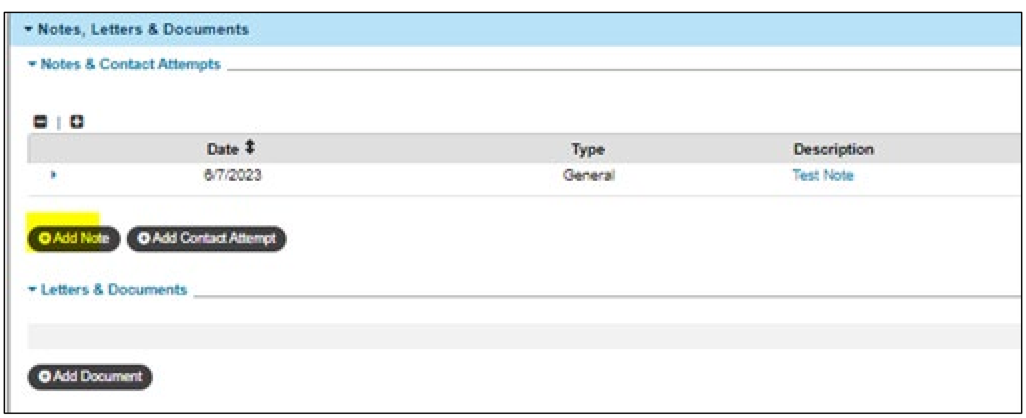
1. To add a note to the authorization, click *Add Note* in the *Notes, Letters & Documents* section.



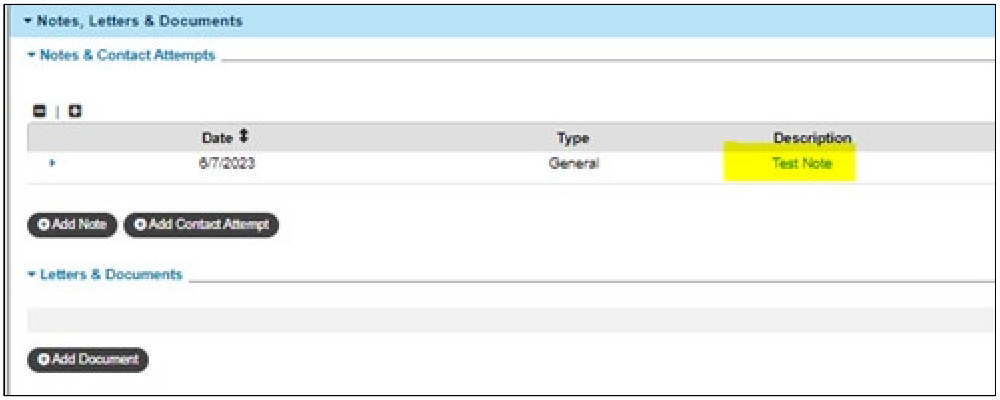
2. Enter the note and click *Save*.



3. To view a note, click the blue text in the **Description** column.



Tip: You can also view the note by hovering over the blue text in the **Description** column.



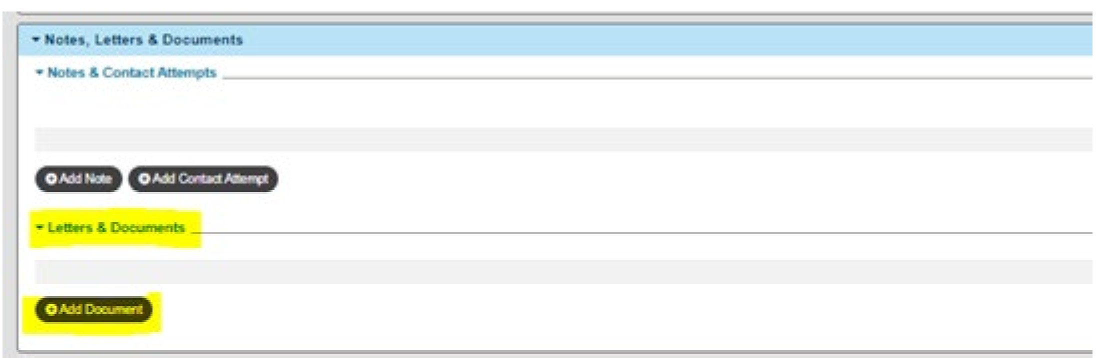
Documents

If NovoLogix prompts you to add a document while answering clinical questions, do one of the following:

- Add the document when prompted.
- Add the document after you're done answering the questions.

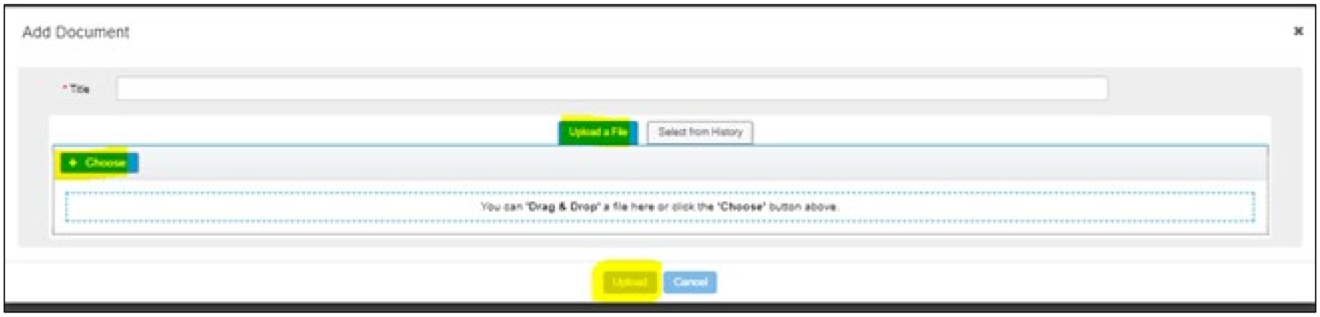
To attach a document to the authorization after you've completed the protocol:

1. Click the *Add Document* button in the Letters & Documents subsection.



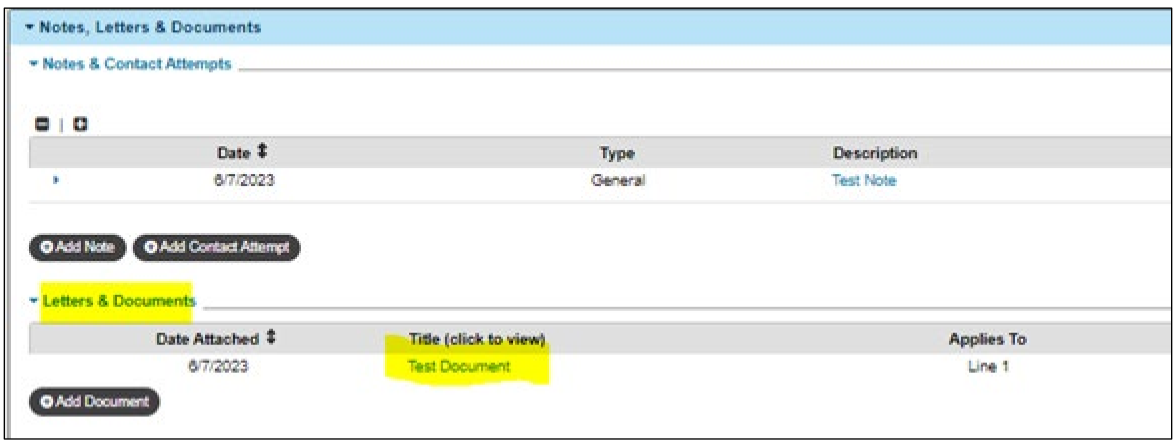
2. Use one of the following methods to select a document to attach:
    - Browse to and select the file. Select the document and, if desired, rename it.
    - Drag and drop the file.

3. Click *Upload*.



NovoLogix will save the document in the Documents section of the Authorization detail.

To view a document, click the blue text in the Title column.

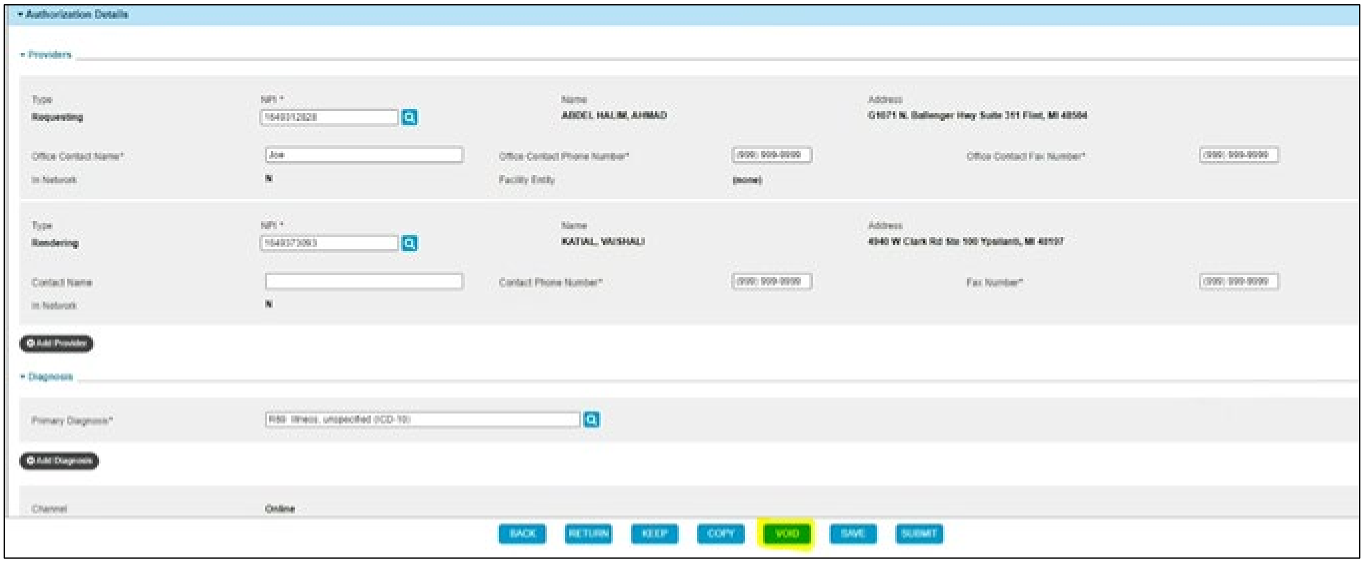


Void an authorization

If you saved a prior authorization request and have not yet submitted it to Blue Cross for review, you can void the request. To do this:

1. Open the authorization.

2. Click the *Void* button at the bottom of the screen.

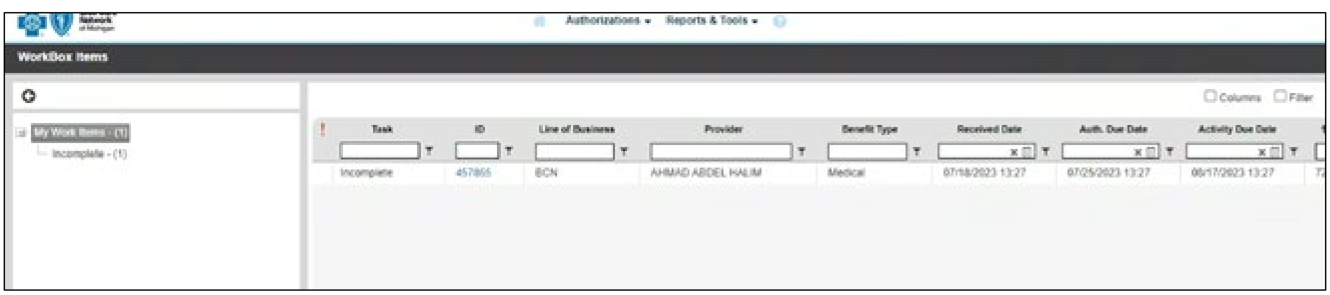


The status of the request will change to void.

Homepage/workbox

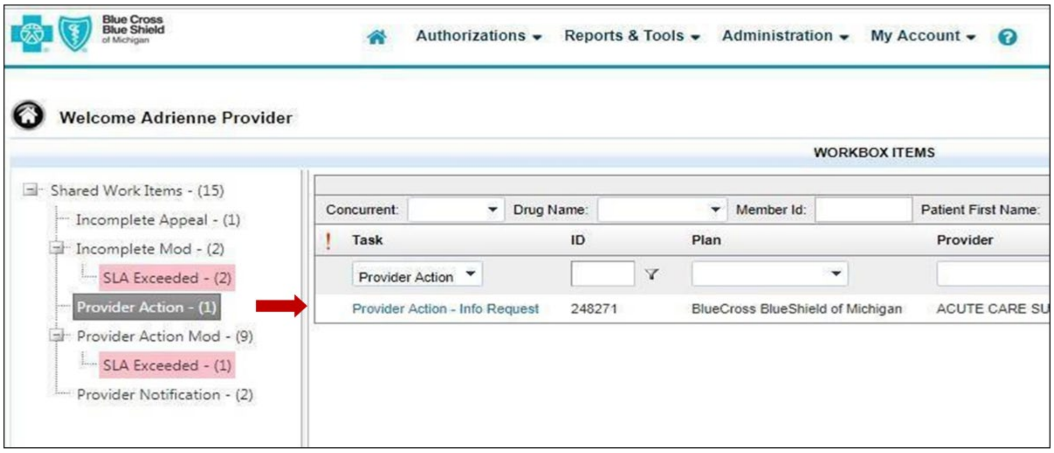
The homepage contains the user's workbox.

The workbox contains all authorizations that are assigned to the user (under My Work Items). Through the workbox, you can view incomplete requests, requests that require action by a provider and provider notifications.



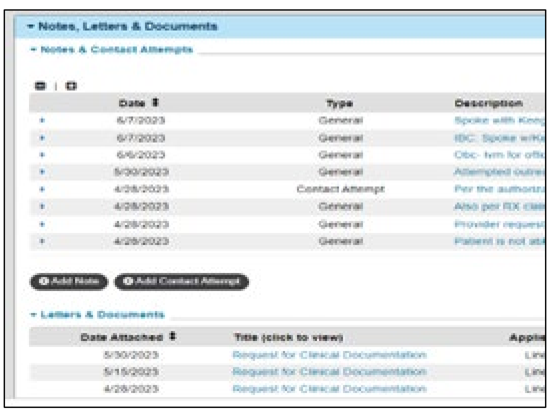
Provider action/provider response

There may be instances when BCN needs additional information from the provider before they can make a decision on a prior authorization request. To request the additional information, the pharmacist/technician will submit a provider action request, which will appear in your workbox.

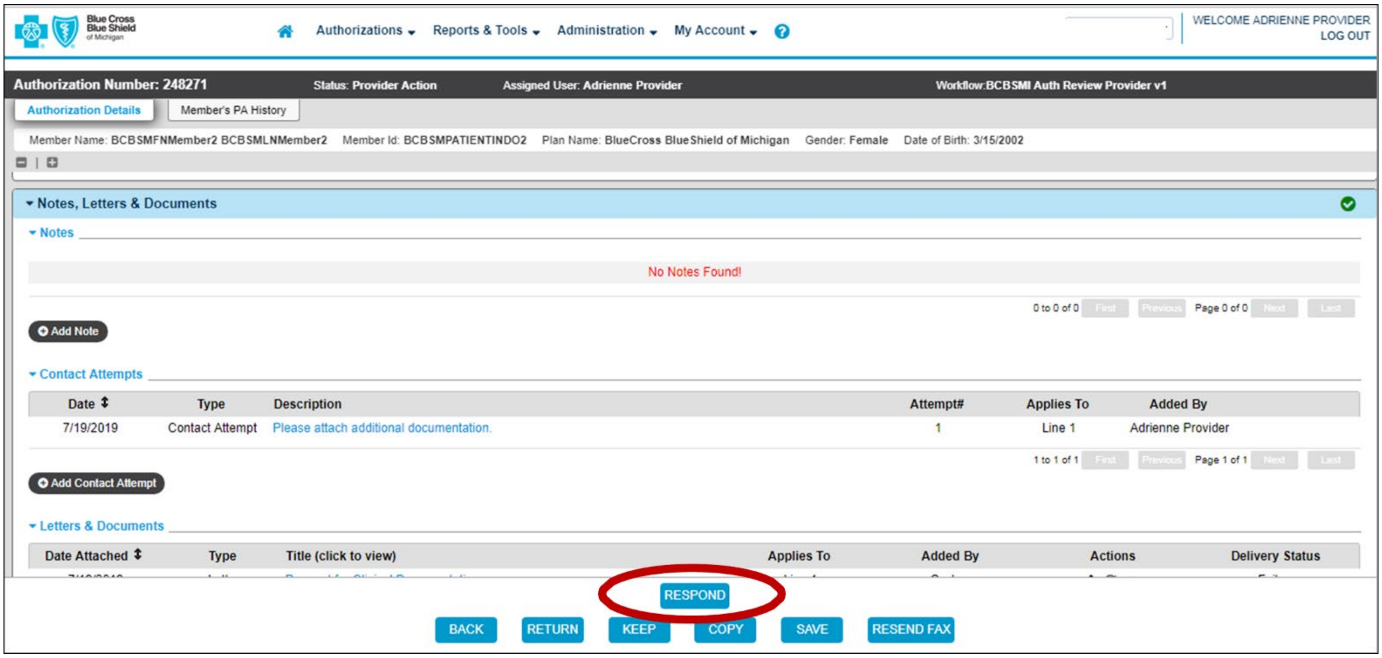


1. To view a provider action, click the prior authorization request.

   In the Notes section, you'll find a description of the information that's needed.



2. Provide the information requested in the note and click *Respond* to release the authorization back to the pharmacist/tech.



Appeals

Through NovoLogix, you can appeal a request that was denied or a split decision.

Notes:

- For a split decision, you're appealing only the denied portion of the request.
- You may need to accept a notification before the Appeal button appears on the screen.

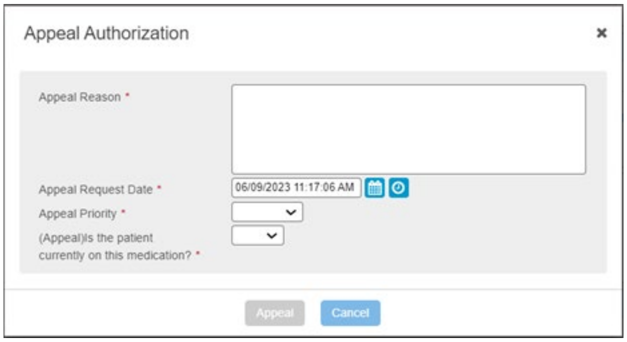
To appeal a denied request:

1. Open the authorization you want to appeal and click the *Appeal* button at the bottom of the screen.

2. Enter the reason for and priority of the appeal, and indicate whether the patient is currently on this medication.

3. Click *Appeal*.

NovoLogix will send the appeal request to the Pharmacist for review.



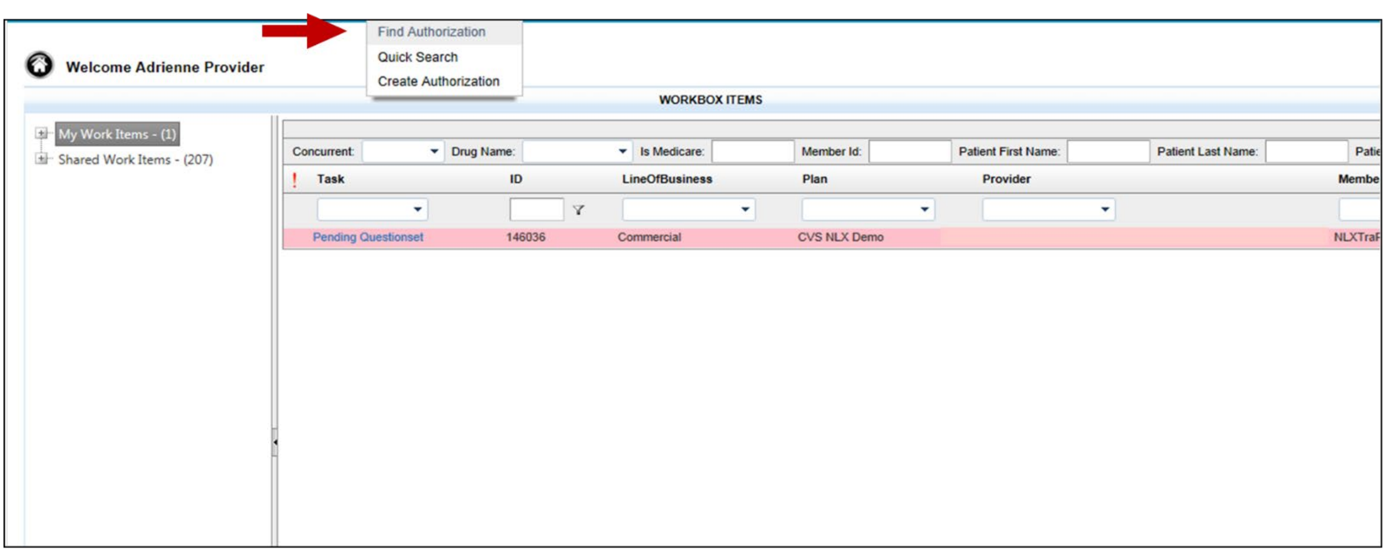
Find an authorization

Find Authorization tool

The Find Authorization tool allows users to look up all authorizations submitted by their provider office.

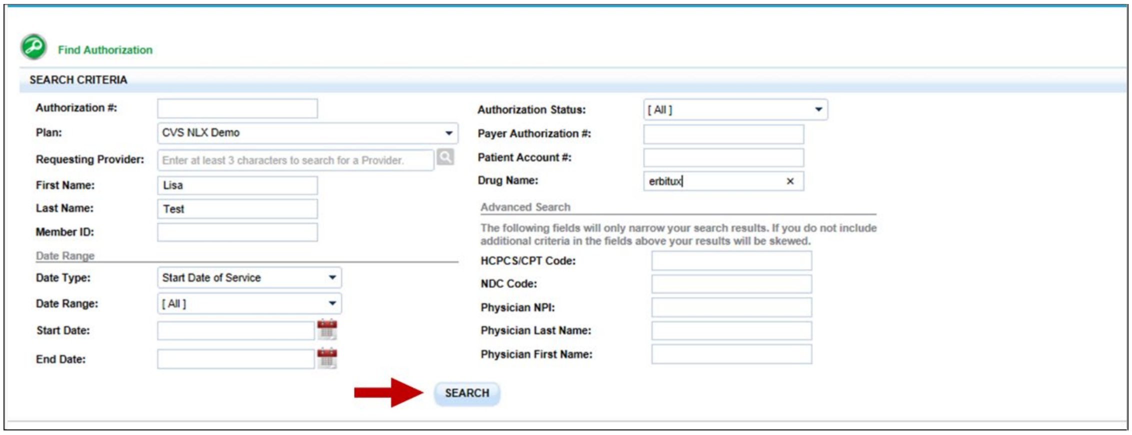
Note: In the future, the Quick Search feature will replace the Find Authorization feature.

1. On the homepage, click *Authorizations* and then click *Find Authorization*.

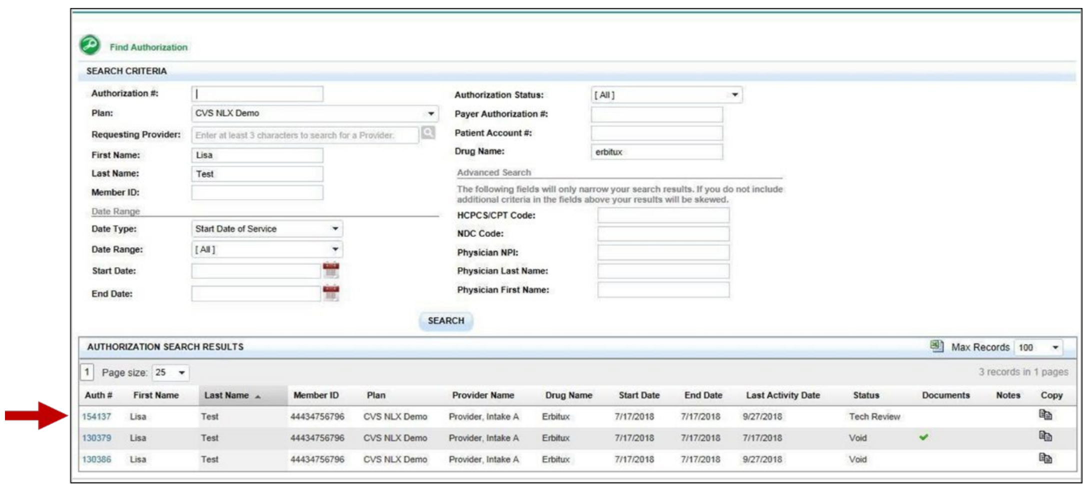


2. Enter search criteria in either the *Authorization* search field or the *Member ID* search field.

3. Click *Search*.



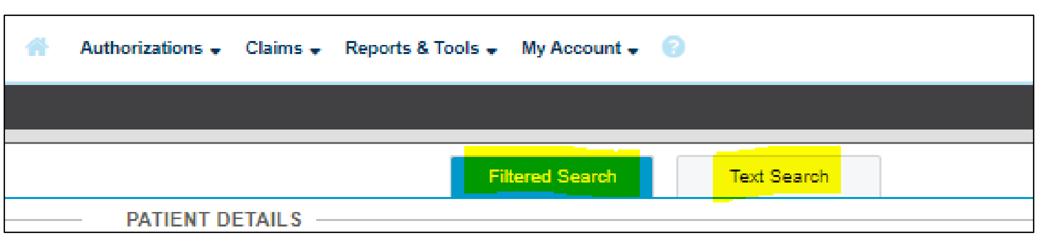
4. In the search results at the bottom of the screen, click the blue text in the *Auth#* column to view an authorization.



Quick search

The Quick Search option allows you to search for authorizations using simple text or advanced filters.

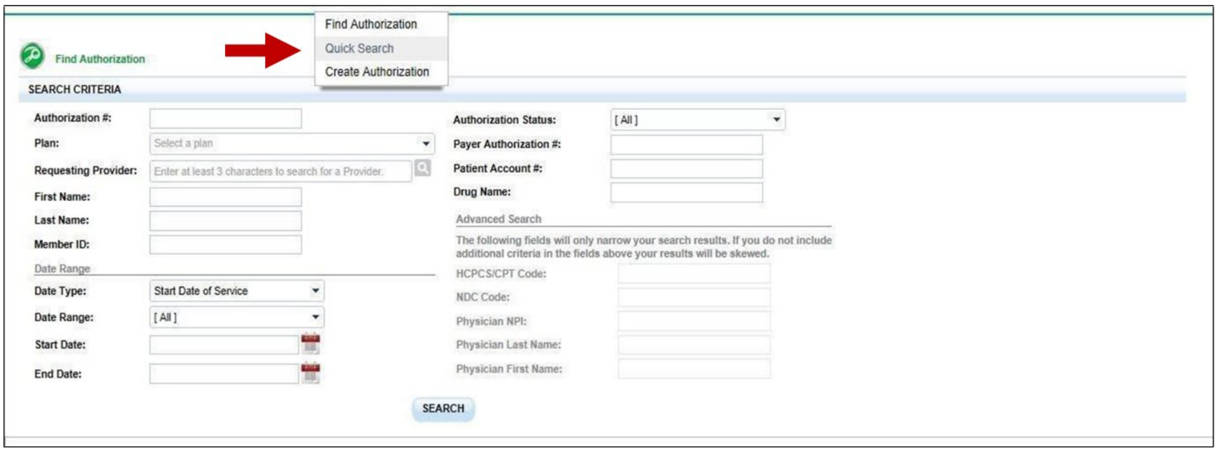
You can search by Text Search or by Filtered Search.



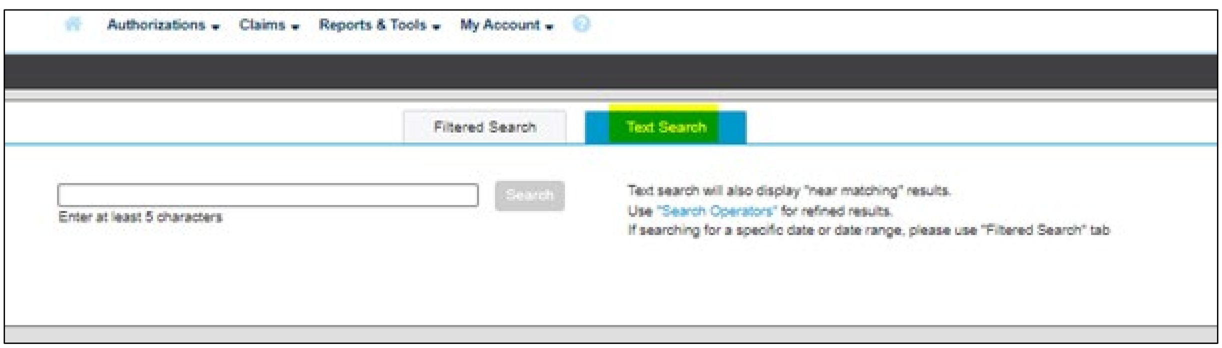
Text search

Text search looks for matches anywhere in the prior authorization. To do a text search:

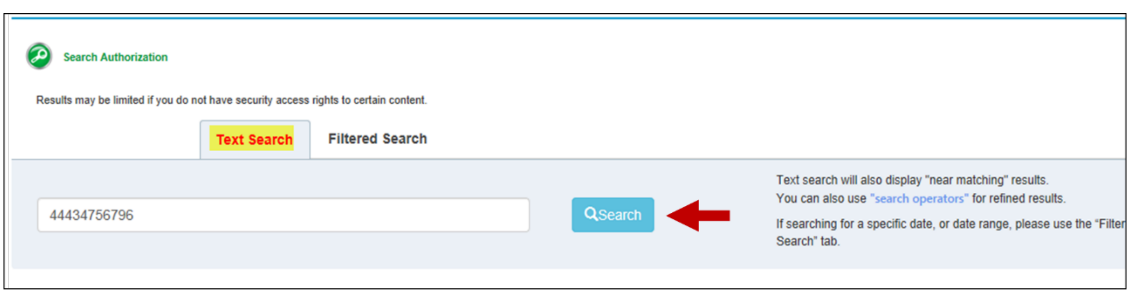
1. In the homepage, click *Authorizations* and then click *Quick Search*.



2. Click the *Text Search* tab.



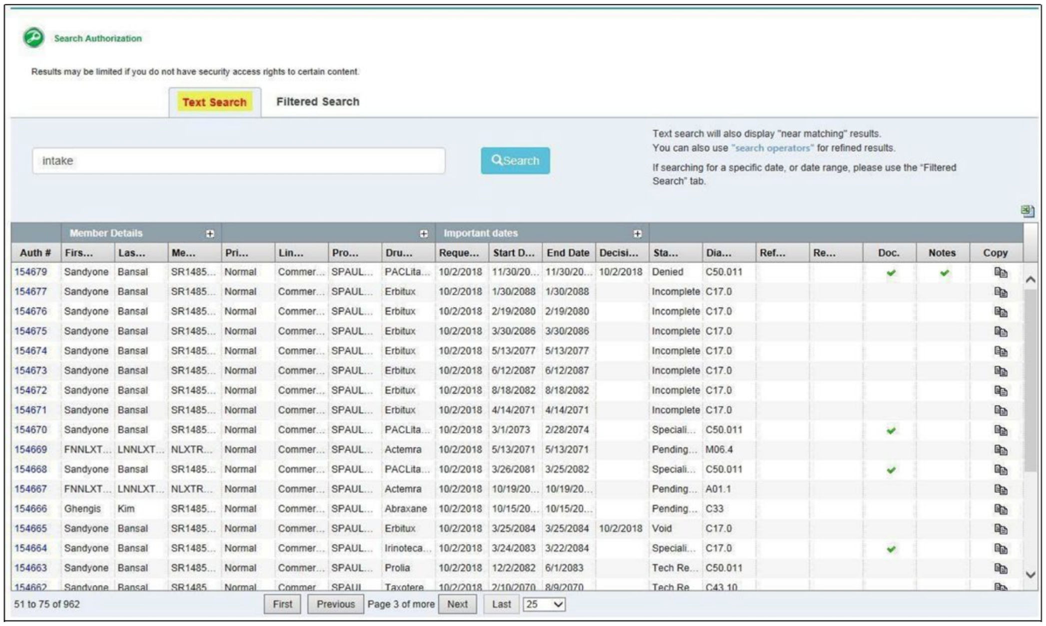
3. Enter your search term in the *Search* field and click *Search*.



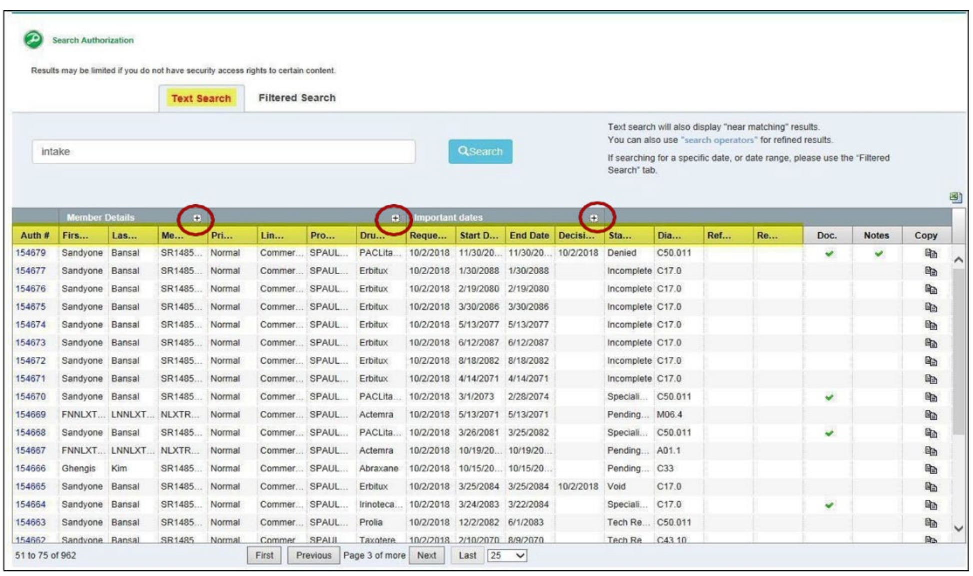
The search results display at the bottom of the screen.

In the search results, you can view the high-level details of an authorization (for example, the NovoLogix authorization number, provider, member name and ID).

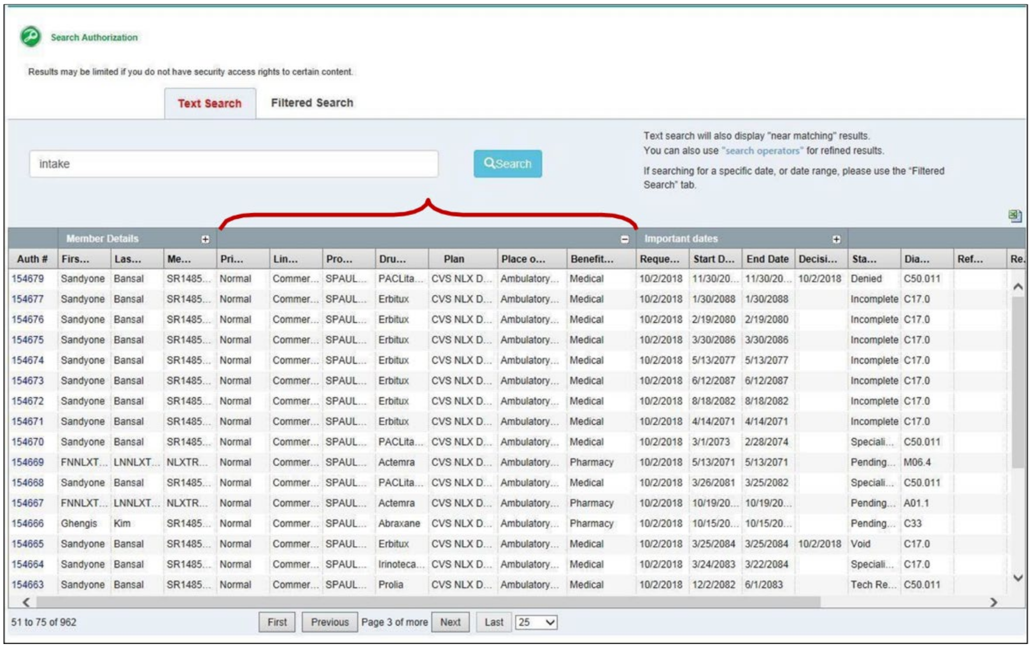
Note: The sort feature sorts only the results that are currently displayed on the page. If the search returned multiple pages of results, you'll need to view and sort each page separately.



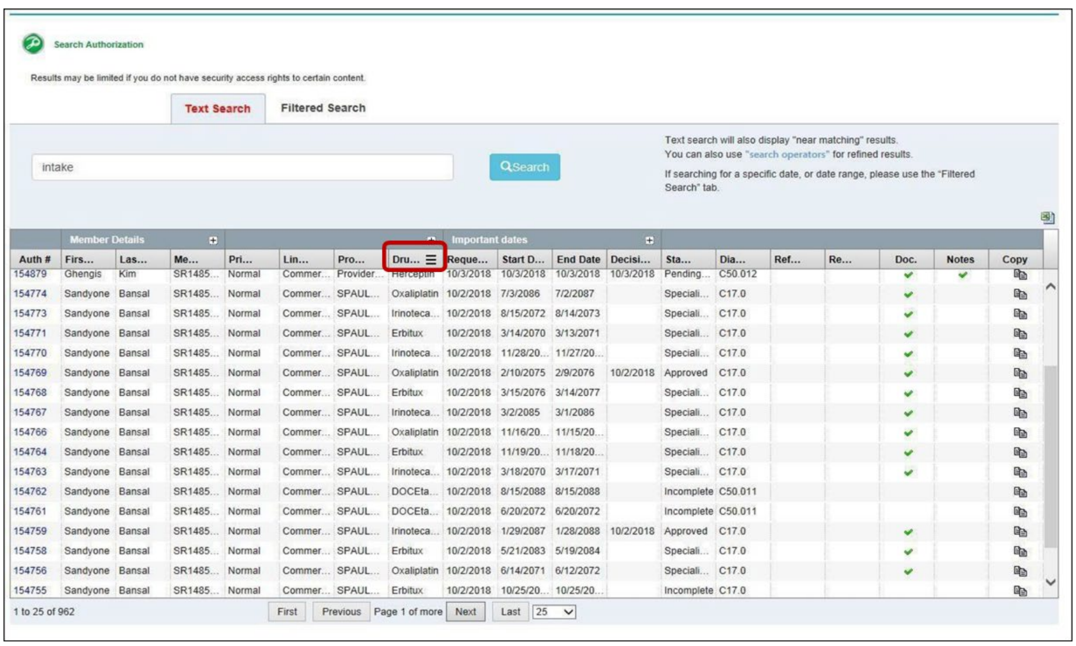
You can also filter results by clicking column headings (highlighted in yellow). You can expand columns that contain a "+" sign to view additional details.



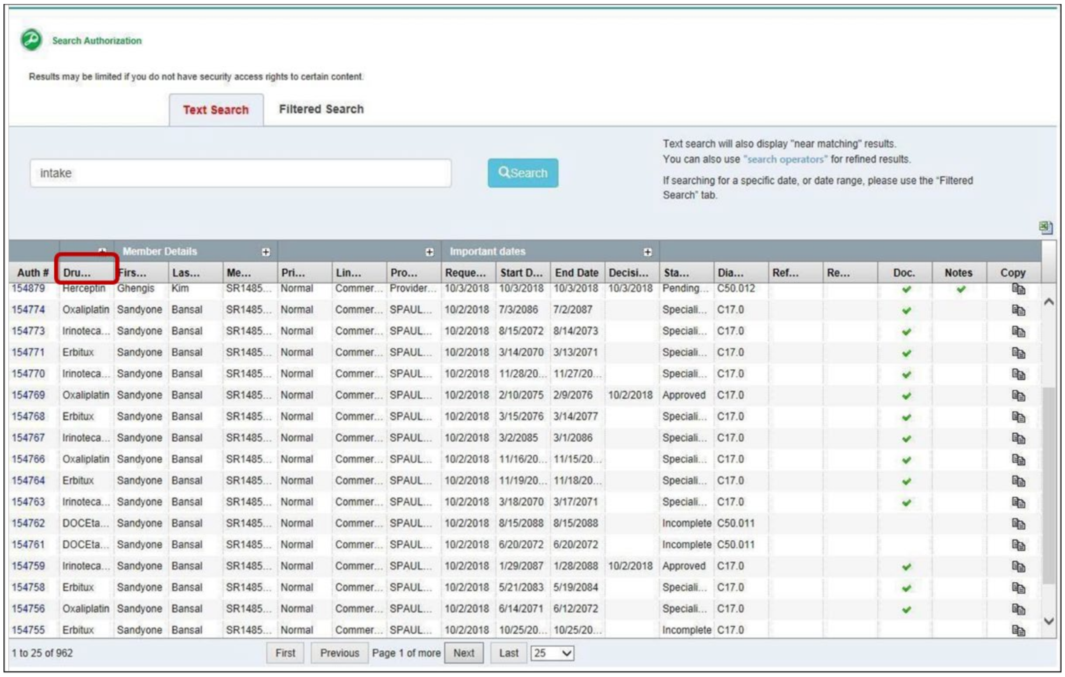
Once expanded, click the “-” sign to collapse the column.



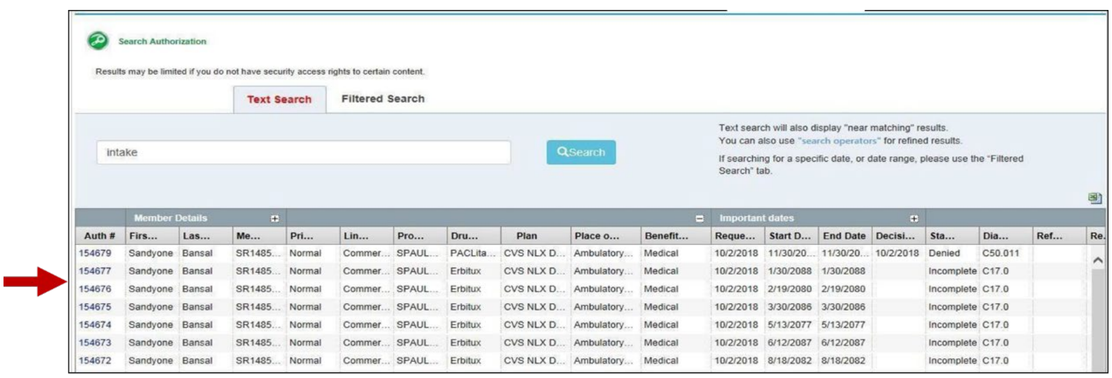
You can also move columns. Click the column you want to move and drag it to a new location.



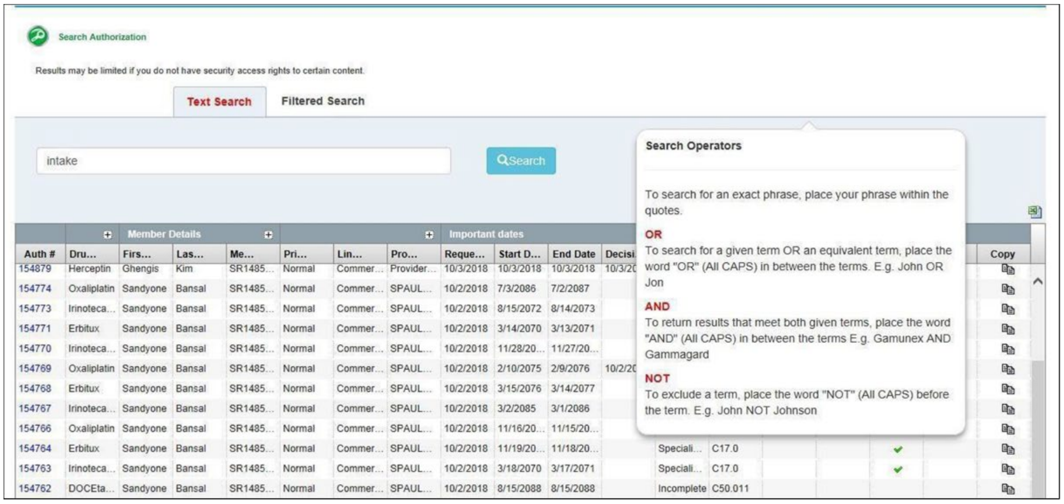
Drag the column to its new location.



To view details about an authorization, click the blue text in the *Auth#* column.



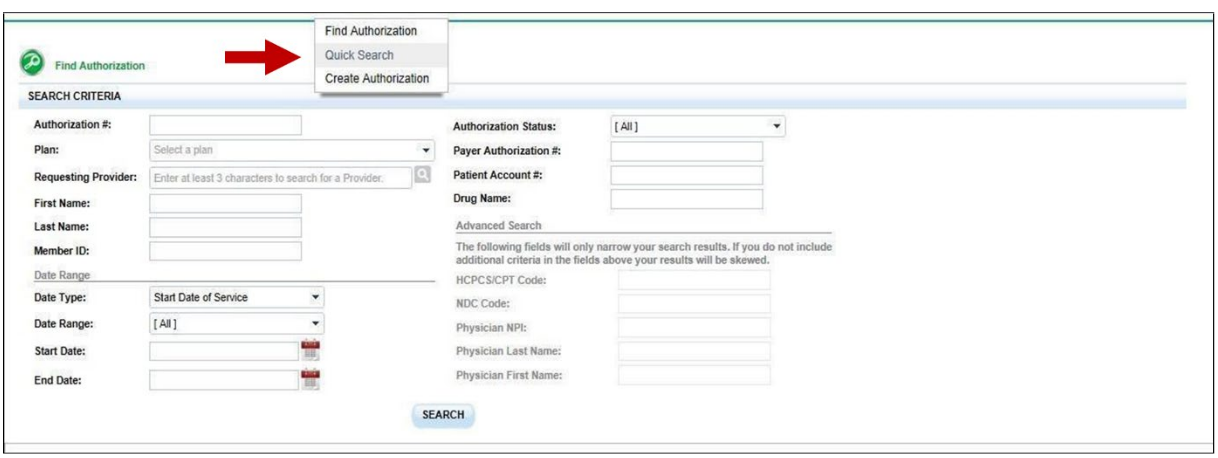
You can use search operators to refine the search results.



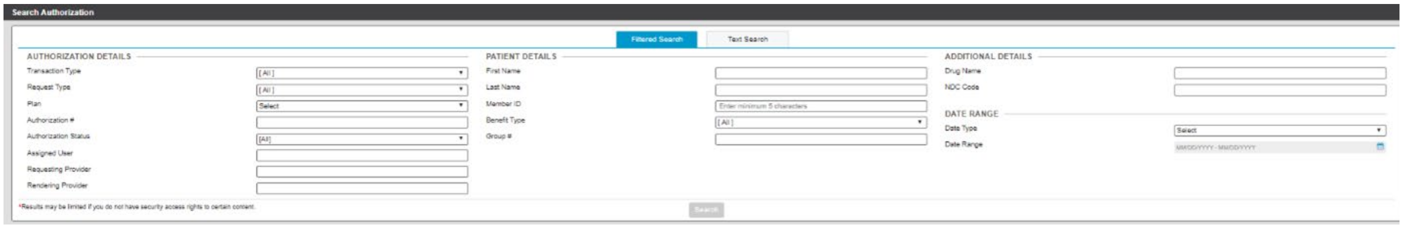
- To search for an exact phrase, place quotes around the text in the *Search* field.
- To search for more than one term, enter the word “OR” (capitalized) between the search terms.
- To search for results that include more than one term, enter the word “AND” (capitalized) between the search terms.
- To exclude a search term from your results, enter the word “NOT” (capitalized) before the search term.

Filtered search
Filtered search provides the same filtering options as the Find Authorization feature. To do a filtered search:

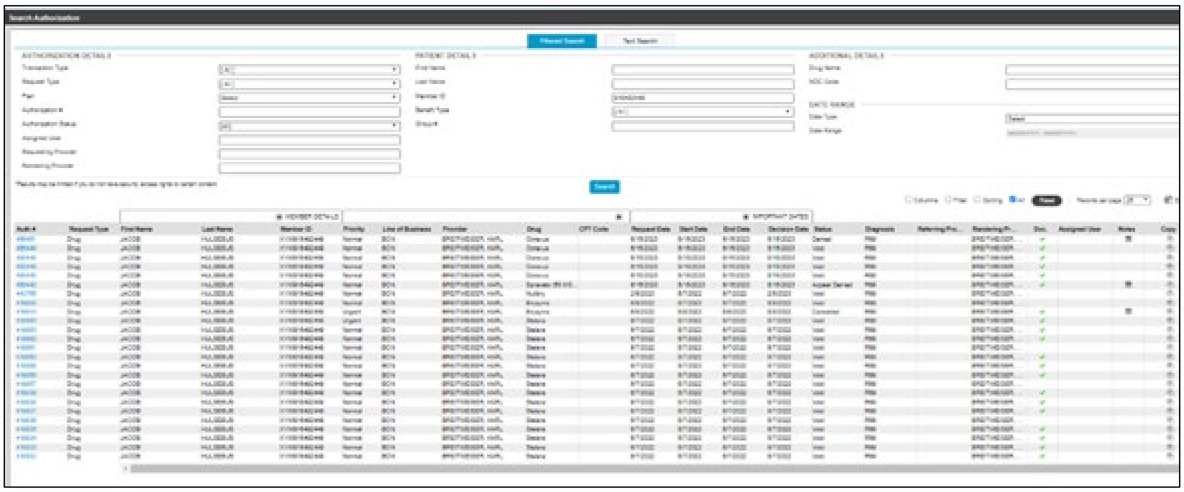
1. In the homepage, click *Authorizations* and then click *Quick Search*.



2. Click the *Filtered Search* tab.



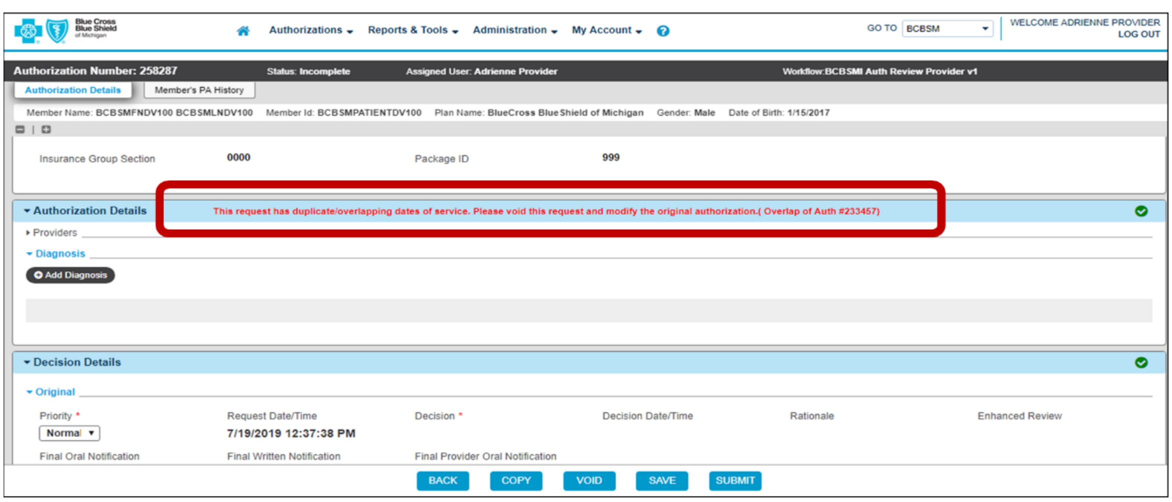
3. Complete the fields by which you want to filter search results and click *Search*.



The filtered search results appear at the bottom of the screen.

Process a duplicate authorization

If a request is a duplicate of an existing request, NovoLogix will notify you that duplicate/overlapping requests aren't allowed.



You can either update the request so it's not a duplicate or overlapping request, or you can void the request.

NovoLogix will display the duplicate request. Click *Void* to void it.

View the authorization detail

Approval gray box
The gray box supplies the authorization detail information that pertains to the drug and its approval.

Note: The gray box is available only for approved authorizations. If the request is denied, the gray box won't appear.

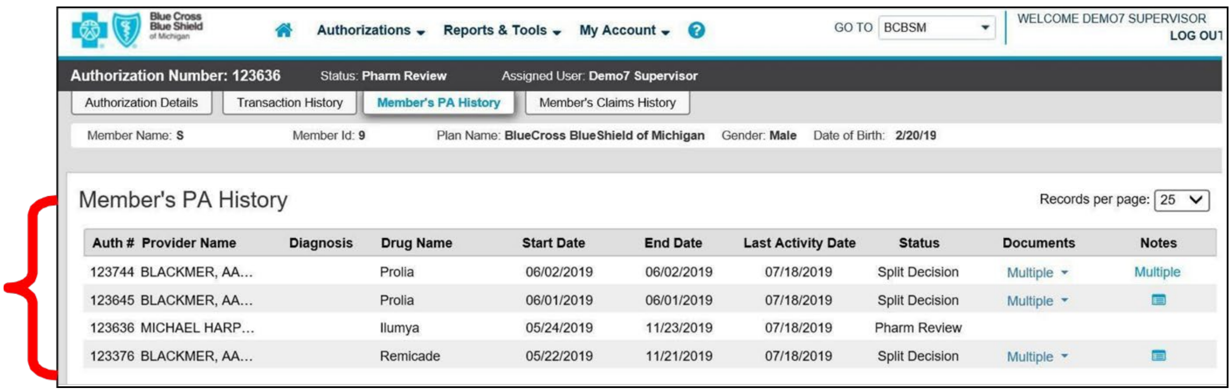
Decision details
This Decision Details section shows priority of the request, the date and time on which the request was submitted, the decision and the date and time at which the decision was made.

Drug-specific branch tree logic protocol
This section shows the clinical questions NovoLogix presented, along with the submitter's answers.

Member prior authorization history

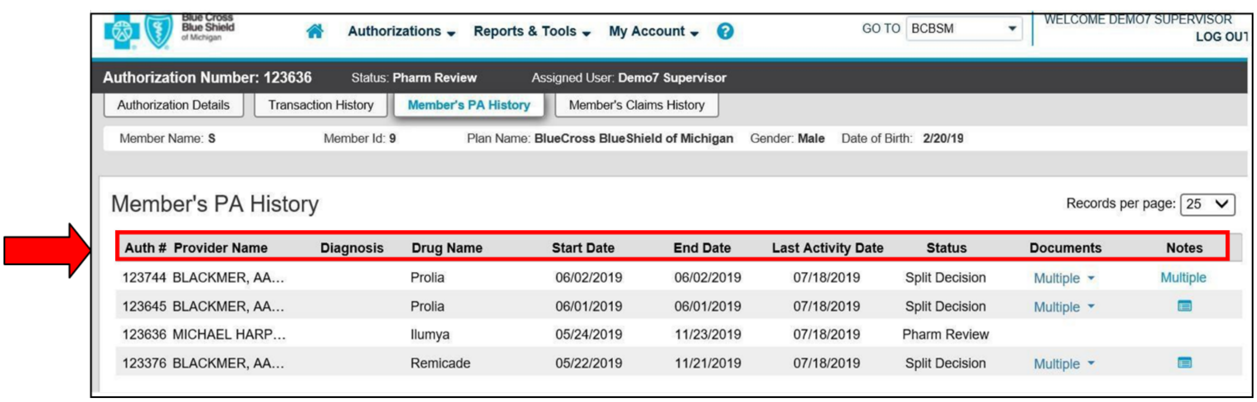
Through a member's prior authorization history, a facility can access the complete history of prior authorizations submitted through NovoLogix for a specific member.

To access a member's prior authorization history, click the *Member's PA History* tab at the top of the authorization details screen.

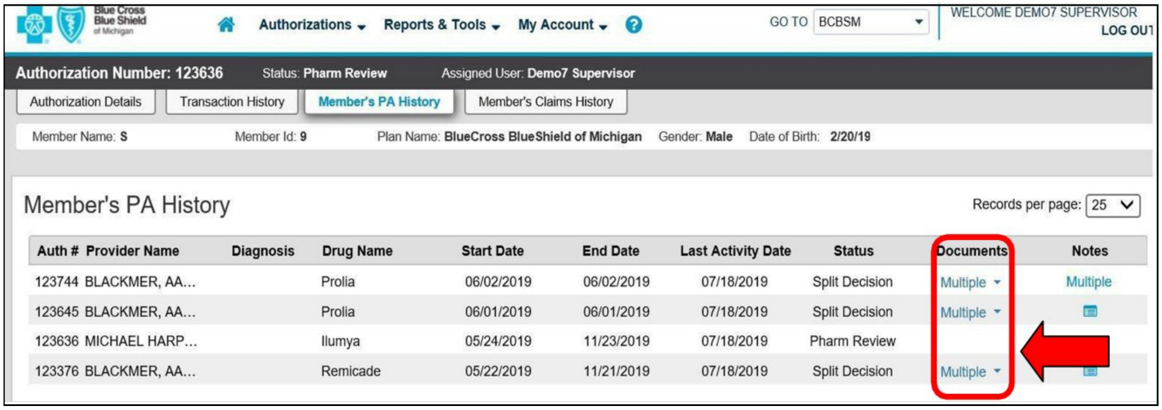


Every authorization in the NovoLogix tool that was submitted for the member **by your provider NPI** is listed.

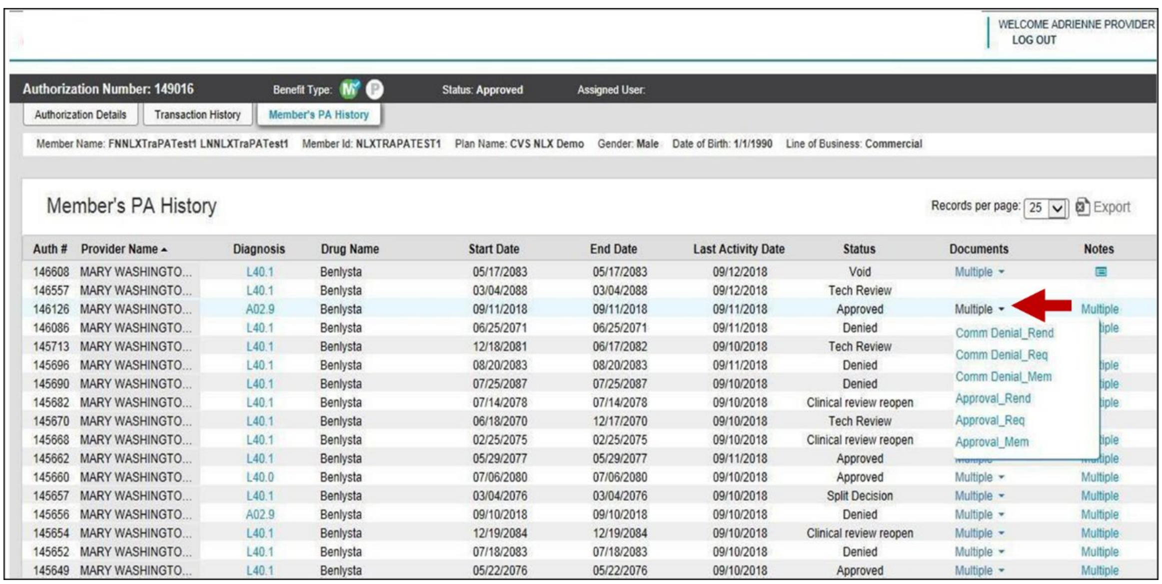
The details listed for each authorization include: authorization number, provider name, diagnosis code, drug name, start and end dates, authorization status, documents and notes.



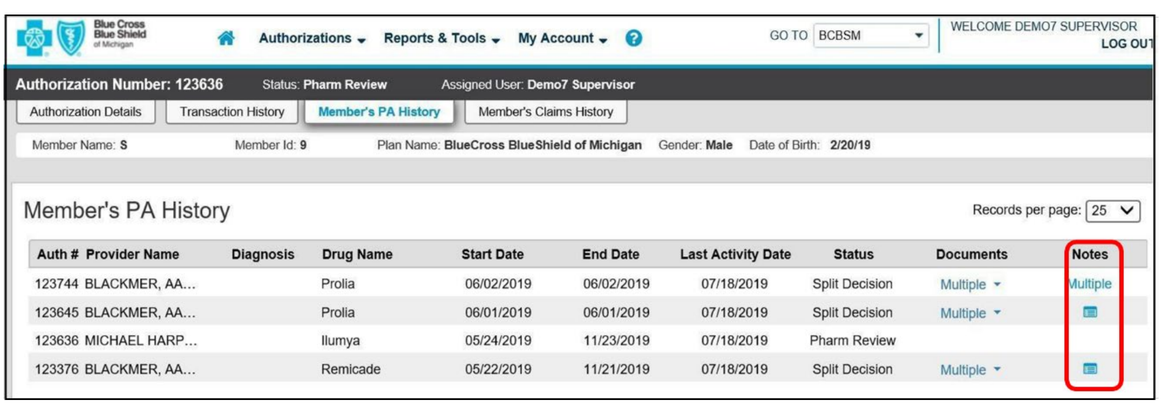
You can open documents that are associated with an authorization by clicking the blue text in the Documents column.



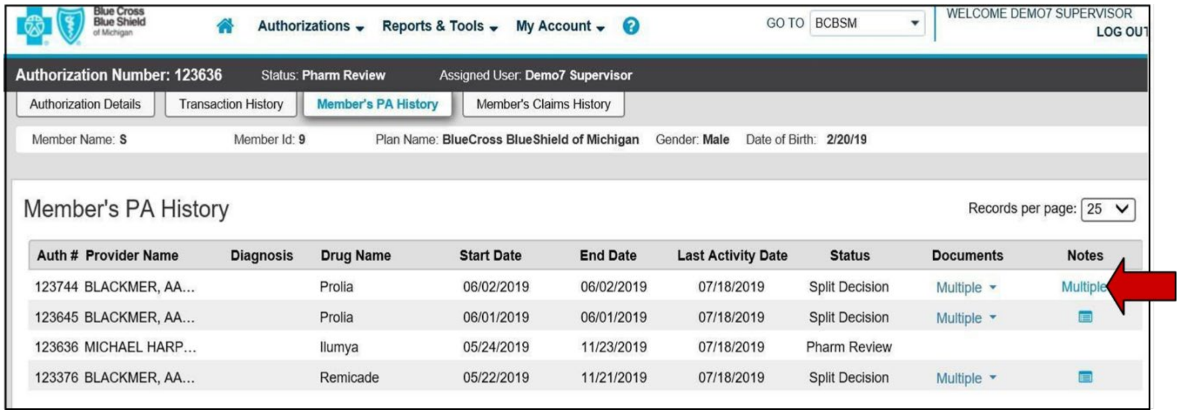
For authorizations to which multiple documents are attached, click the down arrow next to the word "Multiple" in the Documents column to view a list of documents that are attached.



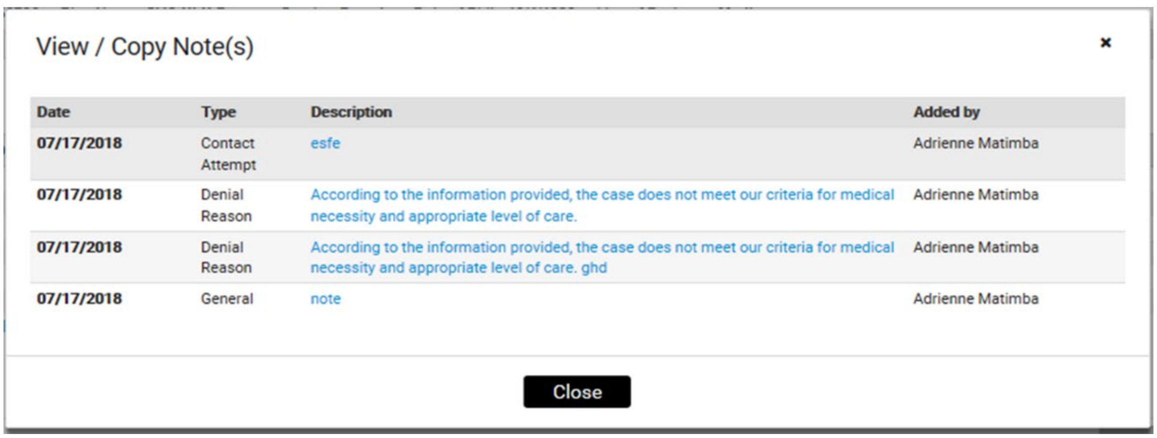
To view the details of a note, hover over the blue entry in the Notes column.



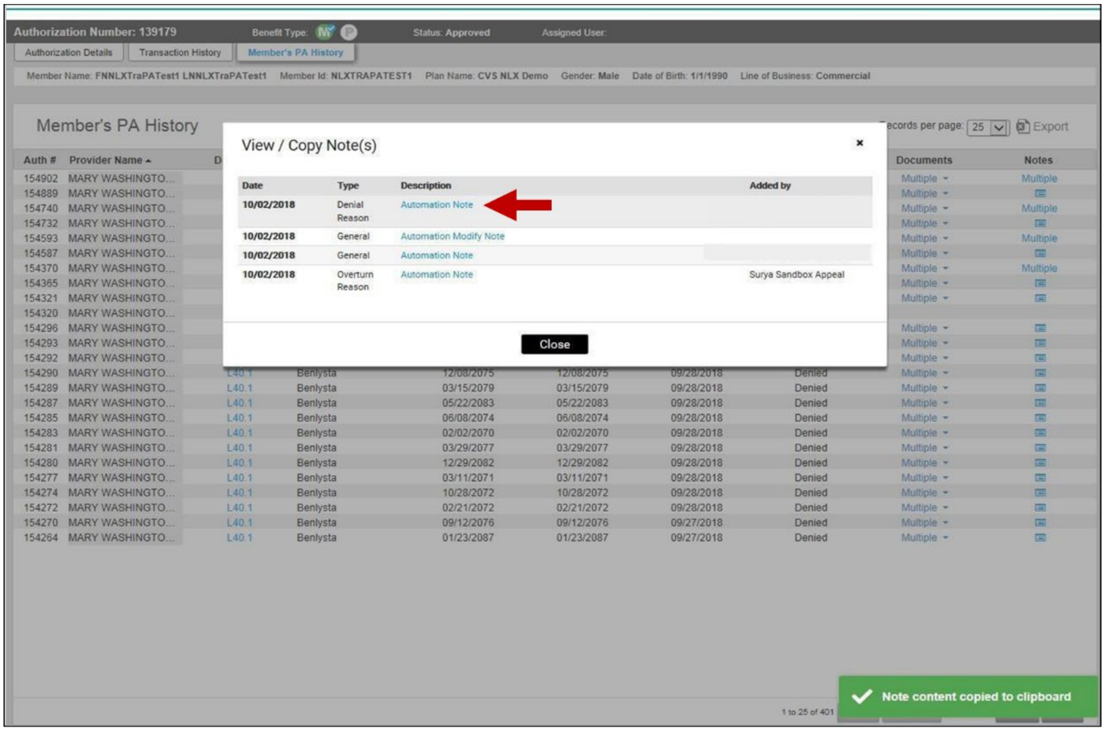
For authorizations that contain multiple notes, click "Multiple" in the Notes column.



All notes that are associated with the authorization are presented in a popup window.



To copy a note, click the note text, which is blue.

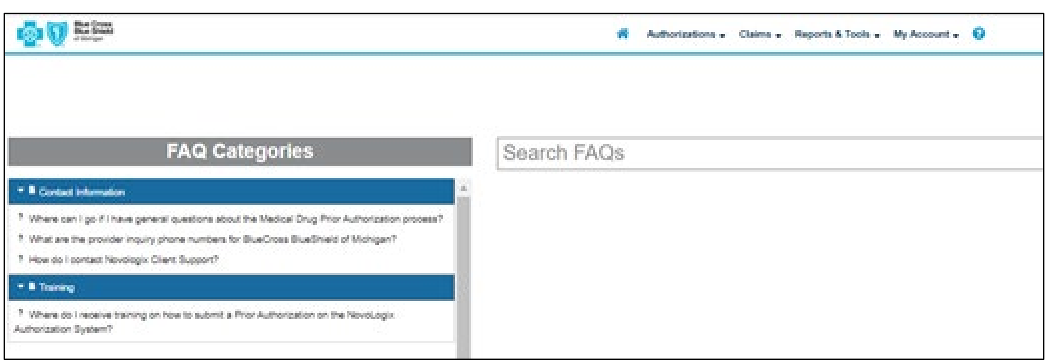


How to access Ask NovoLogix

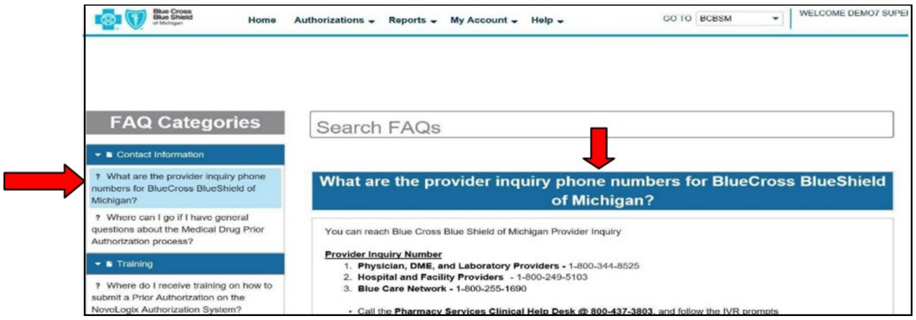
Ask NovoLogix assists users with getting access to items such as forms, user manuals and videos.

To access Ask NovoLogix, click the "?" icon.

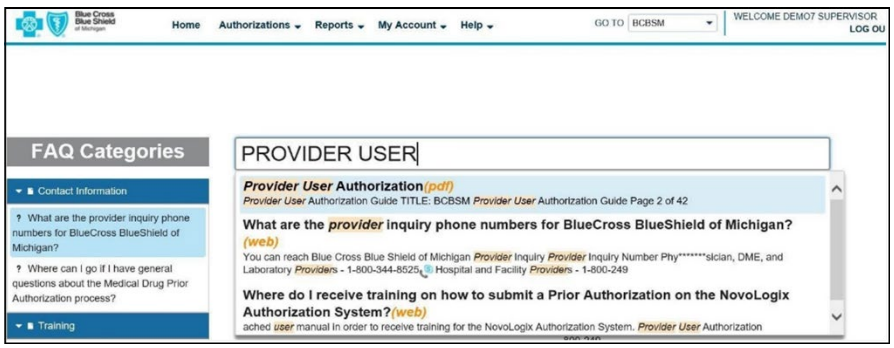
This will take you to the FAQ Categories interface and search engine.



Click an FAQ category to view information related to that category.



To search the FAQs, enter a search term in the *Search FAQs* field and press *Enter* on your keyboard. Search results display below the search field.



Glossary

Authorization number

The authorization number that's assigned to the prior authorization request in the NovoLogix tool.

Document attachments

All documentation that's attached to the case is included in this section, including letters from BCN.

Line details

The Line Detail section of the authorization contains the following information for the drug requested: place of service, dates of service, NDC code, NDC name, strength/dosage form and the patient's current dosage.

Member details

This section contains basic member information provided by BCN. Contact BCN with questions about this information.

Notes

Any notes that you or BCN have added are included here, including reasons for denials.

Status

- **Cancelled** — The provider cancelled an in-process prior authorization request.

- **Final Status** — Approved, Appeal Approved, Denied, Appeal Denied (denial reason is in notes), Split Decision, Appeal Split Decision, Void.
- **Incomplete, Incomplete Appeal, Incomplete Mod** — These statuses indicate that the request hasn't been submitted to NovoLogix. The provider needs to finish the process and click *Submit*.
- **Pending, Pending peer to peer** — The authorization is being finalized. When it's finalized, determination letters are sent.
- **Provider Action, Provider Action Appeal** — The health care provider needs to provide additional information.
- **Pharm Review, Pharm Review Appeal** — Pharmacy Services staff is reviewing the request.
- **Tech Action, Tech Review** — The request is being reviewed by BCN.
- **Peer to peer** —Providers can request a peer-to-peer review to discuss the initial denial of a prior authorization request with BCN clinical staff. Peer-to-peer reviews aren't available for appeals.

*Clicking this link means that you're leaving the Blue Cross Blue Shield of Michigan and Blue Care Network website. While we recommend this site, we're not responsible for its content.

Availity® is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to offer provider portal and electronic data interchange services.

NovoLogix is an independent company that provides an online prescription drug prior authorization tool for Blue Cross Blue Shield of Michigan and Blue Care Network.