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Exhibit(s): N/A			
Document Type:	☐ Policy and Procedure	☐ Standard	☒ Work Instructions /Training Manual

POLICY

N/A

SCOPE

This user guide will provide detail on how to navigate and utilize the NovoLogix Prior Authorization online tool.

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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.

NOVOLOGIX TRAINING DEPARTMENT

The NovoLogix Training Department offers online training tools for providers accessing www.novologix.net.

MINIMUM SYSTEM REQUIREMENTS

The NovoLogix claims system supports the use of Microsoft Internet Explorer versions 9, 10, 11 and Firefox web browsers.

1. The standard browser options for cookies and JavaScript must be enabled.
2. While older versions of Internet Explorer such as 6 and 7 are 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

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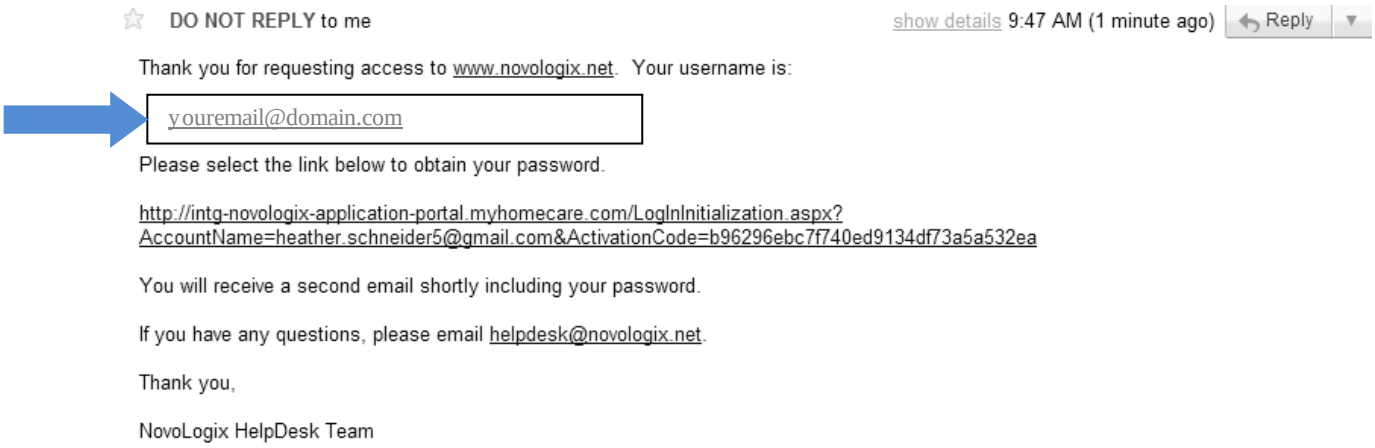
1. INITIALIZING YOUR NEW NOVOLOGIX ACCOUNT

You will receive an email from NEED EMAIL ADDRESS asking you to confirm that you should have received a NovoLogix account.



DO NOT REPLY to me — show details 9:47 AM (1 minute ago) — Reply

Thank you for requesting access to www.novologix.net. Your username is:

youremail@domain.com

Please select the link below to obtain your password.

http://intg-novologix-application-portal.myhomecare.com/LogInInitialization.aspx?AccountName=heather.schneider5@gmail.com&ActivationCode=b96296ebc7f740ed9134df73a5a532ea

You will receive a second email shortly including your password.

If you have any questions, please email helpdesk@novologix.net.

Thank you,

NovoLogix HelpDesk Team

1. Click on the **link** provided in the email

2. You will be brought to the NovoLogix website
3. Click **Yes** that you are expecting to have an account set up for you

If you answer **No** your account will be disabled, and will have to contact NovoLogix to have your account re-enabled. .

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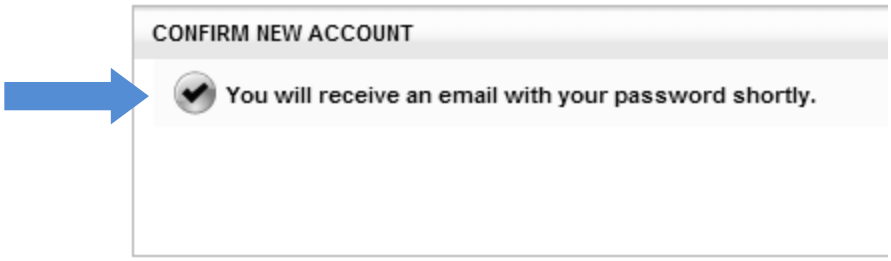

4. After answering **Yes** you will be send an email with your password.

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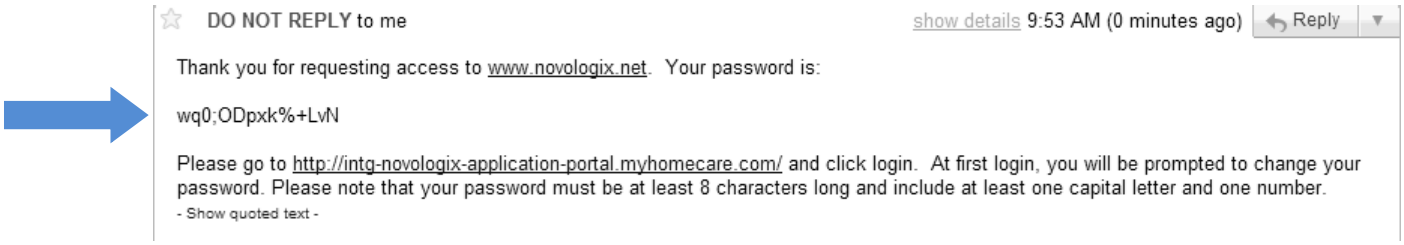
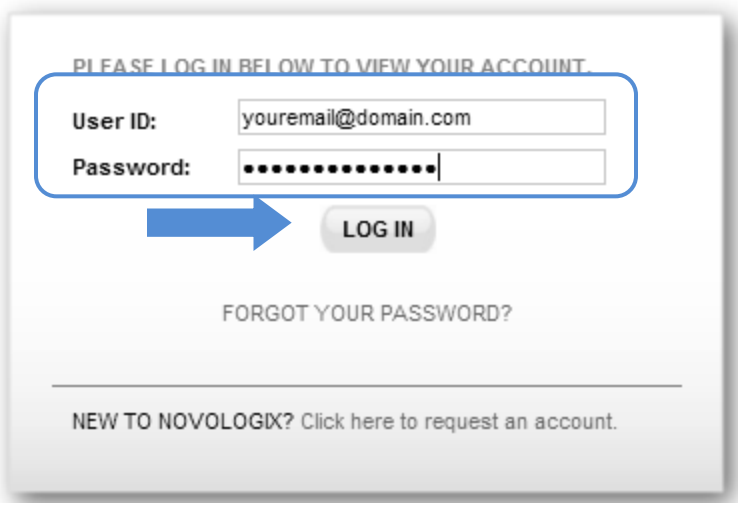


1. Copy the password from your email by **highlighting** the assigned password and selecting **Control C** or selecting a right click of your mouse and select **Copy**



2. Go to app.novologix.net and enter your username.

   You can mark the Login page as a favorite for future use.

   a. Paste the password in the **Password** field via **Control V** or right click of your mouse and select **Paste**.

3. Click the **Log In** button.

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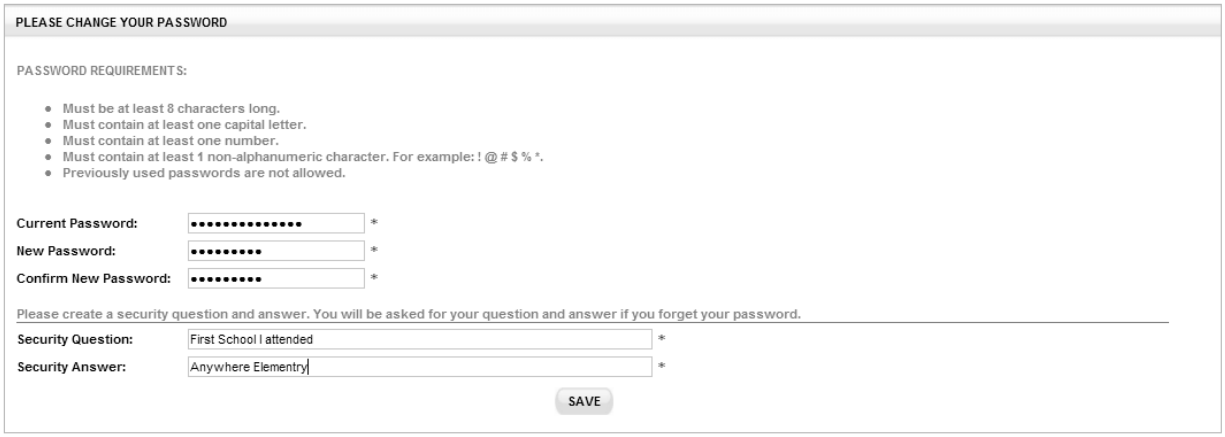

4. You will be asked to enter your existing password as well as configure a new password.
5. Enter your **existing password**
6. Enter your **new password**
7. Confirm your **new password**
8. Password must contain:
    a. Must be at least 8 characters long.
    b. Must contain at least one capital letter.
    c. Must contain at least one number.
    d. Must contain at least 1 non-alphanumeric character. For example: ! @ # $ % *.
    e. Previous passwords are not allowed.
9. Enter a **security question** that you will remember.
10. Enter the **answer** to that security question.

11. Click **Save**
12. Your password has now been reset and you will be brought into the NovoLogix website.

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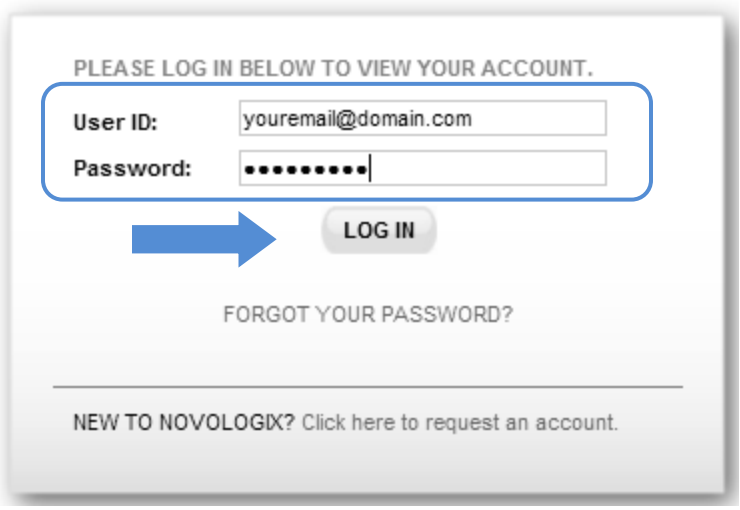
2. LOGGING IN AFTER INITIAL LOGIN

Begin by opening the NovoLogix website, app.novologix.net, in an internet browser.



1. Enter user name in the **User Name** field.

Your username is your email address.

2. Enter password in the **Password** field.
3. Click the **Login** button.

Passwords are case sensitive.

3. FORGOT MY PASSWORD

In the event you have forgotten your password, select the **Forgot Your Password?** link underneath the **Log In** button. Selecting this link allows you to reset your password in order to log into the website.

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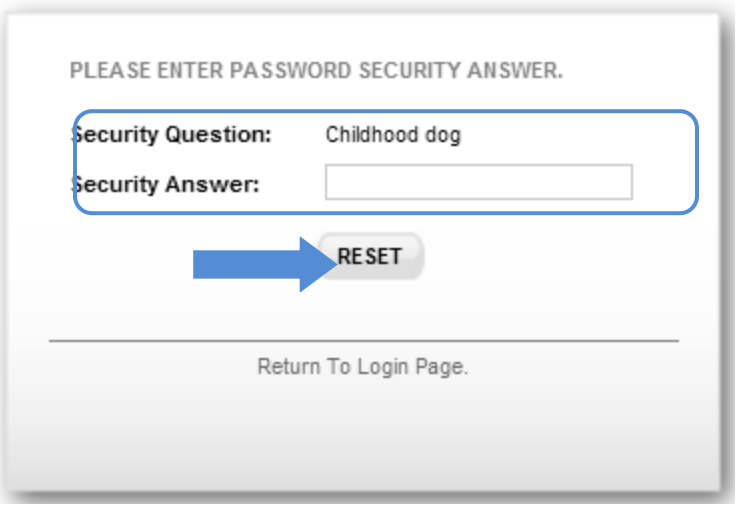
Enter your **User ID** and click **Next** in the corresponding fields within this window.



1. The Security question you entered when you first established your login will be presented. Enter your answer as you did when you configured the answer and click **Reset**.

2. A reset password will be sent to your e-mail account within ten minutes.

   If you do not remember your username or if you do not receive a reset password via e-mail, please contact NovoLogix using our telephone or e-mail contact information listed in the **Contact NovoLogix** section of this user guide. Passwords expire after 90 days of consecutive non-use. If it has been greater than 90 days since you have last logged into the NovoLogix website you will need to reset your password either using the method just described or by contacting NovoLogix.

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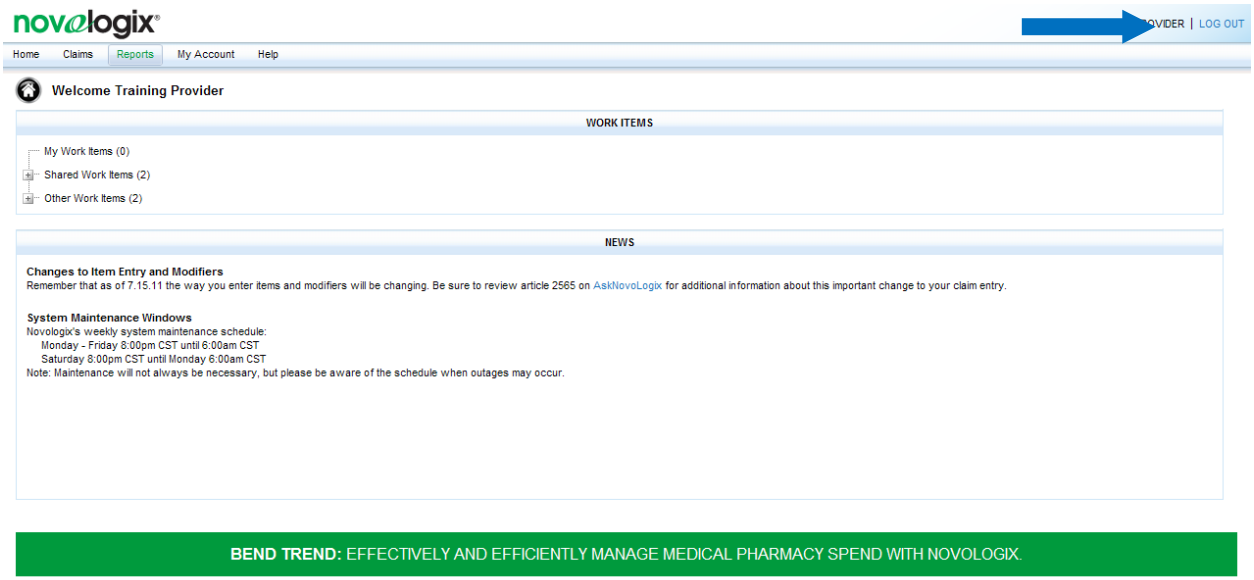
4. LOGGING OUT

To ensure security, be sure to log out of the system whenever you are not using it. You will be automatically logged off after 30 minutes of inactivity.



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

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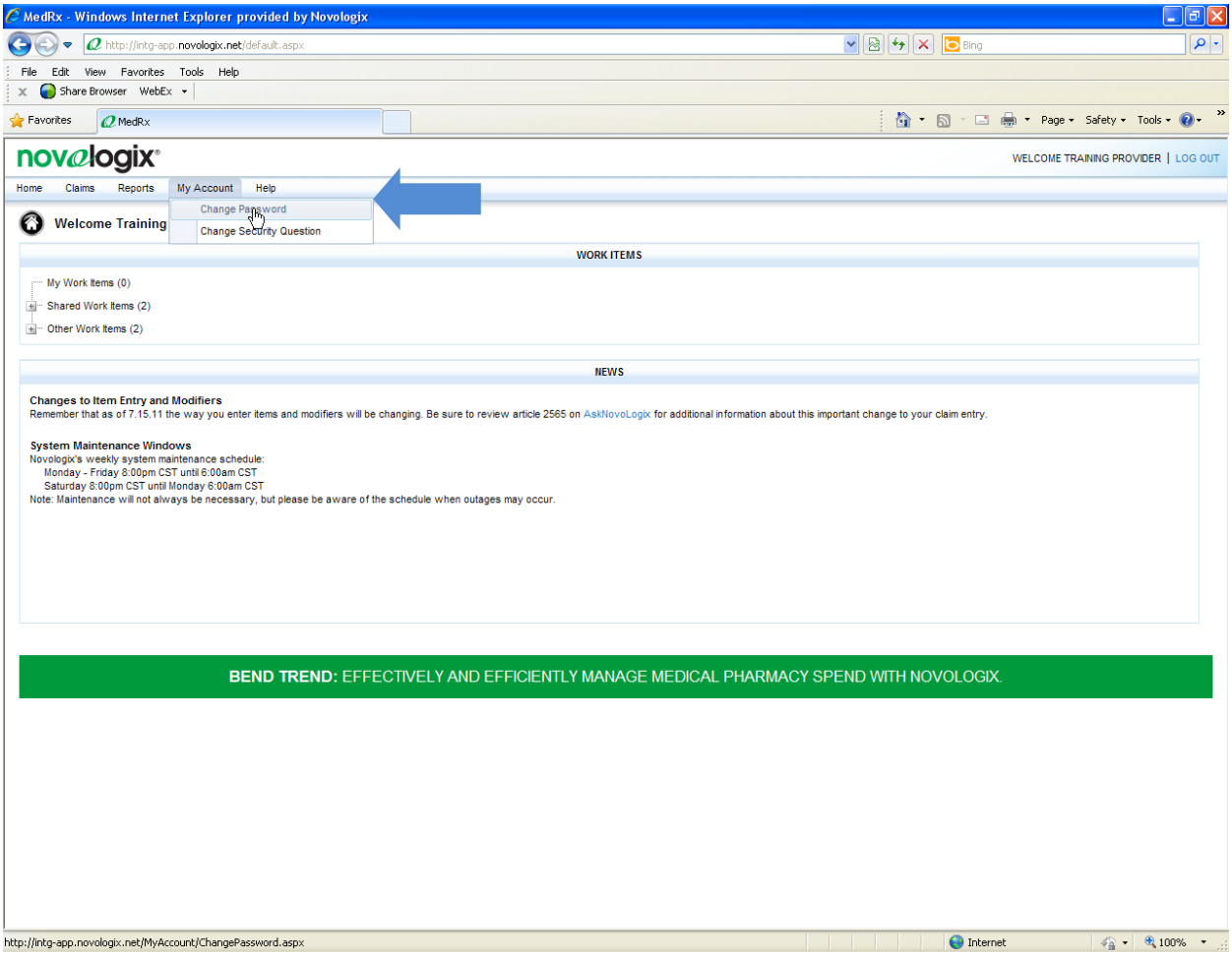
5. CHANGE YOUR PASSWORD

You will be able to reset your password at any time. The system will require that you change your password at least every 90 days.



1. From the home page, click the **My Account** link.
2. Next, click the **Change Password** link.

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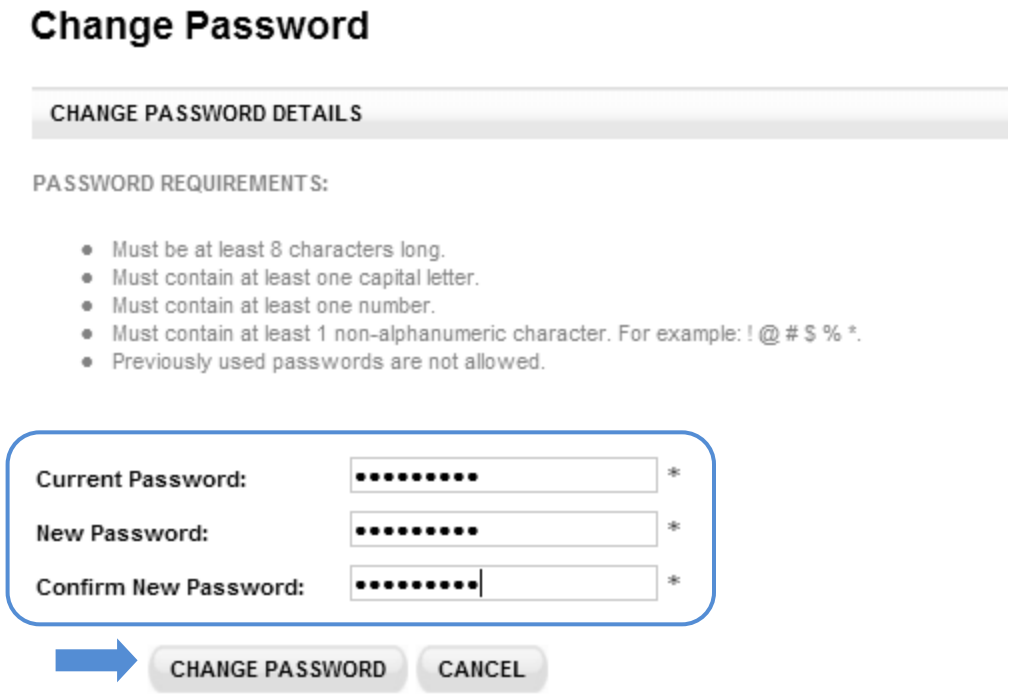
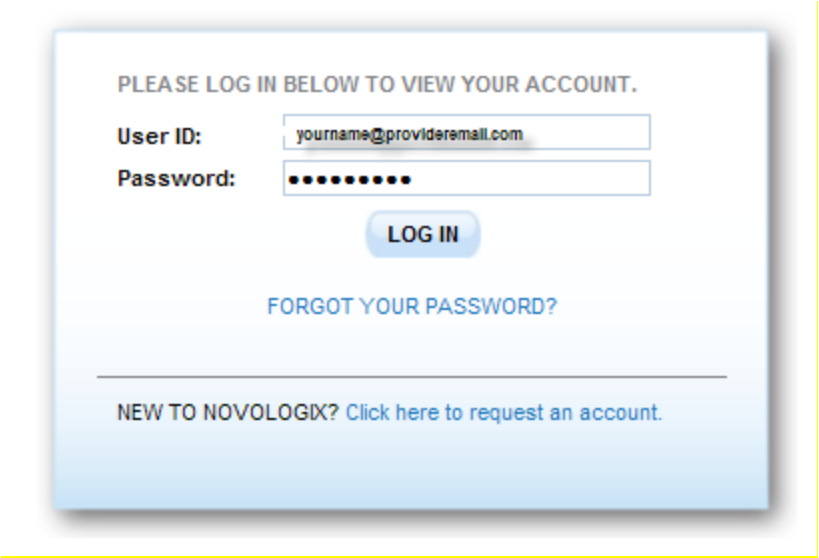


3. Enter your **Current Password** and **New Password** followed by **Confirm New Password**.

   You may not reuse previous passwords.

4. Click **Change Password** to save.



5. You will now be able to log into the system using your new password.

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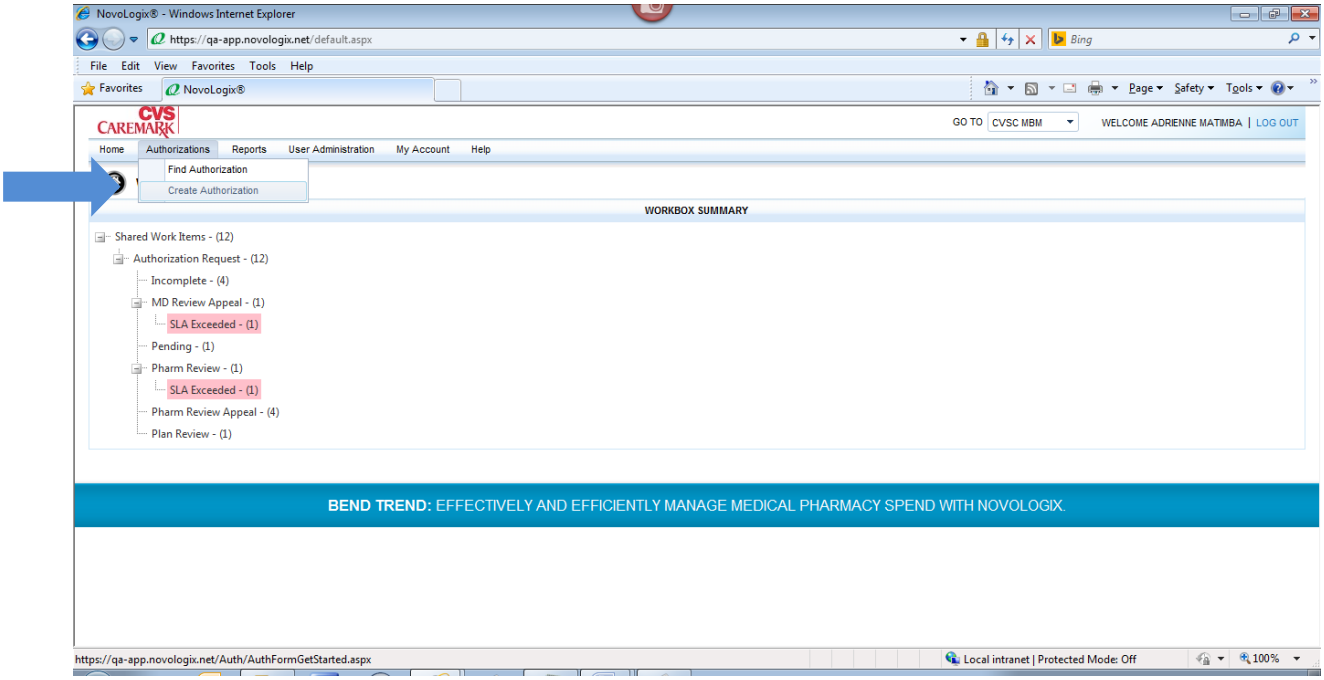
6. CREATING AN AUTHORIZATION

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



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

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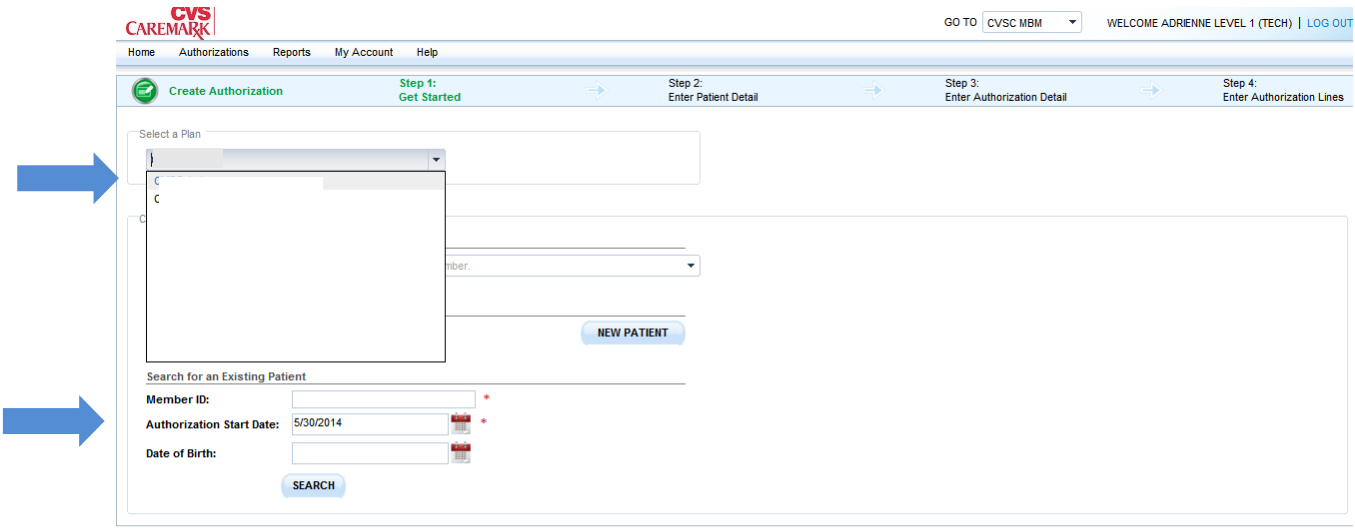

Step 1 – Get Started

1. Select the applicable plan

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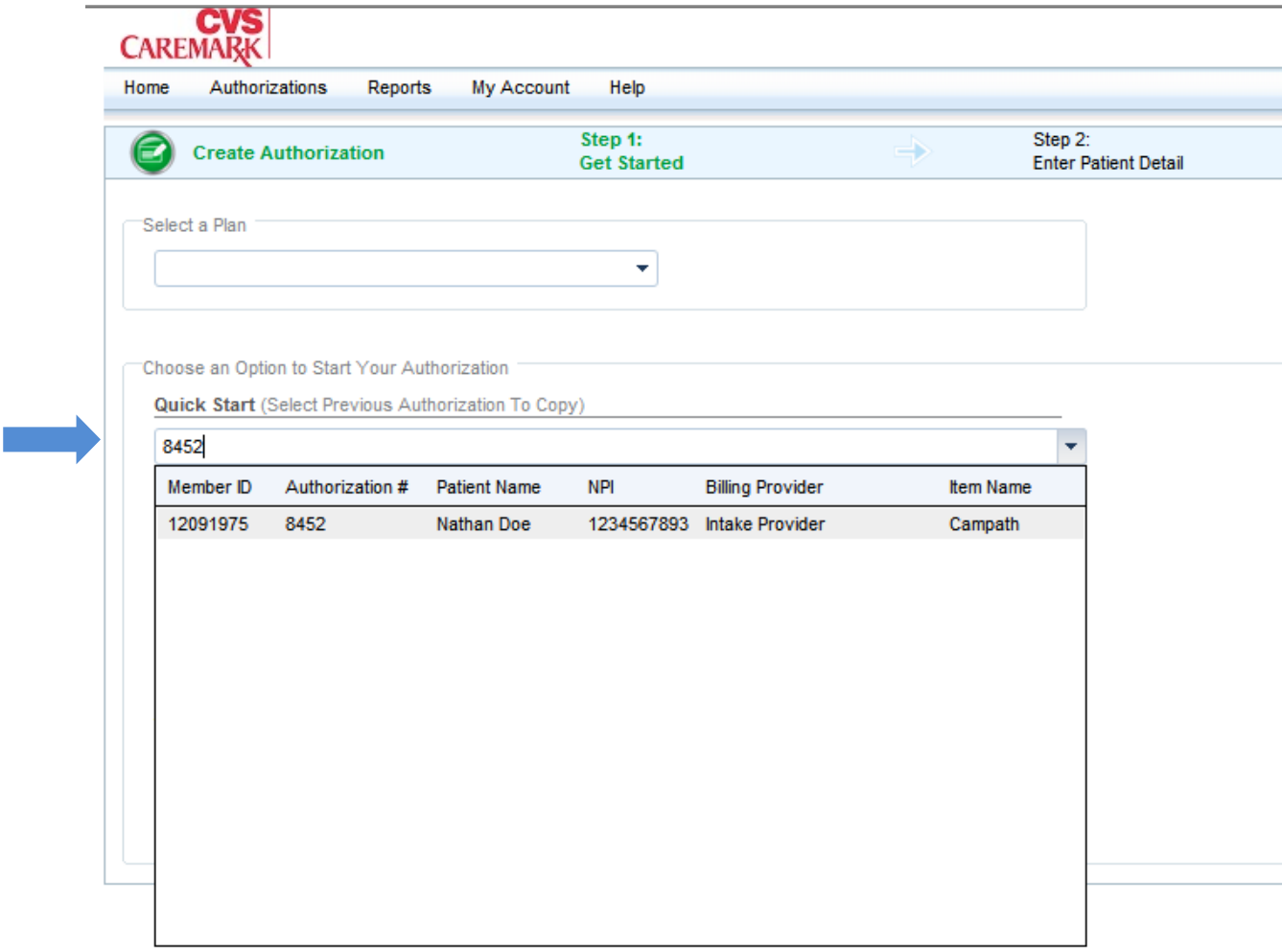

2. To select your patient either enter the Member ID under **Quick Start** to search for existing authorizations to copy

OR

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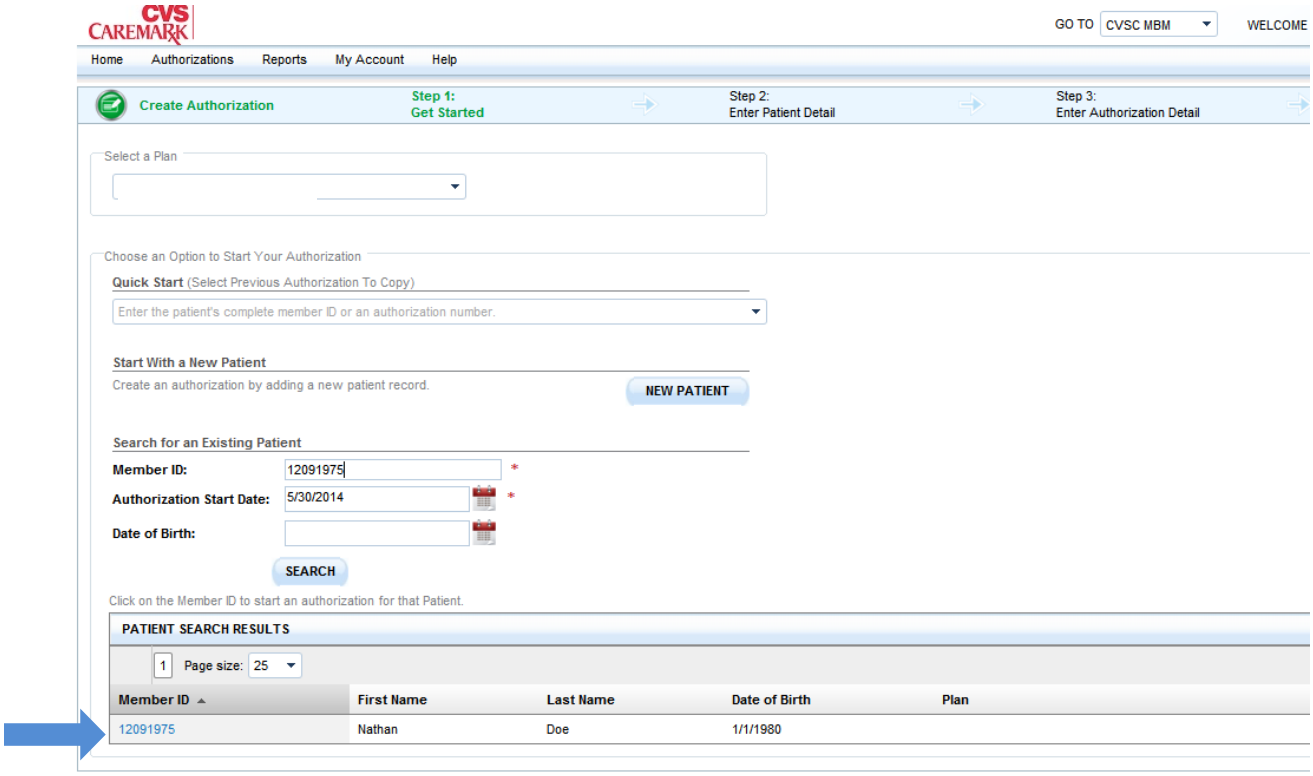

1. Enter the Member ID under the **Search for Existing Patient** field click **Search**
2. Click on line to select your member from the results returned at the bottom of the screen.

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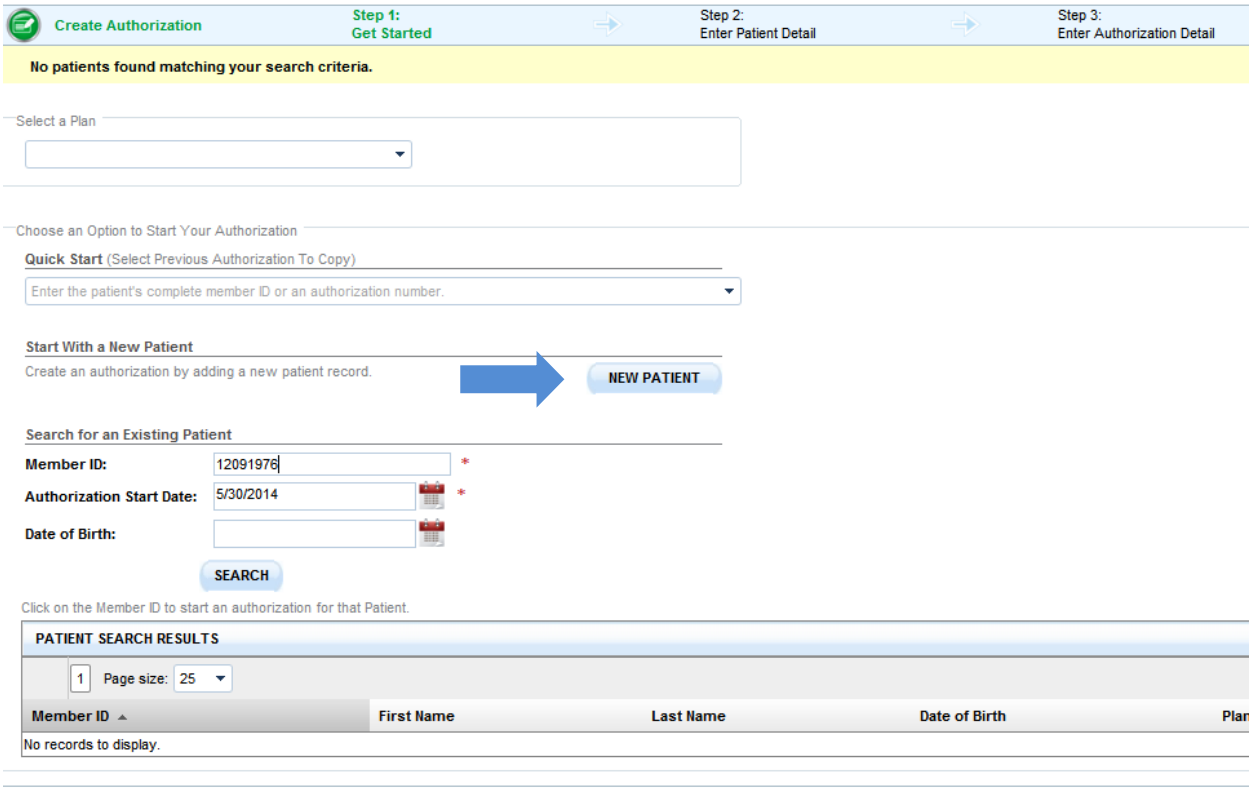

3. If no results were returned when searching for your patient, click the **New Patient** button.

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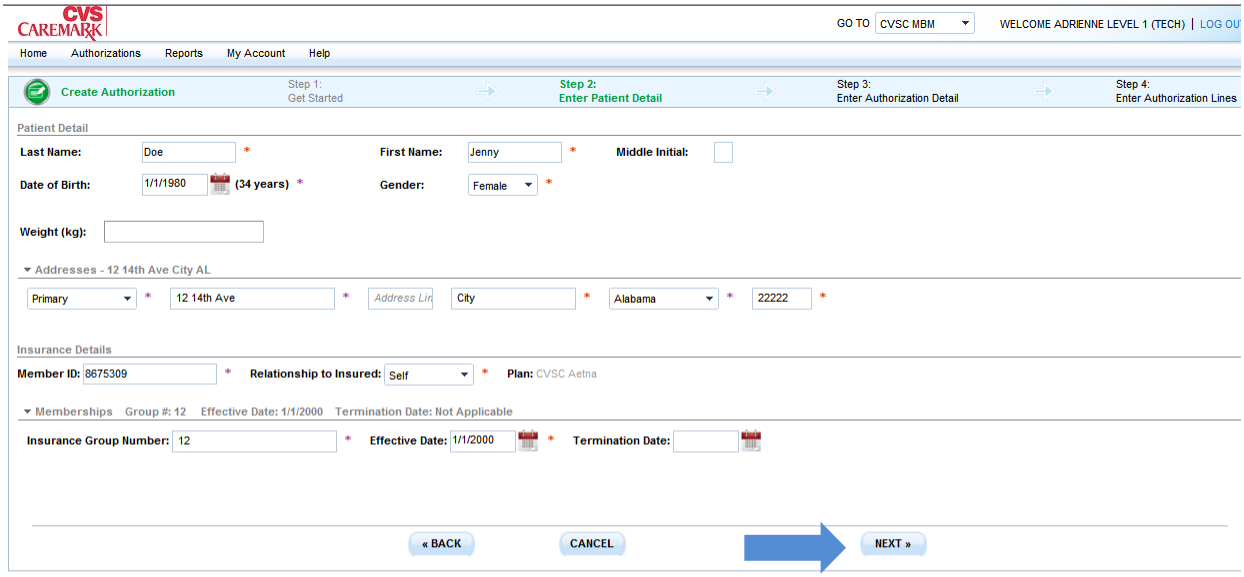
Step 2 – Enter Patient Detail



1. Confirm Patient information and complete any additional fields (please note: all required fields are denoted by a red asterisk) under the **Patient Detail** screen
   Click **Next**

Click on arrows next to each heading to expand/collapse each section.

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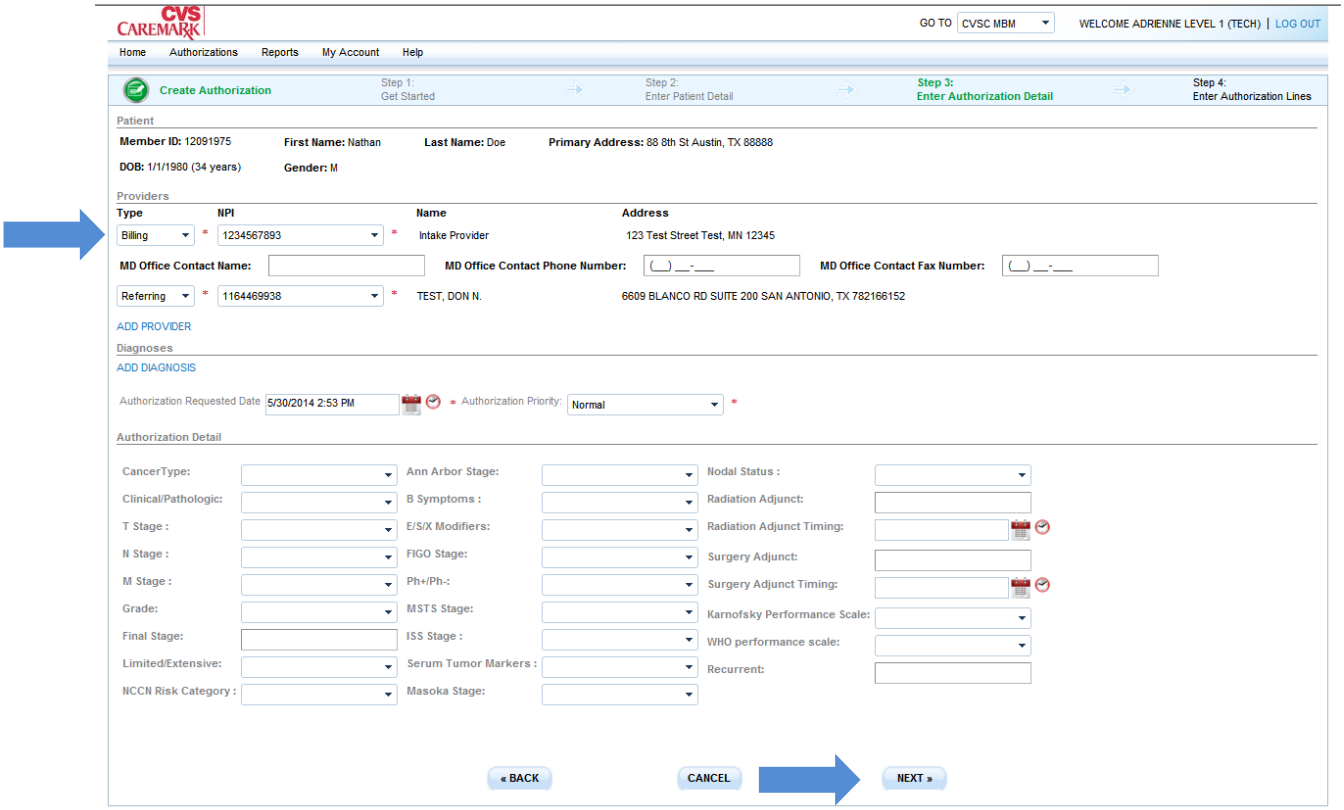
Step 3 – Enter Authorization Detail



1. Complete fields for **Referring Physician** and any other required or applicable authorization detail fields.

2. Click **Next**

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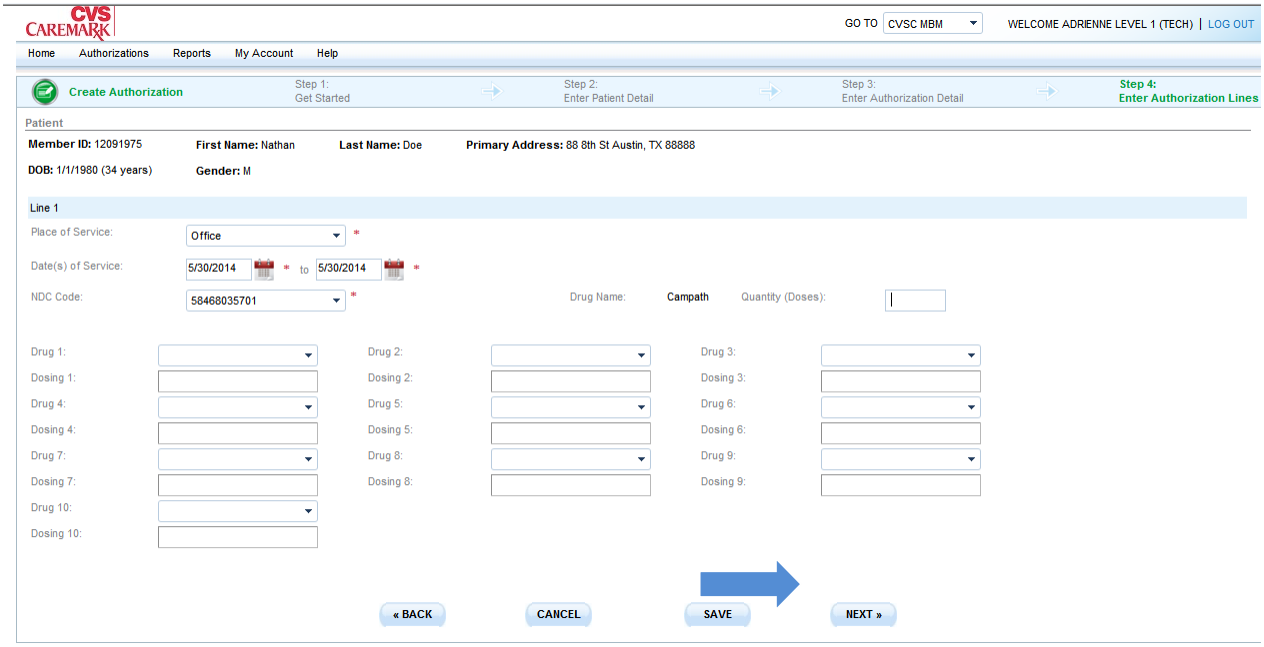
Step 4 – Enter Authorization Lines



1. Enter applicable start and end dates under **Date(s) of Service**
2. Enter requested drug name or NDC into **NDC Code**
3. Enter the quantity (if applicable; if not applicable the field will disappear upon drug selection)
4. Enter any additional information in their applicable fields.
5. Click **Next**

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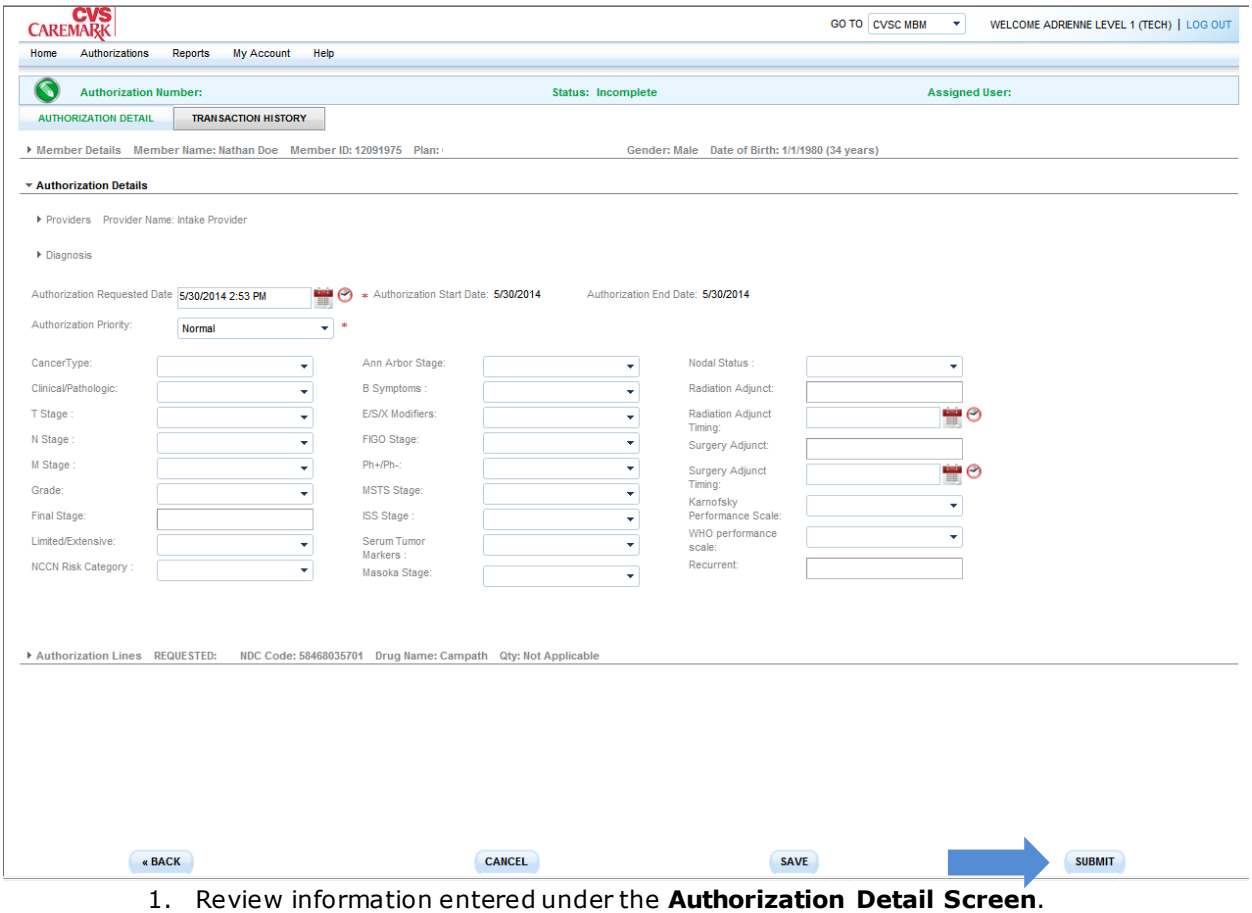

1. Review information entered under the **Authorization Detail Screen**.
2. If no changes are needed, select **Submit**

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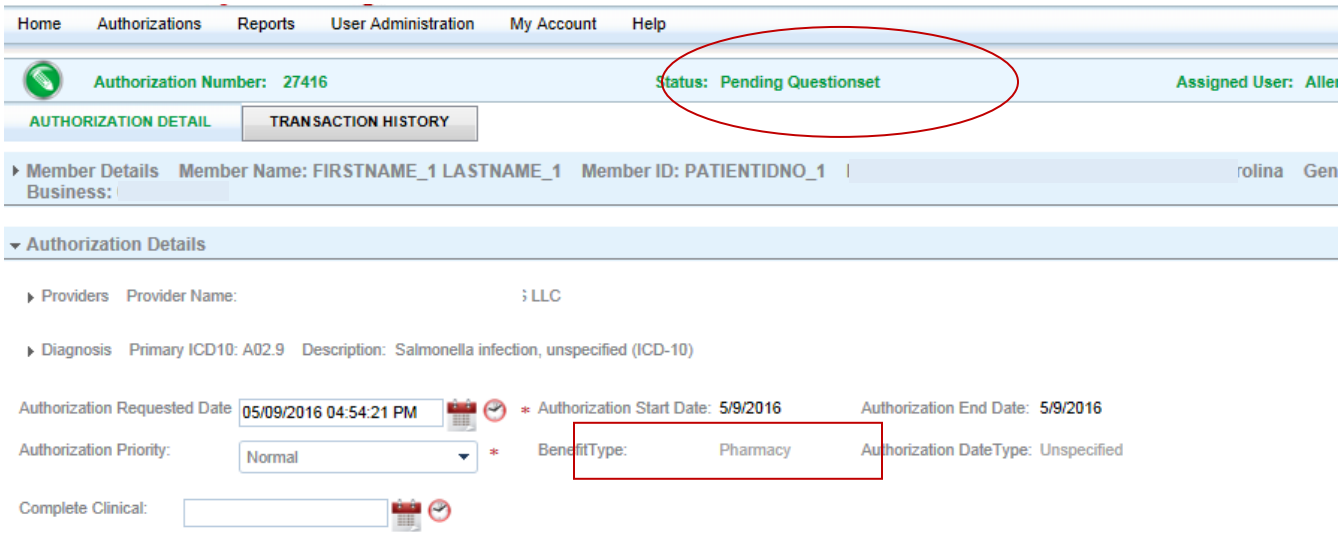
Step 5 – Completing the Protocols and Submitting Your Request



*Upon clicking **Submit**, your request will be sent to the Caremark PBM Systems and the authorization request status will display as **Pending Questionset.**

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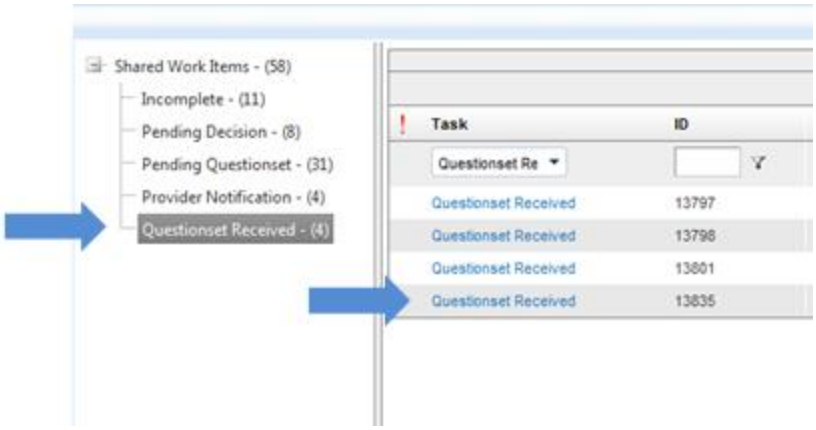
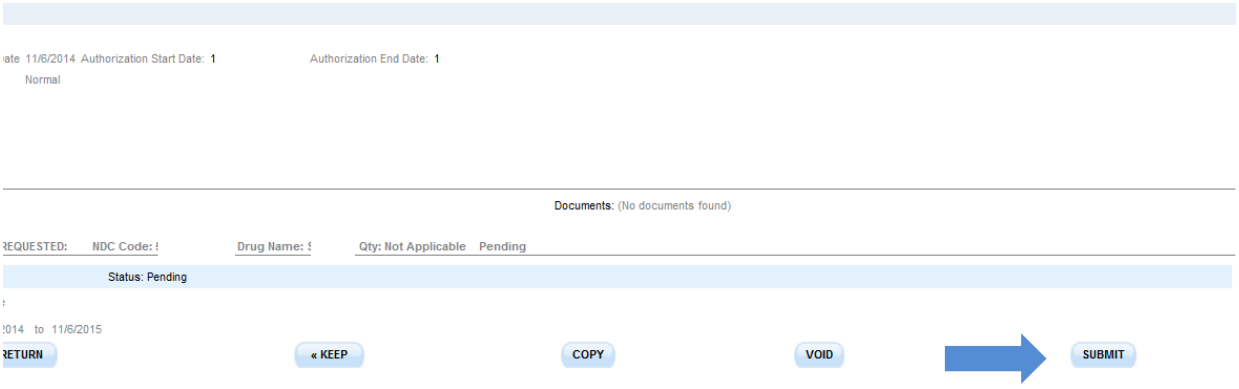
The Caremark PBM will send back your authorization request with the applicable clinical questions for your completion, if the requested drug requires prior authorization. It will appear on your home page in the Workbox under the **Questionset Received** queue.



1. To complete the clinical questionset, click on the Questionset Received queue to display the list of authorizations in that category.

2. Select your authorization request by clicking on the task description for that authorization in blue.
   You will then be brought to the detail of the authorization request.



1. To complete the clinical questions, click **Submit**

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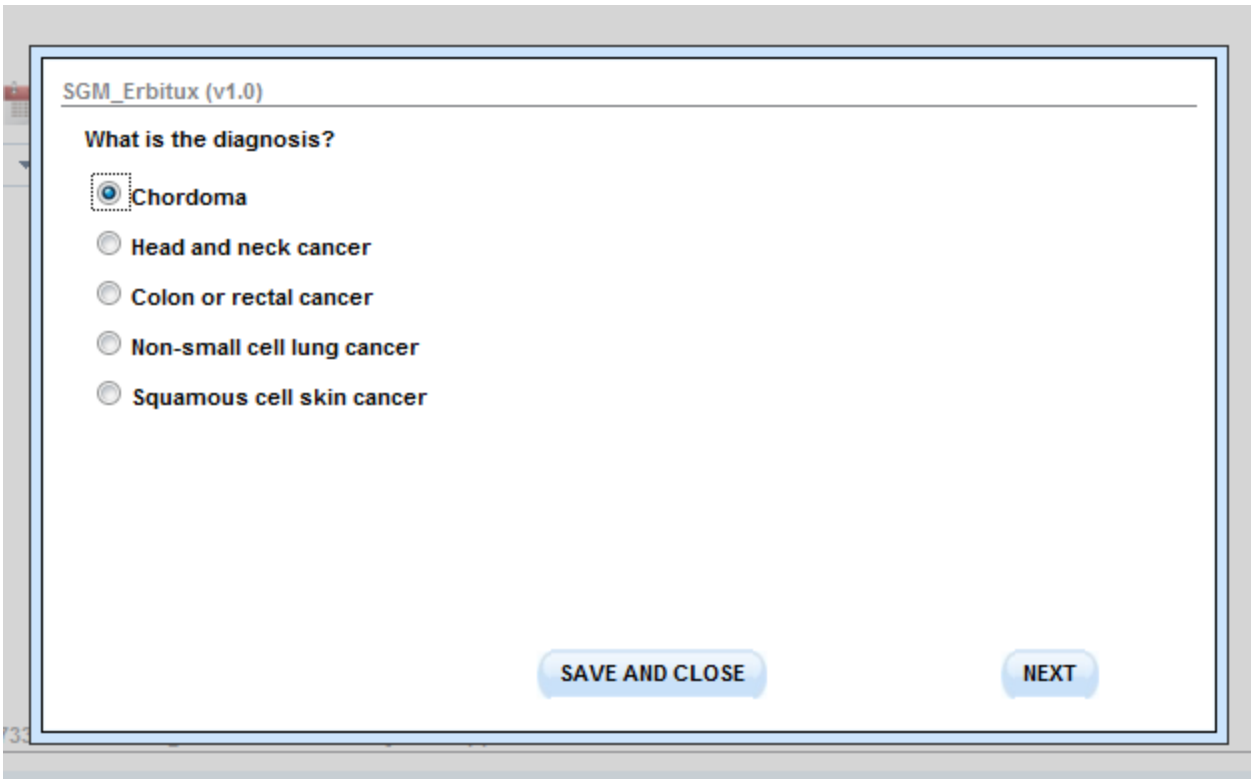
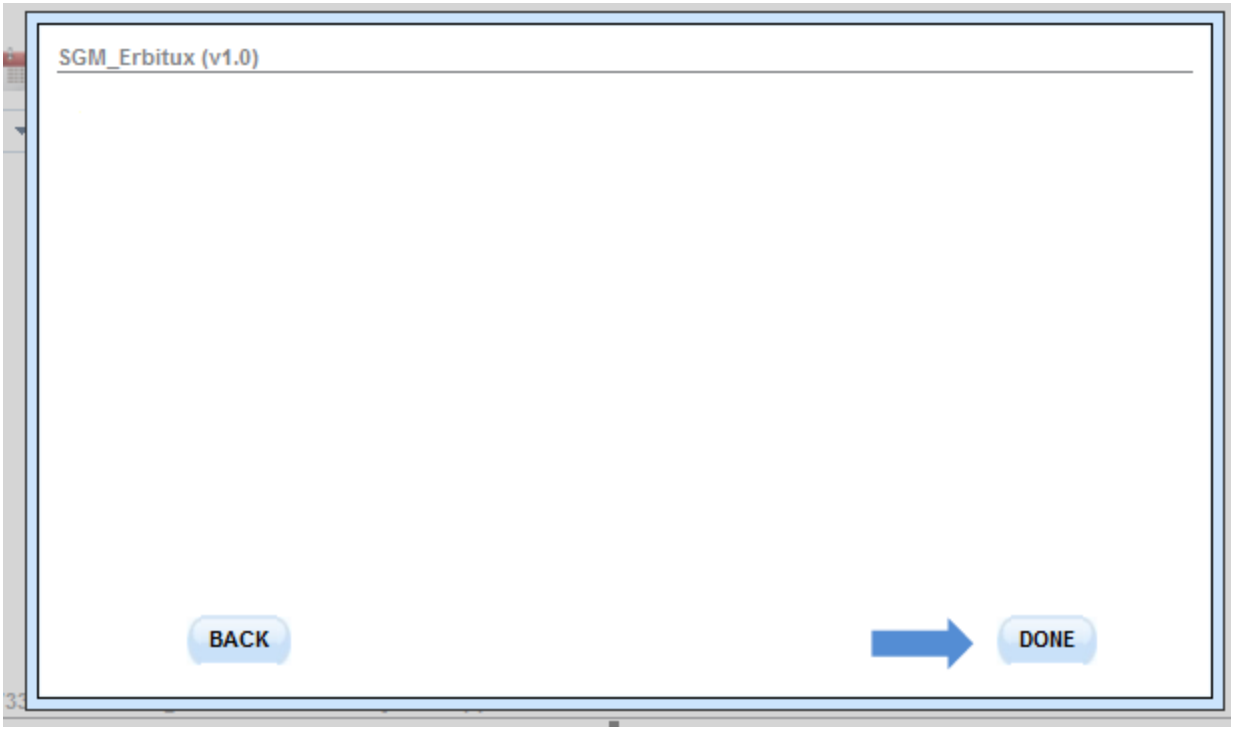


3. Answer clinical questions as they are presented in the pop up screen that displays, and click **Next** to move on to the next question.



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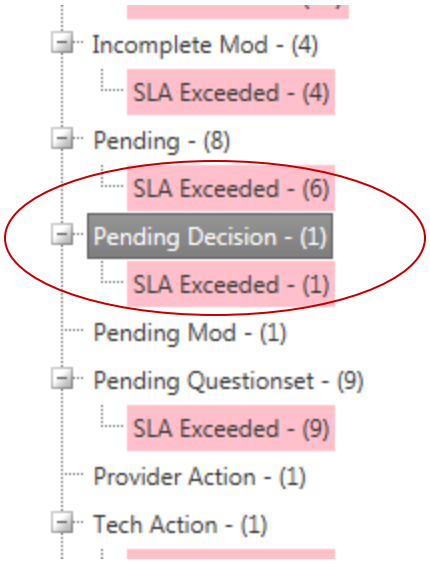

4. Once clinical questions have been completed, click **Done**. The clinical questions screen will then close and the authorization request will be sent back to the Caremark PBM System for a determination and the Authorization will be placed in a **Pending Decision** status.

5. Once a determination is made, the Authorization 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.

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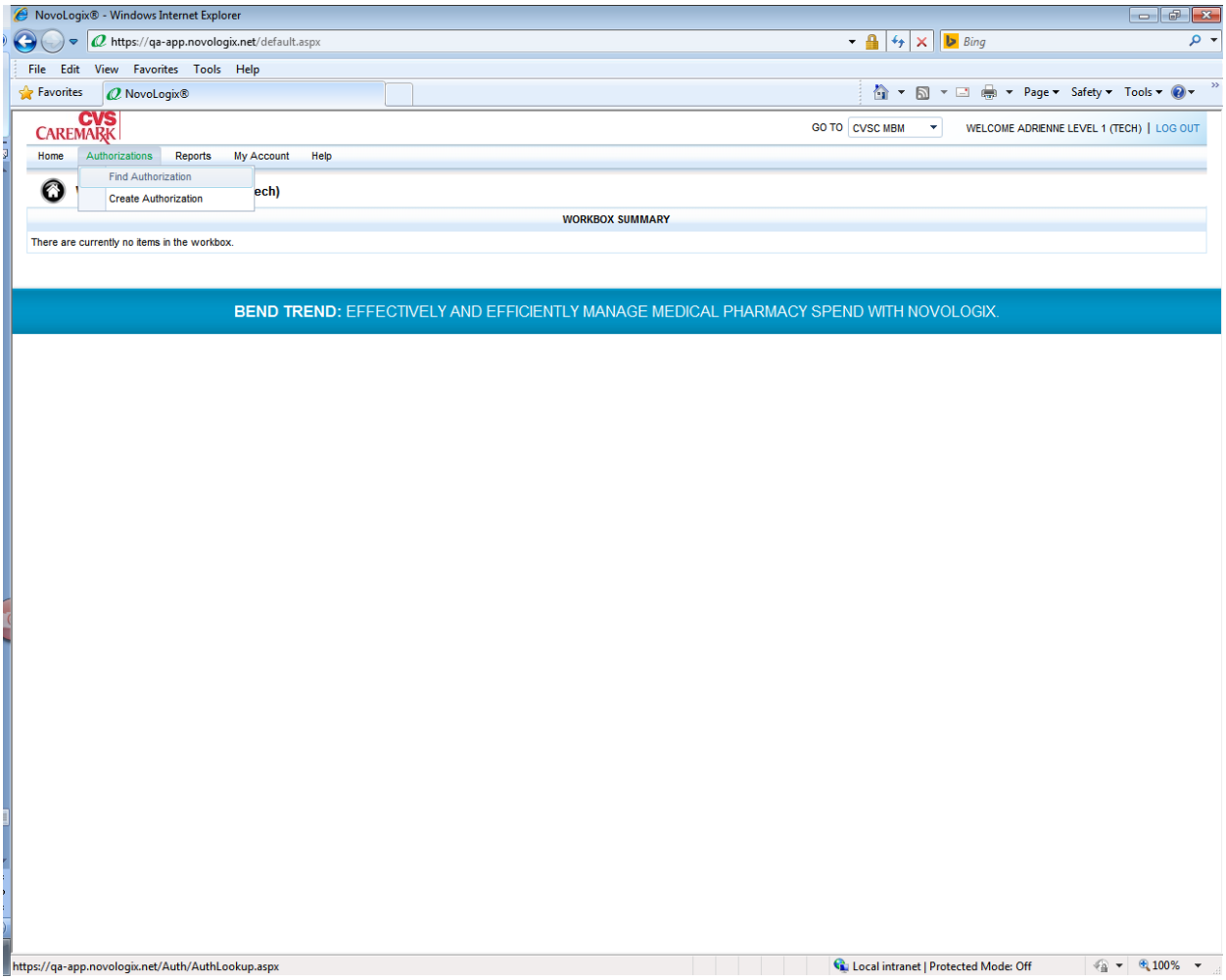
7. FIND AN AUTHORIZATION



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

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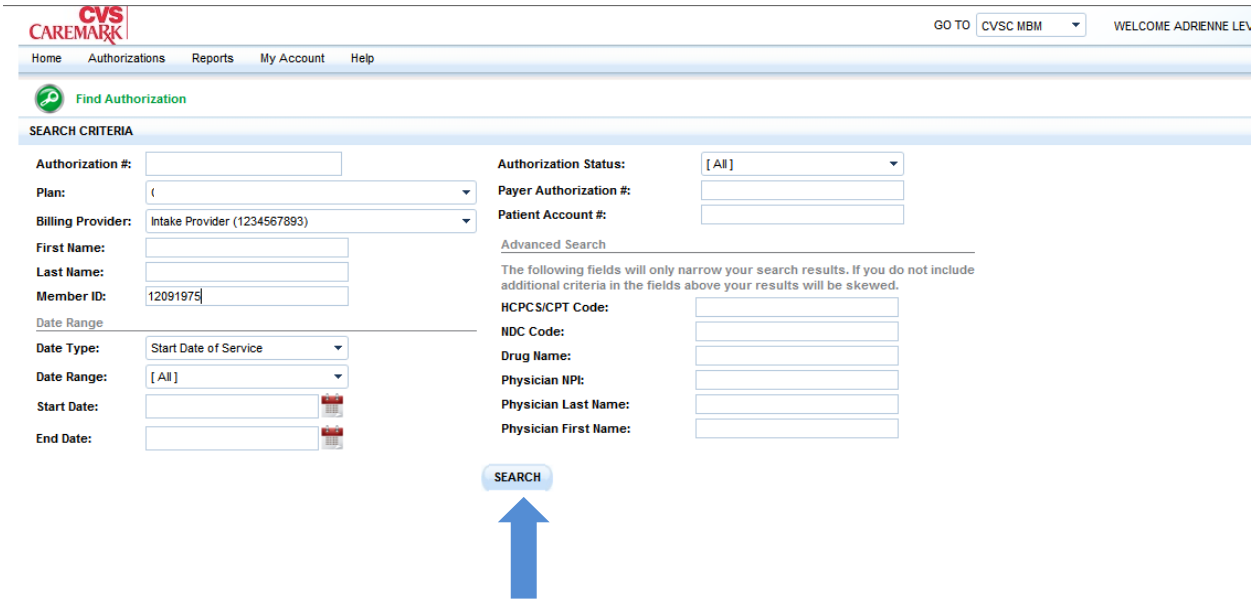
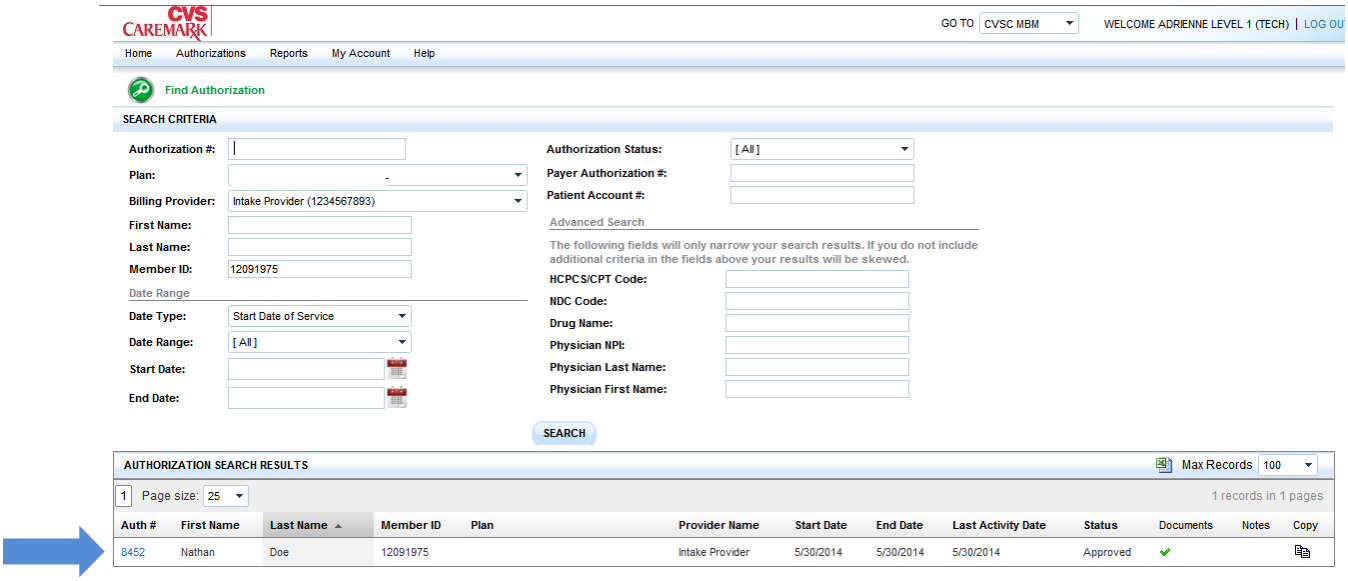


2. Enter search criteria
3. Click **Search**



4. Select pre-notification from the search results presented at the bottom of the screen.

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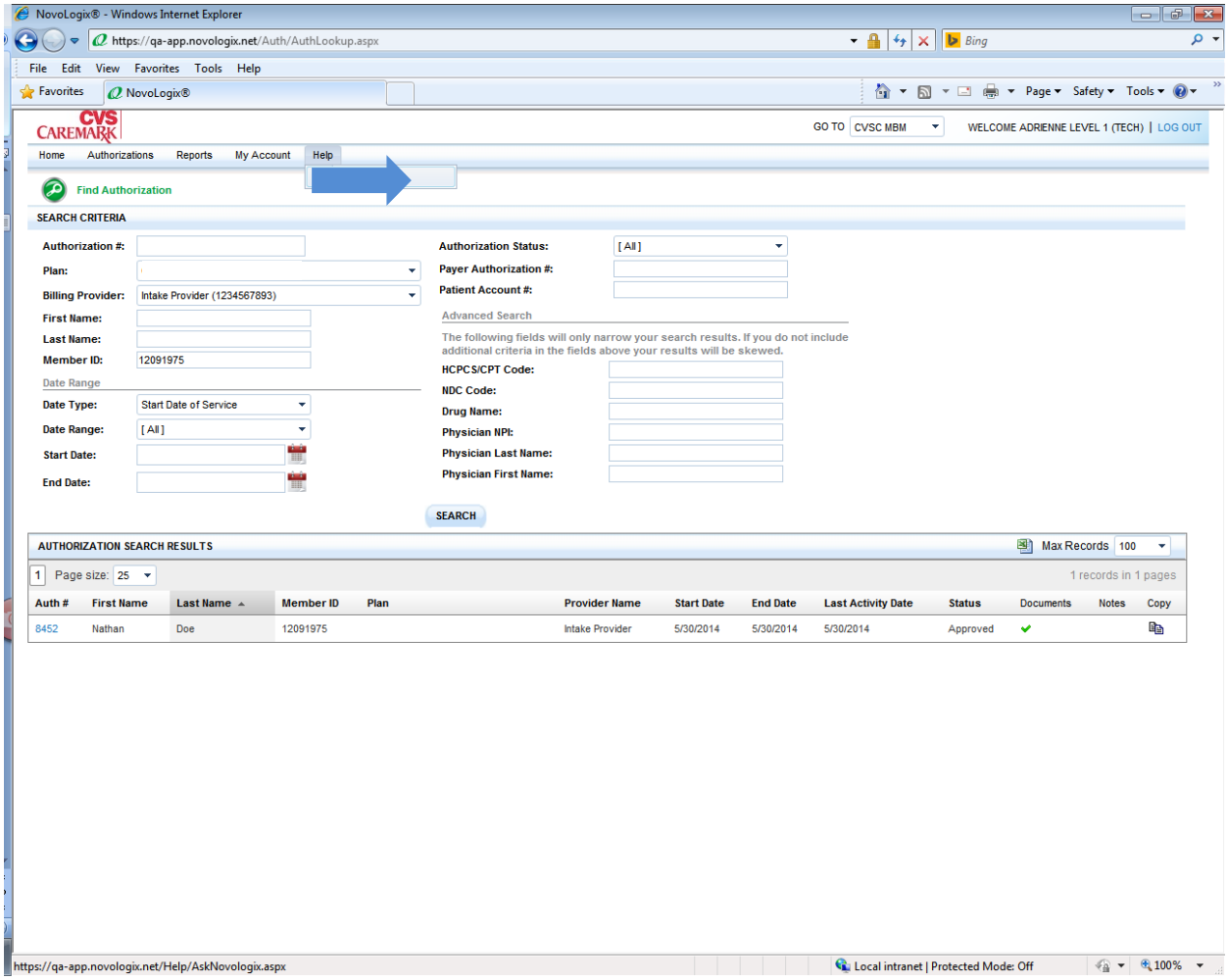
8. HOW TO ACCESS ASKNOVOLOGIX



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

1. Select Help and AskNovoLogix

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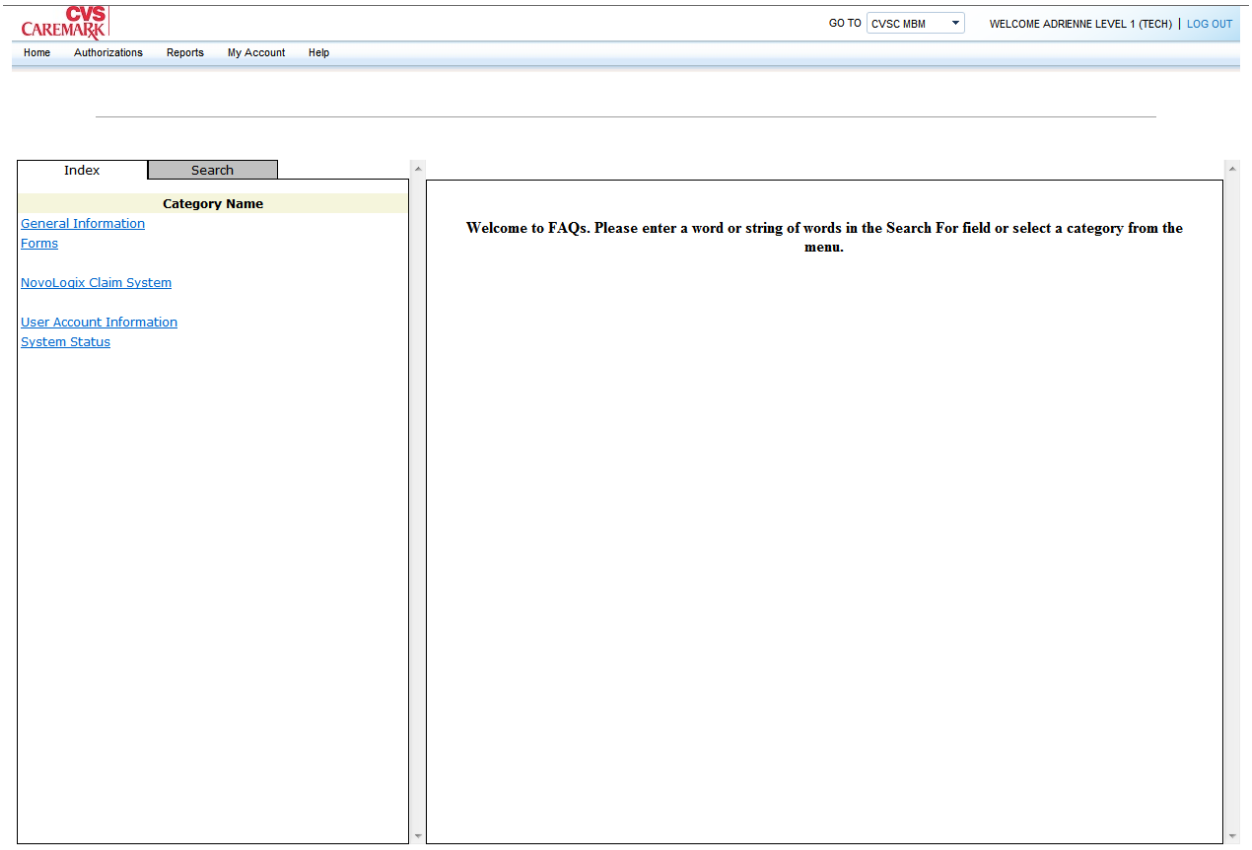

2. This will take you to the AskNovoLogix interface.

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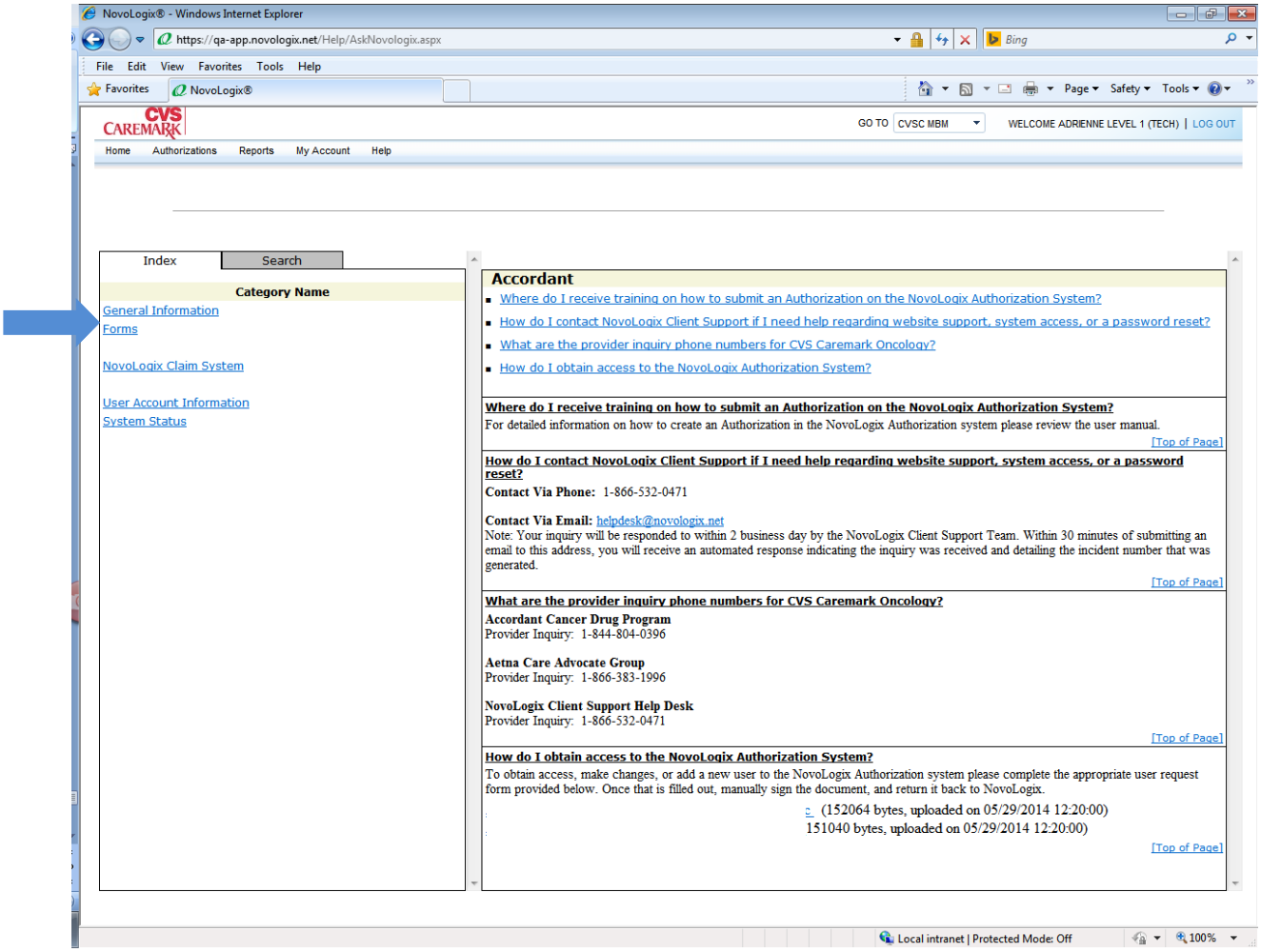

3. Click on the item(s) you wish to review.

9. 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.

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