Novologix® Medical PA Provider User Authorization Guide
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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 system supports the use of Microsoft Internet Explorer and Firefox web browsers. The standard browser options for cookies and JavaScript must be enabled. We strongly recommend users upgrade to the most recent version, which will provide the best user experience.

To install the most recent version of Internet Explorer you can use the following link: http://www.microsoft.com/ie.

1. Add app.Novologix.net to Internet Explorer’s list of trusted sites
2. Open the new site in Internet Explorer
3. Go to Tools > Internet Options
4. Open the Security tab
5. Select Trusted sites
6. Click the Sites button
7. The site URL should be showing in the Add this website to the zone: box. Click Add
8. Click Close
9. Click OK
1. **CREATE AN AUTHORIZATION**

1. All authorizations that have been submitted will be available through the **Find Authorization** option.
2. From the User Home Page, hover over **Authorizations** and click **Create Authorization**.

3. To select your patient, you may either:
   a. Enter the patient’s **Member ID** under Quick Start to search for existing authorizations to copy. Click on the Authorization record you wish to copy form the dropdown.
b. Enter the **Member ID, Date of Birth** and any other required information (*), under the Search for Existing Patient field, then click Search. If multiple Members display in the search results, click on the **Member ID** of the patient you wish to select. Click on line to select your member from the results returned at the bottom of the screen.

4. Enter all required information in each section. Any section and field missing required Information will display a reminder in red.
MEMBER DETAILS

1. Confirm patient information and complete any additional fields (*) under the Member Details screen.
2. Click on arrows next to each heading to expand/collapse each section.
1. Enter in height and weight (if required).

*You can toggle between pounds a kilograms as well as centimeters and inches, simply by clicking on the value you wish to use.
AUTHORIZATION DETAILS

1. If the **Requesting Provider** field is not auto populated, search for the provider by entering the **Provider Name** or **NPI** in the NPI field and clicking the search icon.
2. Select the provider from the dropdown results by clicking on the Provider name.

3. Enter the **MD Office Contact Name**, **Phone Number** and **Fax Number**.
4. Search for the **Primary Diagnosis** code by entering the diagnosis description or by the diagnosis code and clicking the search icon. Select your diagnosis from the dropdown results.
**AUTHORIZATION LINES**

1. Select the place of service from the dropdown menu.

2. Enter applicable start and end dates under **Date(s) of Service**.
3. Search for the requested drug by entering the drug name or NDC into the **Drug** field and clicking the search icon. Select the drug from the results in the dropdown menu.

4. Enter the quantity. If not applicable, the field will not appear upon drug selection.

5. Enter any additional information in their applicable fields (i.e. Refills or Sig).
There may be instances, once you have selected your drug, when you will be presented with a pop up offering alternative drugs.

a. From the dropdown select either **Change Drug** or **Do Not Change Drug**.
b. If you select **Change Drug**, select the drug from the Preferred Drug(s) list.

c. Whether you have changed the drug or not, once finished, click **Done**.

If the drug you selected requires the Patient’s height and weight, you may be asked to validate the height and weight, entered in the Member Details section, prior to submitting your request.
6. Review information entered under the **Authorization Detail Screen**. Once all required information has been entered, each section will display a green checkmark in each section heading.

7. If no changes are needed, select **Submit**.
2. COMPLETE THE PROTOCOLS AND SUBMIT YOUR REQUEST

1. Upon clicking Submit, you will be prompted through a series of protocol questions.

2. Answer clinical questions as they are presented in the pop up screen that displays, and click Next to move on to the next question. If you are unable to complete all the protocol questions, you can click Save and Close to complete the question set later.

3. Once the protocol questions are completed your authorization will be auto approved, or released to the next party for review. Once the outcome is displayed on the last pop up, click Done.
4. The outcome or status of the authorization will be displayed at the top of the screen along with the authorization number assigned.
5. If your Authorization is not auto approved and is sent for review, once a determination is made, the Authorizations will be sent back to your homepage under the Provider Notification queue. You will then be able to open the authorization to review the determination of your Authorization request.
3. NOTES AND DOCUMENTS

Once the Authorization has been created, you will have the ability to add notes or documents directly to the Authorization.

NOTES

1. To add a note to the Authorization, from the Notes, Letters & Documents section, select Add Note.

2. Enter your note in the pop up that displays and click Save.
3. Your note will then be saved under the Authorization’s **Notes, Letters & Documents** section. To view a note, click on the note **Description** in blue.

4. You can also view the note by hovering over the note **Description** in blue.
1. If prompted to add a document during the clinical question process, you can:
   a. **Save and Close** your clinical questions and add the document
   b. Add after the questions have been completed.
2. To attach a document to the Authorization, from the **Notes, Letter & Documents** section, select **Add Document**.
3. Browse through your directories to locate the desired file.
4. Select **Document** and rename the document.
5. Click **Upload** to attach.
6. Your document will then be saved in the **Documents** section of the Authorization detail.
7. To view a document, click on the **Document** title in blue.
4. QUICK SEARCH

The **Quick Search** option allows you to search for Authorizations in the system using simple text or advanced filters.

1. To access **Quick Search**, from the Authorization dropdown menu select **Quick Search**.

![Quick Search screenshot](image1)

2. Once in the **Quick Search** screen, you have the option to search by **Text Search** and **Filtered Search**.

![Quick Search screenshot](image2)

**TEXT SEARCH**

1. To search by text, click on the **Text Search** tab. The text search will look for matches anywhere in the prior authorization.

![Quick Search screenshot](image3)
2. Enter your search term in the search field and click **Search**. Your results will display at the bottom of the screen.

3. From the search results, you can view the high-level detail of an Authorization record (i.e., Novologix authorization number, provider, member name and ID, etc.).

4. You are also able to filter by the headings (highlighted in yellow) by clicking on the name of the heading. Columns with a “+” sign are expandable to display additional details.
5. Click on the “+” sign to view additional details of a particular column. Once expanded, click on the “-” sign to collapse.
6. Columns are also moveable. Click on the column you would like to move.

7. Drag the column to its new location.
8. To view a specific record on your search results, click the Authorization number in blue, to open the Authorization detail.

9. To export the search results, click the Export icon.

10. To make a quick copy of an Authorization from the search results, click the Copy icon.
11. To refine your results, you can use **Search Operators**.

   a. To search for an exact phrase, place quotes around the text entered on the search field.
   b. To search for an equivalent or a given term, enter the word “OR” (in all caps) between both search terms in the search text field.
   c. To search for results that include more than one term, enter the word “AND” (in all caps) between both search terms in the search text field.
   d. To exclude a search term from your results, enter the word “NOT” (in all caps) before the search term in the search text field.

**FILTERED SEARCH**

Filtered Search provides the same filtering results as the Find Authorization feature.
1. To reach Filtered Search, click the **Filtered Search** tab.

![Filtered Search tab](image1)

2. Once in the **Filtered Search** tab, complete the fields you wish to filter your results by and click **Search**.

![Filtered Search tab with completed fields](image2)

3. Your filtered results will appear at the bottom of the screen.
5. FIND AN AUTHORIZATION

The Find Authorization features allows users to look up any authorizations in the system submitted by your Provider office. Since the Quick Search feature have been implemented in the system, the Find Authorization feature will be discontinued at some point in the future.

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

2. Enter search criteria.

3. Click **Search**.
4. Select the Authorization you wish to view by clicking on the Auth# in blue from the search results presented at the bottom of the screen.
6. MEMBER PRIOR AUTHORIZATION HISTORY

Member Prior Authorization History allows a provider facility to access to the complete history of prior authorizations submitted to Novologix for that member and their content from the prior authorization detail screen.

1. To access the Member Prior Authorization History tab, click on the **Member’s PA History** tab at the top if the authorization details screen.

2. Every authorization in the system submitted by your provider facility for that member will be listed under **Member’s PA History**.
3. The details listed for each authorization include the authorization number, provider name, diagnosis code, drug name, start and end dates, authorization status, documents and notes.

4. The Diagnosis descriptions are viewable by hovering over the diagnosis code in blue.
5. Documents associated with an authorization can be opened by clicking on the document name in blue.

6. For authorizations that have multiple documents attached, click on the down arrow to view the list of documents attached to that authorization.
7. To view the details of a note, hover over the note link in blue.

8. For authorizations that contains multiple notes, click on the Multiple notes link in blue.

9. All notes associated with that authorization will be presented in the pop up that displays.
10. To copy a note to your computer’s clipboard, click on the note content in blue.
7. HOW TO RESPOND TO A PROVIDER ACTION REQUEST

There may be instances when you have submitted an authorization request and upon review the plan will need additional information from you, the Provider. The plan is able to request this additional documentation online through the web site, directly to your homepage, under Provider Action.

1. To Review a request in Provider Action, click on the authorization you wish to review.
2. The description of what is being requested will appear under the **Notes** section of the authorization detail.
3. Upon review of the authorization and adding any notes or additional documentation, you can then release the authorization back to the plan by selecting the **Respond** button at the bottom of your screen.
8. PROVIDER ACTIVITY DASHBOARD

Provider activity Dashboards provide a snapshot of Provider activity in Novologix.

To view the dashboards, from the Report& Tools dropdown menu, hover over Dashboards. From there, select either Auth Count Dashboard, or NCCN Compliance Dashboard.
The Auth Count Dashboard provides details on Authorizations in the system by received date, by drug, by status and by Provider. Navigate through each by clicking on the respective tabs at the top of the screen.

The NCCN Compliance Dashboard provides details on NCCN Regimen requests in the system. You are able to view results in a summary, by cancer type and by provider. Navigate through each by clicking on the respective tabs at the top of the screen.