



<b>Document No:</b>	<b>TITLE:</b>	<b>CVS / NovoLogix Prior Authorization Provider User Guide</b>		
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## 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](mailto: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](mailto:helpdesk@novologix.net).

## NOVOLOGIX TRAINING DEPARTMENT

The NovoLogix Training Department offers online training tools for providers accessing [www.novologix.net](http://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

## 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](http://www.novologix.net). Your username is:

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](http://intg-novologix-application-portal.myhomecare.com/LogInInitialization.aspx?AccountName=heather_schneider5@gmail.com&ActivationCode=b96296ebc7f740ed9134df73a5a532ea)

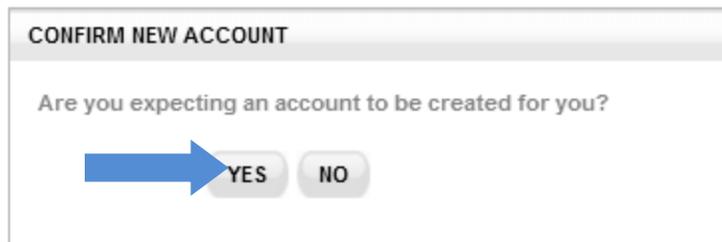
You will receive a second email shortly including your password.

If you have any questions, please email [helpdesk@novologix.net](mailto:helpdesk@novologix.net).

Thank you,

NovoLogix HelpDesk Team

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



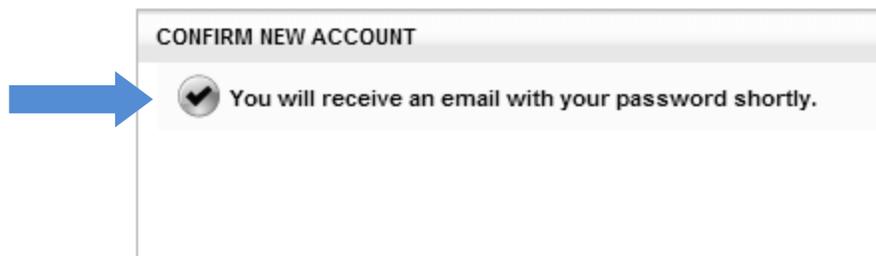
**CONFIRM NEW ACCOUNT**

Are you expecting an account to be created for you?

YES  NO

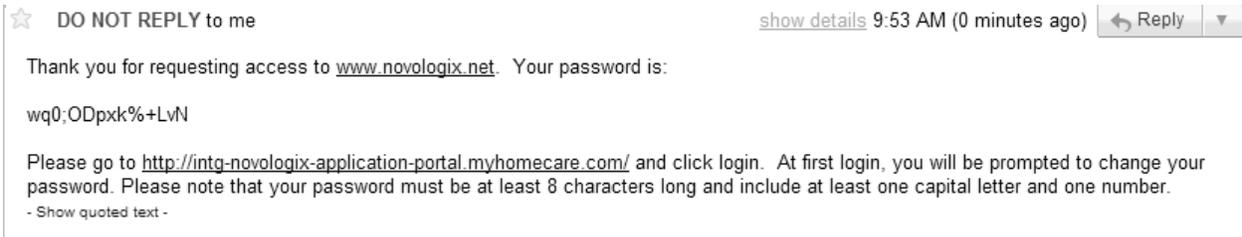
2. You will be brought to the NovoLogix website
3. Click **Yes** that you are expecting to have an account set up for you

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

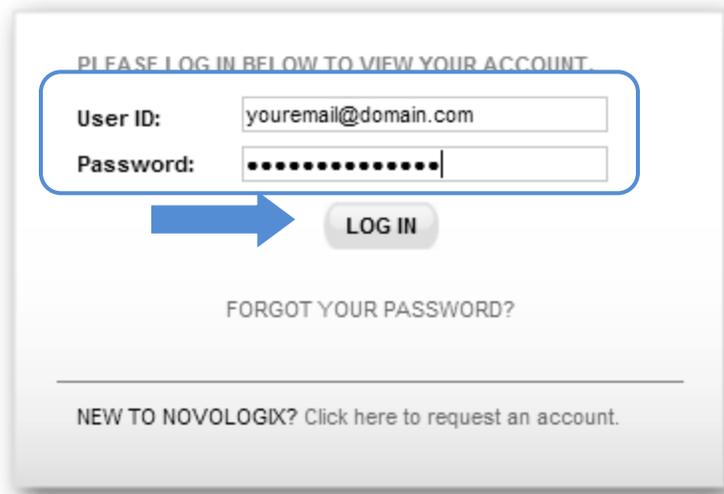


4. After answering **Yes** you will be send an email with your password.

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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](http://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.

PLEASE CHANGE YOUR PASSWORD

PASSWORD REQUIREMENTS:

- Must be at least 8 characters long.
- Must contain at least one capital letter.
- Must contain at least one number.
- Must contain at least 1 non-alphanumeric character. For example: ! @ # \$ % \*.
- Previously used passwords are not allowed.

Current Password:  \*

New Password:  \*

Confirm New Password:  \*

Please create a security question and answer. You will be asked for your question and answer if you forget your password.

Security Question:  \*

Security Answer:  \*

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.

## 2. LOGGING IN AFTER INITIAL LOGIN

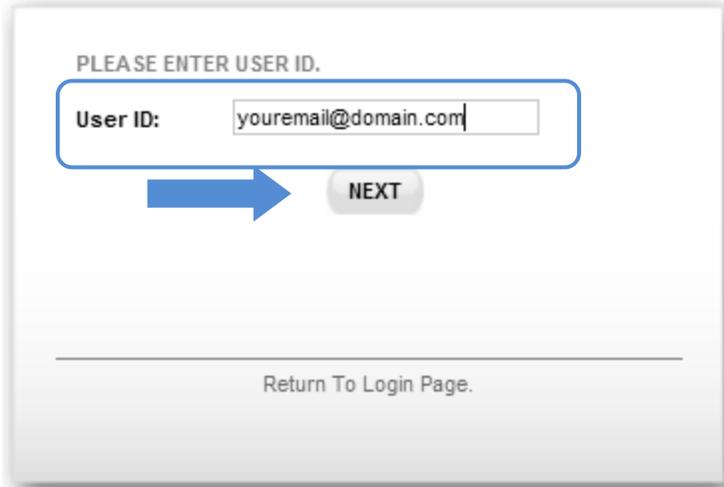
Begin by opening the NovoLogix website, [app.novologix.net](http://app.novologix.net), in an internet browser.

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.



PLEASE ENTER USER ID.

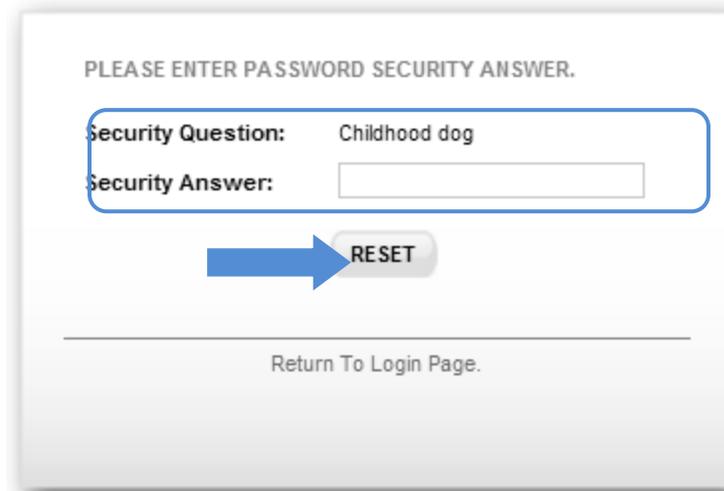
User ID:

**NEXT**

---

Return To Login Page.

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



PLEASE ENTER PASSWORD SECURITY ANSWER.

Security Question: Childhood dog

Security Answer:

**RESET**

---

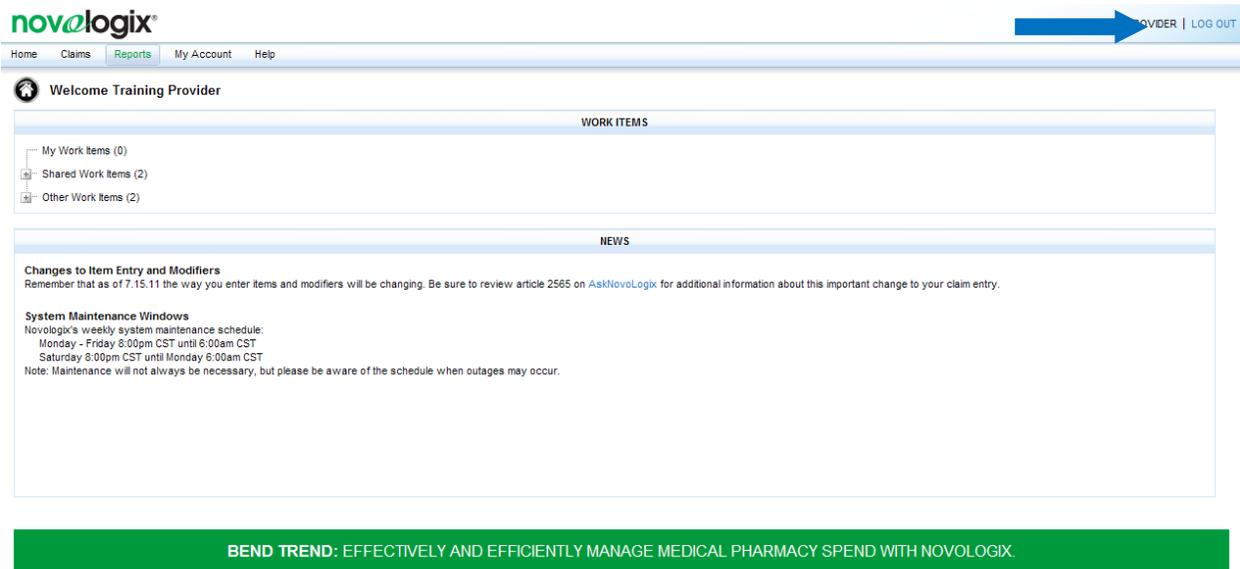
Return To Login Page.

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.

## 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.



novologix® PROVIDER | LOG OUT

Home Claims Reports My Account Help

Welcome Training Provider

WORK ITEMS

- My Work Items (0)
- Shared Work Items (2)
- Other Work Items (2)

NEWS

**Changes to Item Entry and Modifiers**  
Remember that as of 7.15.11 the way you enter items and modifiers will be changing. Be sure to review article 2565 on AskNovoLogix for additional information about this important change to your claim entry.

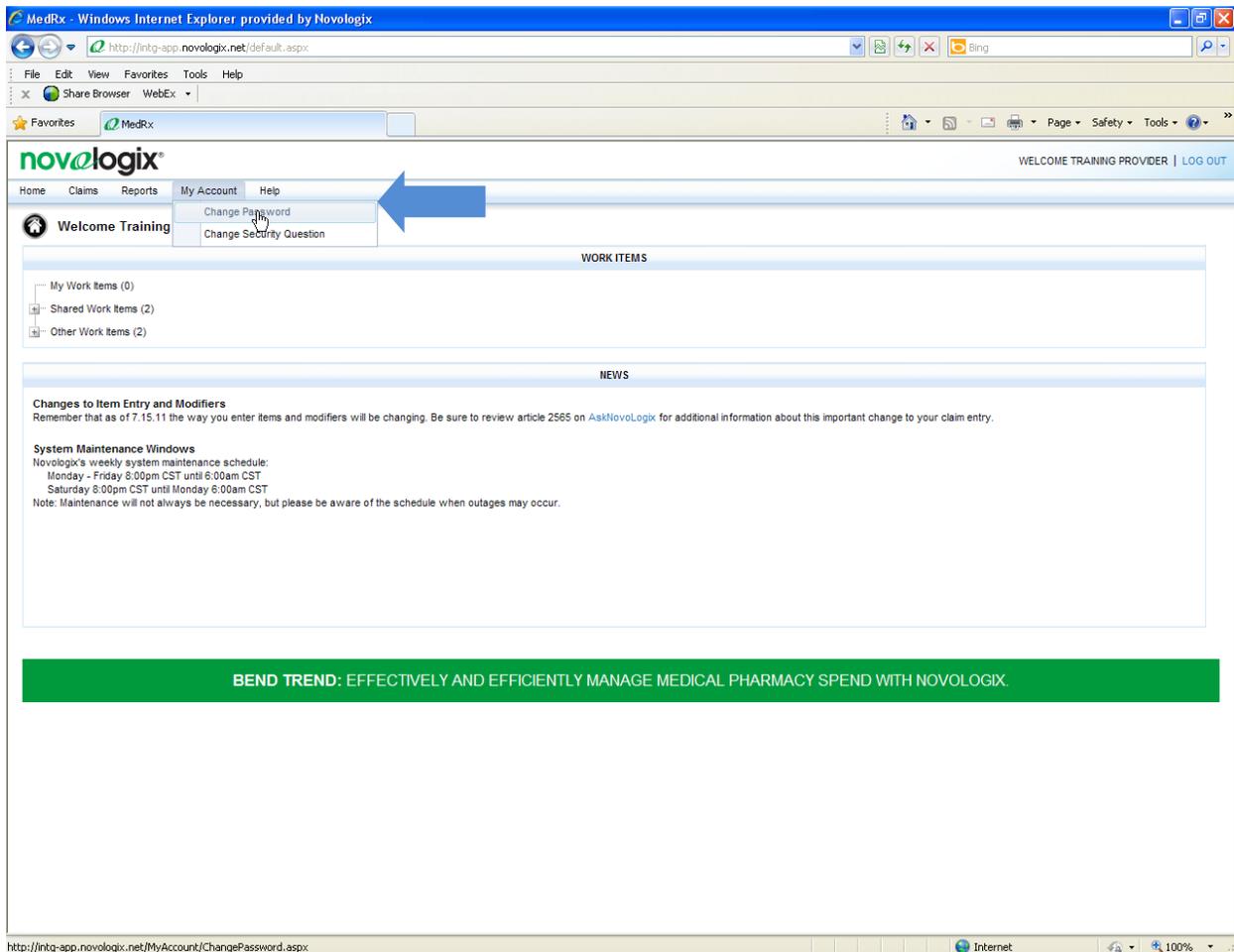
**System Maintenance Windows**  
Novologix's weekly system maintenance schedule:  
Monday - Friday 8:00pm CST until 8:00am CST  
Saturday 8:00pm CST until Monday 8:00am CST  
Note: Maintenance will not always be necessary, but please be aware of the schedule when outages may occur.

**BEND TREND: EFFECTIVELY AND EFFICIENTLY MANAGE MEDICAL PHARMACY SPEND WITH NOVOLOGIX.**

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

## 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.

## Change Password

### CHANGE PASSWORD DETAILS

#### PASSWORD REQUIREMENTS:

- Must be at least 8 characters long.
- Must contain at least one capital letter.
- Must contain at least one number.
- Must contain at least 1 non-alphanumeric character. For example: ! @ # \$ % \*.
- Previously used passwords are not allowed.

Current Password:  \*

New Password:  \*

Confirm New Password:  \*

[CHANGE PASSWORD](#) [CANCEL](#)

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.

PLEASE LOG IN BELOW TO VIEW YOUR ACCOUNT.

User ID:

Password:

[LOG IN](#)

[FORGOT YOUR PASSWORD?](#)

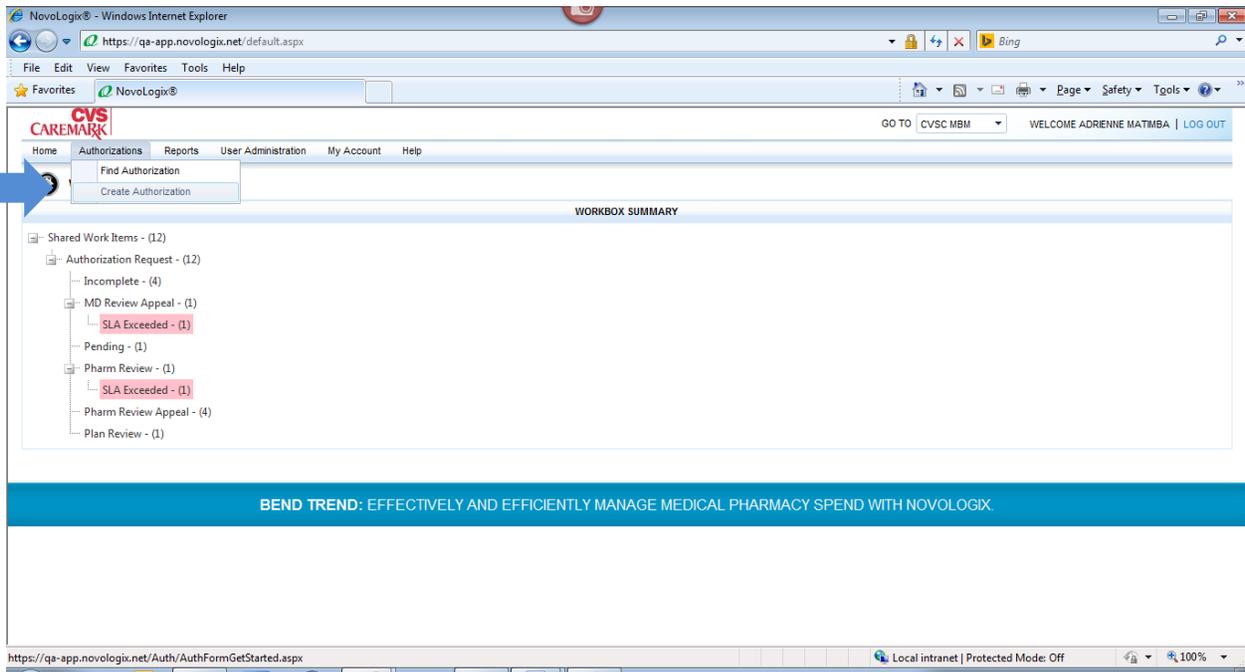
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NEW TO NOVOLOGIX? [Click here to request an account.](#)

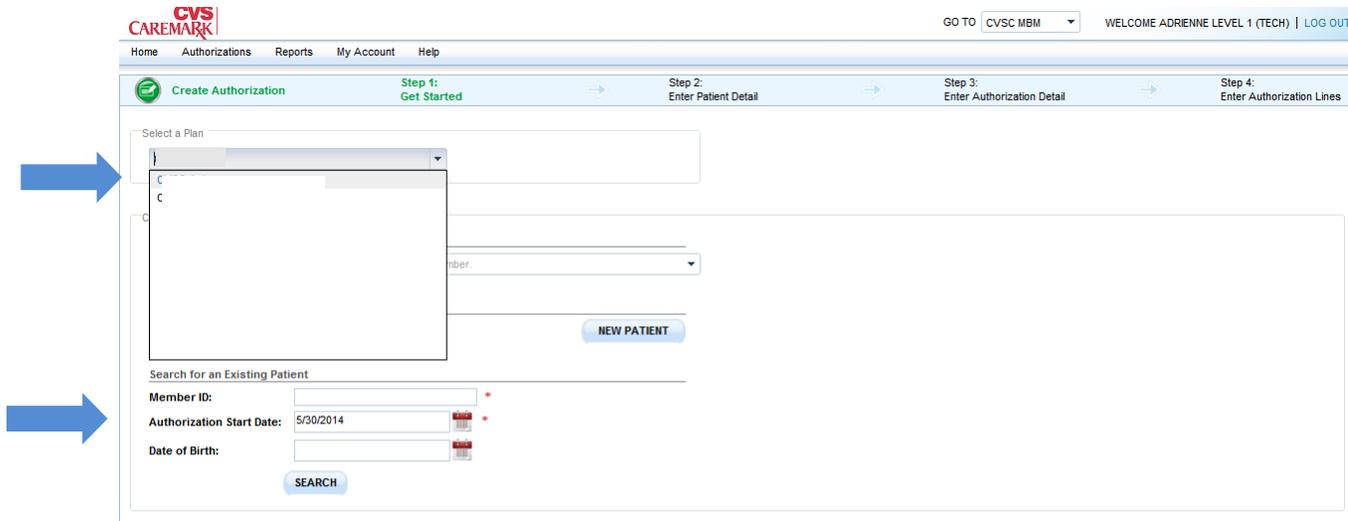
5. You will now be able to log into the system using your new password.

## 6. CREATING AN AUTHORIZATION

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

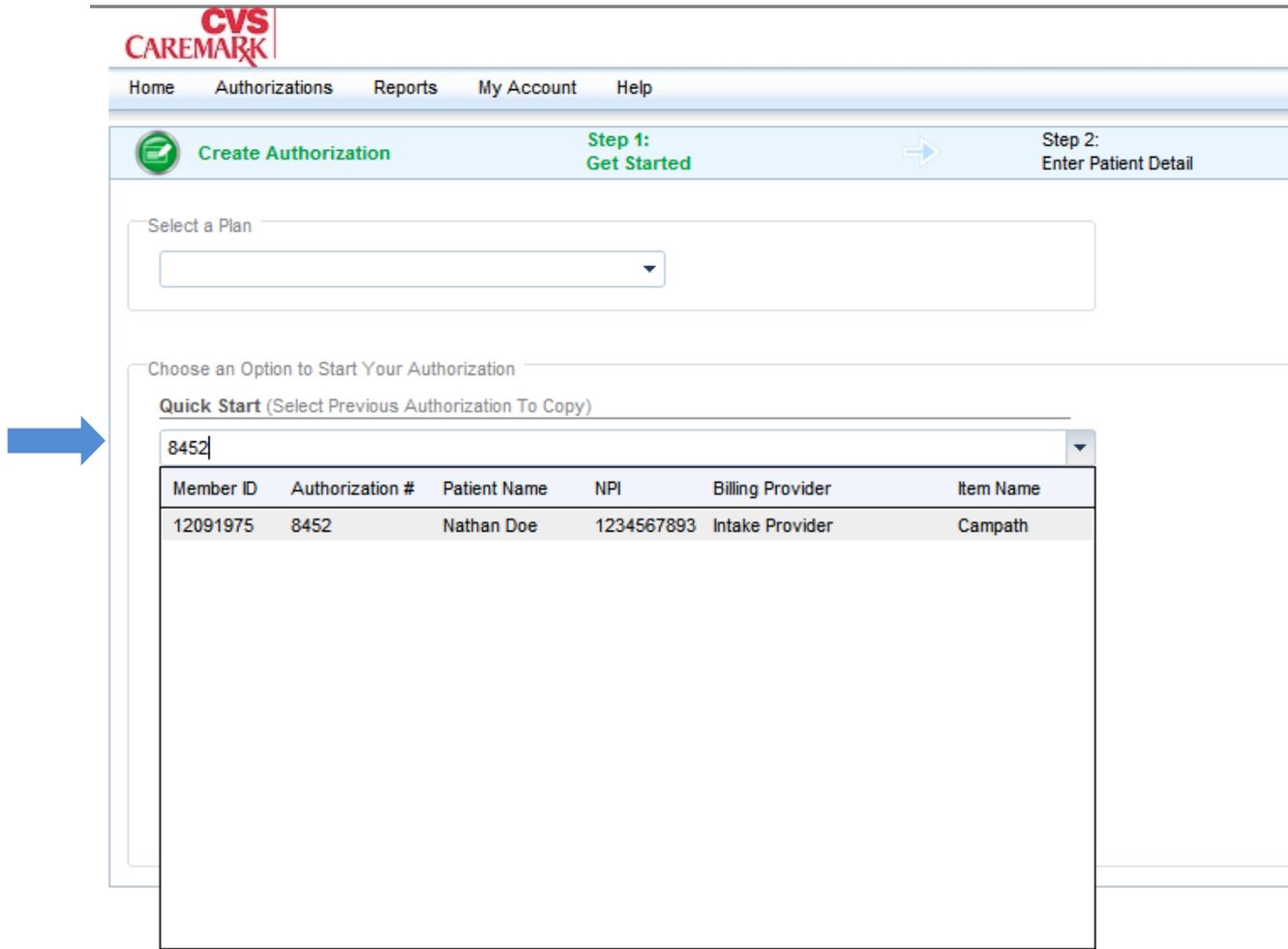


1. From the **User Home Page**, hover over **Authorizations** and click **Create Authorization**



**Step 1 – Get Started**

1. Select the applicable plan



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

OR

# TITLE: CVS/NovoLogix Prior Authorization Provider User Guide

CVS CAREMARK

GO TO CVSC MBM WELCOME

Home Authorizations Reports My Account Help

**Create Authorization** Step 1: Get Started Step 2: Enter Patient Detail Step 3: Enter Authorization Detail

Select a Plan

Choose an Option to Start Your Authorization

**Quick Start** (Select Previous Authorization To Copy)

Enter the patient's complete member ID or an authorization number.

**Start With a New Patient**

Create an authorization by adding a new patient record. **NEW PATIENT**

**Search for an Existing Patient**

Member ID: 12091975 \*

Authorization Start Date: 5/30/2014 \*

Date of Birth:

**SEARCH**

Click on the Member ID to start an authorization for that Patient.

**PATIENT SEARCH RESULTS**

1 Page size: 25

Member ID	First Name	Last Name	Date of Birth	Plan
12091975	Nathan	Doe	1/1/1980	

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.

**TITLE: CVS/NovoLogix Prior Authorization Provider User Guide**

**Create Authorization**      **Step 1: Get Started**      **Step 2: Enter Patient Detail**      **Step 3: Enter Authorization Detail**

**No patients found matching your search criteria.**

Select a Plan

Choose an Option to Start Your Authorization

**Quick Start** (Select Previous Authorization To Copy)

Enter the patient's complete member ID or an authorization number.

**Start With a New Patient**

Create an authorization by adding a new patient record. **NEW PATIENT**

**Search for an Existing Patient**

Member ID: 12091976 \*

Authorization Start Date: 5/30/2014 \*

Date of Birth:

**SEARCH**

Click on the Member ID to start an authorization for that Patient.

**PATIENT SEARCH RESULTS**

1 Page size: 25

Member ID	First Name	Last Name	Date of Birth	Plan
No records to display.				

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

## Step 2 – Enter Patient Detail

The screenshot shows the 'Enter Patient Detail' step of a four-step authorization process. The form is titled 'Create Authorization' and includes the following sections:

- Patient Detail:** Last Name: Doe, First Name: Jenny, Middle Initial: (empty), Date of Birth: 1/1/1980 (34 years), Gender: Female, Weight (kg): (empty).
- Addresses - 12 14th Ave City AL:** Primary: 12 14th Ave, City, Alabama, 22222.
- Insurance Details:** Member ID: 8675309, Relationship to Insured: Self, Plan: CVS Aetna.
- Memberships:** Group #: 12, Effective Date: 1/1/2000, Termination Date: (empty).

Navigation buttons at the bottom include '« BACK', 'CANCEL', and 'NEXT »'. A large blue arrow points to the 'NEXT' button.

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.

**Step 3 – Enter Authorization Detail**

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

### Step 4 – Enter Authorization Lines

CVS CAREMARK

GO TO CVSC MBM WELCOME ADRIENNE LEVEL 1 (TECH) | LOG OUT

Home Authorizations Reports My Account Help

Create Authorization Step 1: Get Started Step 2: Enter Patient Detail Step 3: Enter Authorization Detail Step 4: Enter Authorization Lines

Patient  
Member ID: 12091975 First Name: Nathan Last Name: Doe Primary Address: 88 8th St Austin, TX 88888  
DOB: 1/1/1980 (34 years) Gender: M

Line 1  
Place of Service: Office \*  
Date(s) of Service: 5/30/2014 \* to 5/30/2014 \*  
NDC Code: 58468035701 \* Drug Name: Campath Quantity (Doses): |  
Drug 1: Drug 2: Drug 3:  
Dosing 1: Dosing 2: Dosing 3:  
Drug 4: Drug 5: Drug 6:  
Dosing 4: Dosing 5: Dosing 6:  
Drug 7: Drug 8: Drug 9:  
Dosing 7: Dosing 8: Dosing 9:  
Drug 10: Dosing 10:  
Dosing 10:

« BACK CANCEL SAVE NEXT »

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**

# TITLE: CVS/NovoLogix Prior Authorization Provider User Guide

**CVS CAREMARK** GO TO CVSC MBM WELCOME ADRIENNE LEVEL 1 (TECH) | LOG OUT

Home Authorizations Reports My Account Help

Authorization Number: Status: Incomplete Assigned User:

AUTHORIZATION DETAIL TRANSACTION HISTORY

Member Details Member Name: Nathan Doe Member ID: 12091975 Plan: Gender: Male Date of Birth: 1/1/1980 (34 years)

▼ Authorization Details

Providers Provider Name: Intake Provider

Diagnosis

Authorization Requested Date: 5/30/2014 2:53 PM Authorization Start Date: 5/30/2014 Authorization End Date: 5/30/2014

Authorization Priority: Normal

CancerType:		Ann Arbor Stage:		Nodal Status :	
Clinical/Pathologic:		B Symptoms :		Radiation Adjunct:	
T Stage :		E/S/X Modifiers:		Radiation Adjunct Timing:	
N Stage :		FIGO Stage:		Surgery Adjunct:	
M Stage :		Ph+/Ph-:		Surgery Adjunct Timing:	
Grade:		MSTS Stage:		Karnofsky Performance Scale:	
Final Stage:		ISS Stage :		WHO performance scale:	
Limited/Extensive:		Serum Tumor Markers :		Recurrent:	
NCCN Risk Category :		Masoka Stage:			

Authorization Lines REQUESTED: NDC Code: 58468035701 Drug Name: Campath Qty: Not Applicable

« BACK CANCEL SAVE  SUBMIT

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

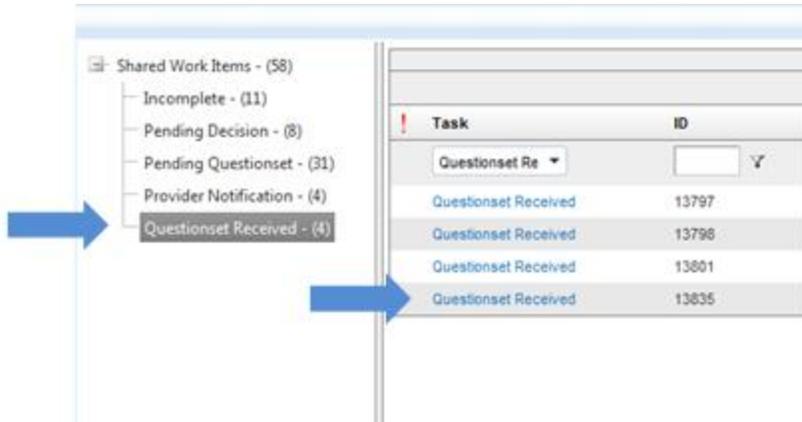
### Step 5 – Completing the Protocols and Submitting Your Request

The screenshot displays the CVS/NovoLogix Prior Authorization Provider User Guide interface. At the top, there is a navigation bar with links for Home, Authorizations, Reports, User Administration, My Account, and Help. Below this, a header section shows the Authorization Number: 27416, Status: Pending Questionset (circled in red), and Assigned User: Allen. There are two tabs: AUTHORIZATION DETAIL and TRANSACTION HISTORY. The Member Details section shows Member Name: FIRSTNAME\_1 LASTNAME\_1, Member ID: PATIENTIDNO\_1, and Assigned User: rolina Gen Business. The Authorization Details section is expanded, showing Providers (Provider Name: ; LLC) and Diagnosis (Primary ICD10: A02.9 Description: Salmonella infection, unspecified (ICD-10)). The Authorization Requested Date is 05/09/2016 04:54:21 PM, Authorization Start Date is 5/9/2016, and Authorization End Date is 5/9/2016. The Authorization Priority is Normal, and the BenefitType is Pharmacy (boxed in red). The Authorization Date Type is Unspecified. The Complete Clinical field is empty.

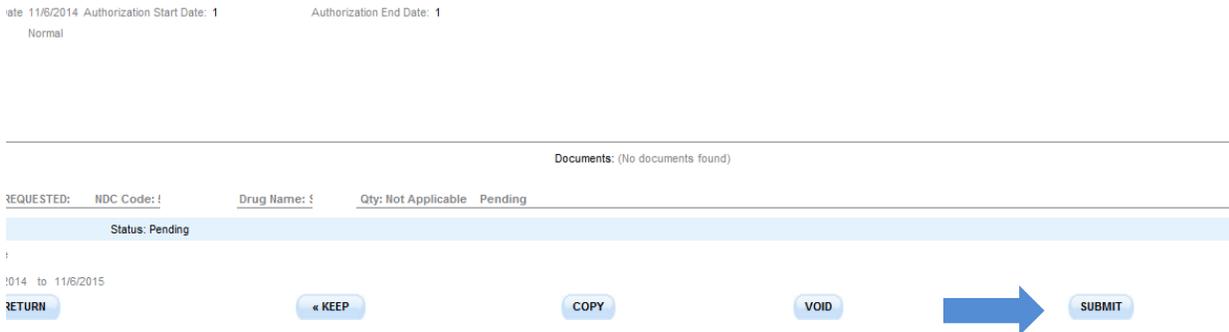
\*Upon clicking **Submit**, your request will be sent to the Caremark PBM Systems and the authorization request status will display as **Pending Questionset**.

**TITLE: CVS/NovoLogix Prior Authorization Provider User Guide**

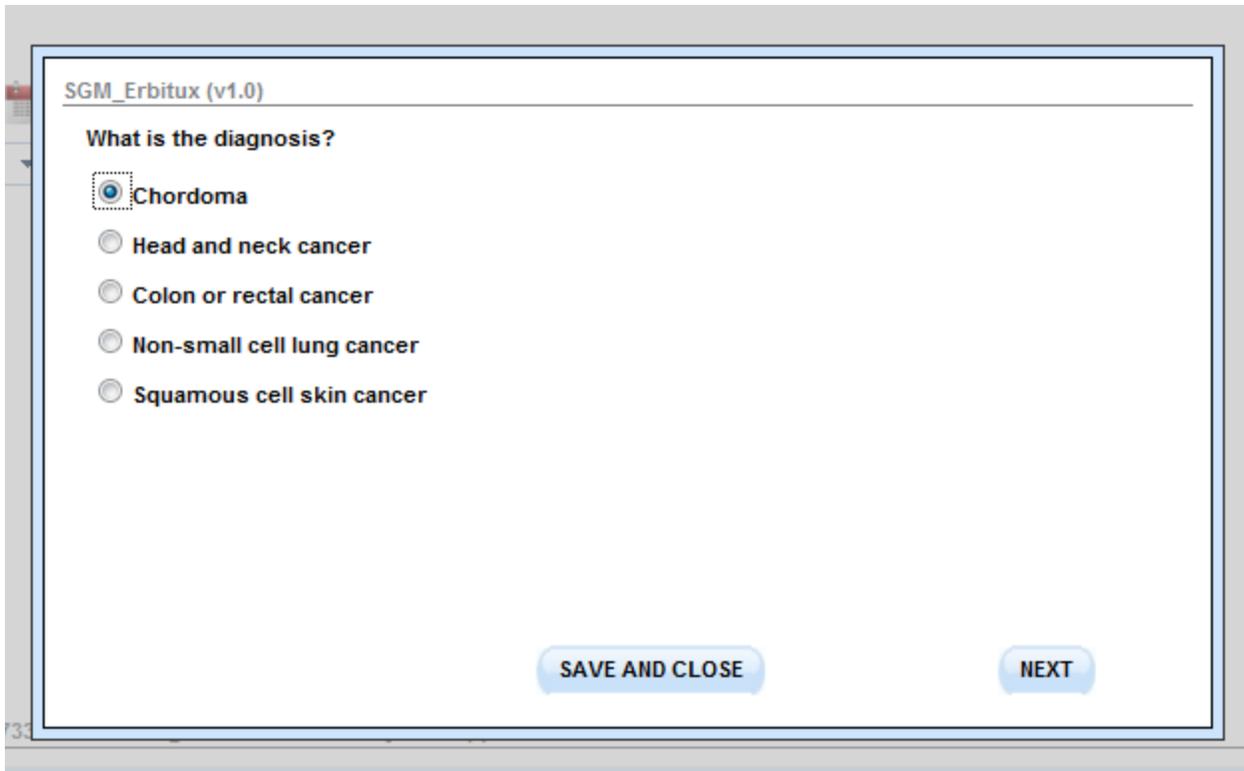
The Caremark PBM will send back your authorization request with the applicable clinical questions for your completion, if the requested drug requires prior authorization. It will appear on your home page in the Workbox under the **Questionset Received** queue.



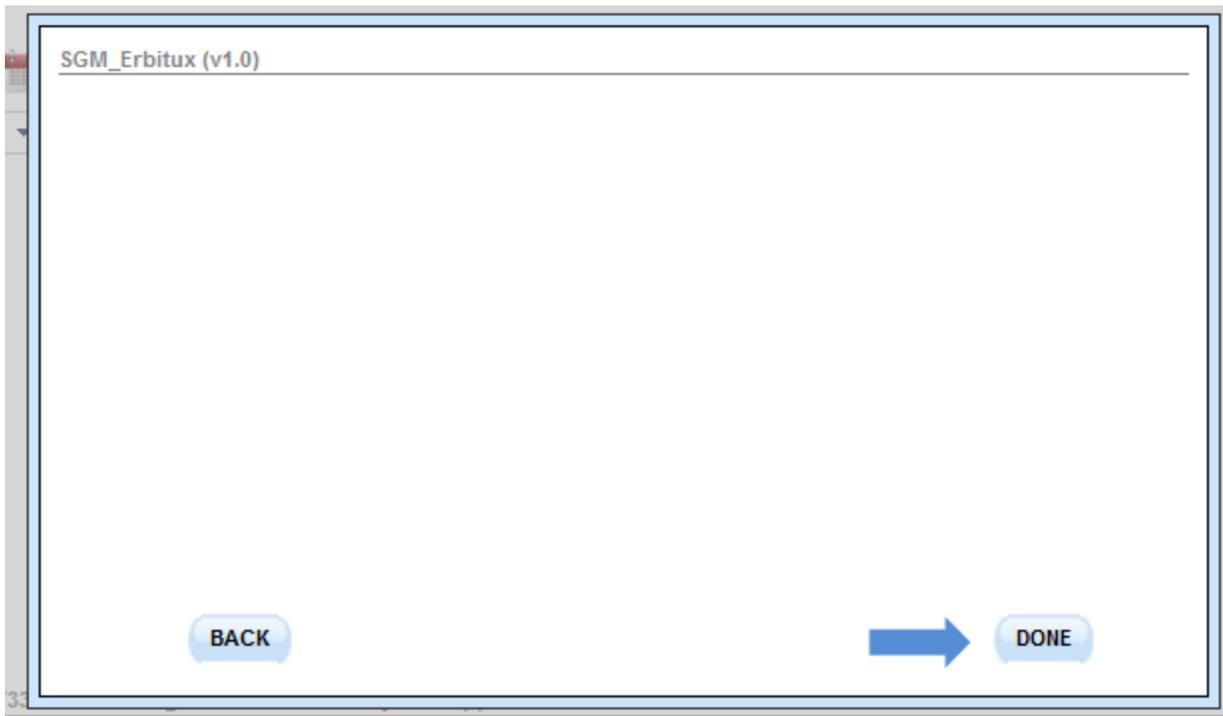
1. To complete the clinical questionset, click on the Questionset Received queue to display the list of authorizations in that category.
2. Select your authorization request by clicking on the task description for that authorization in blue. You will then be brought to the detail of the authorization request.

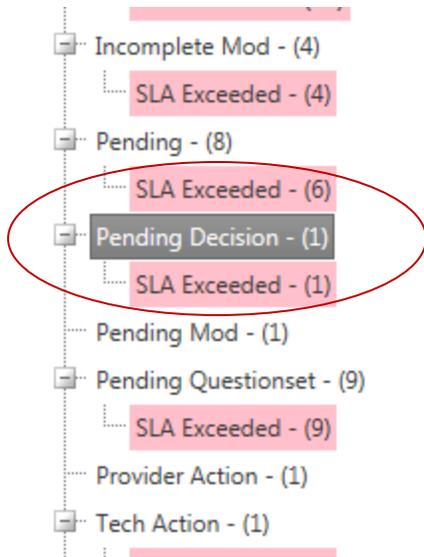


1. To complete the clinical questions, click **Submit**



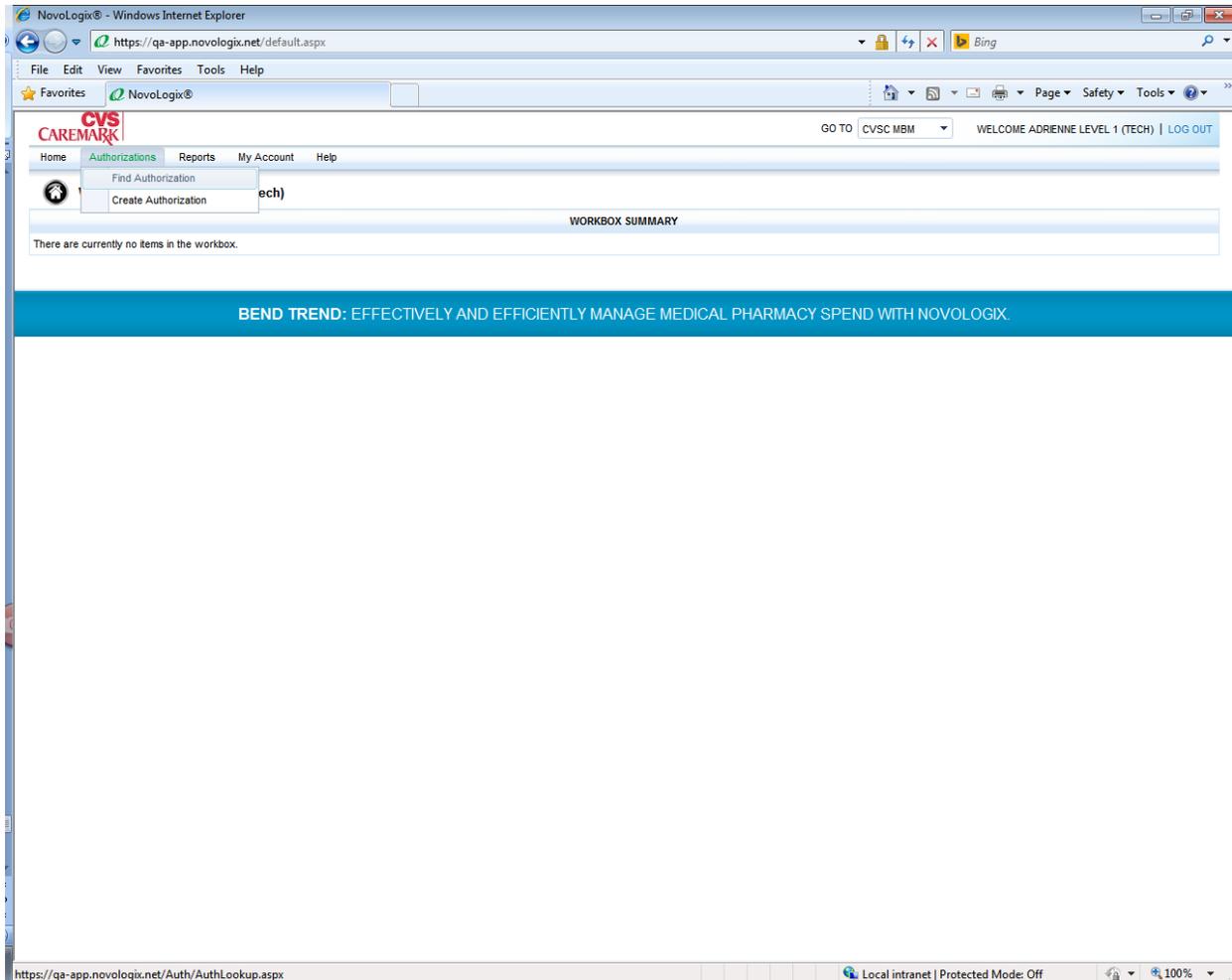
3. Answer clinical questions as they are presented in the pop up screen that displays, and click **Next** to move on to the next question.





- 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.
- 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.

## 7. FIND AN AUTHORIZATION



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

# TITLE: CVS/NovoLogix Prior Authorization Provider User Guide

CVS CAREMARK

GO TO CVSC MBM WELCOME ADRENNE LEV

Home Authorizations Reports My Account Help

Find Authorization

SEARCH CRITERIA

Authorization #:

Plan:

Billing Provider: Intake Provider (1234567893)

First Name:

Last Name:

Member ID: 12091975

Date Range

Date Type: Start Date of Service

Date Range: [All]

Start Date:

End Date:

Authorization Status: [All]

Payer Authorization #:

Patient Account #:

Advanced Search

The following fields will only narrow your search results. If you do not include additional criteria in the fields above your results will be skewed.

HCPCS/CPT Code:

NDC Code:

Drug Name:

Physician NPI:

Physician Last Name:

Physician First Name:

SEARCH

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

CVS CAREMARK

GO TO CVSC MBM WELCOME ADRENNE LEVEL 1 (TECH) | LOG OU

Home Authorizations Reports My Account Help

Find Authorization

SEARCH CRITERIA

Authorization #:

Plan:

Billing Provider: Intake Provider (1234567893)

First Name:

Last Name:

Member ID: 12091975

Date Range

Date Type: Start Date of Service

Date Range: [All]

Start Date:

End Date:

Authorization Status: [All]

Payer Authorization #:

Patient Account #:

Advanced Search

The following fields will only narrow your search results. If you do not include additional criteria in the fields above your results will be skewed.

HCPCS/CPT Code:

NDC Code:

Drug Name:

Physician NPI:

Physician Last Name:

Physician First Name:

SEARCH

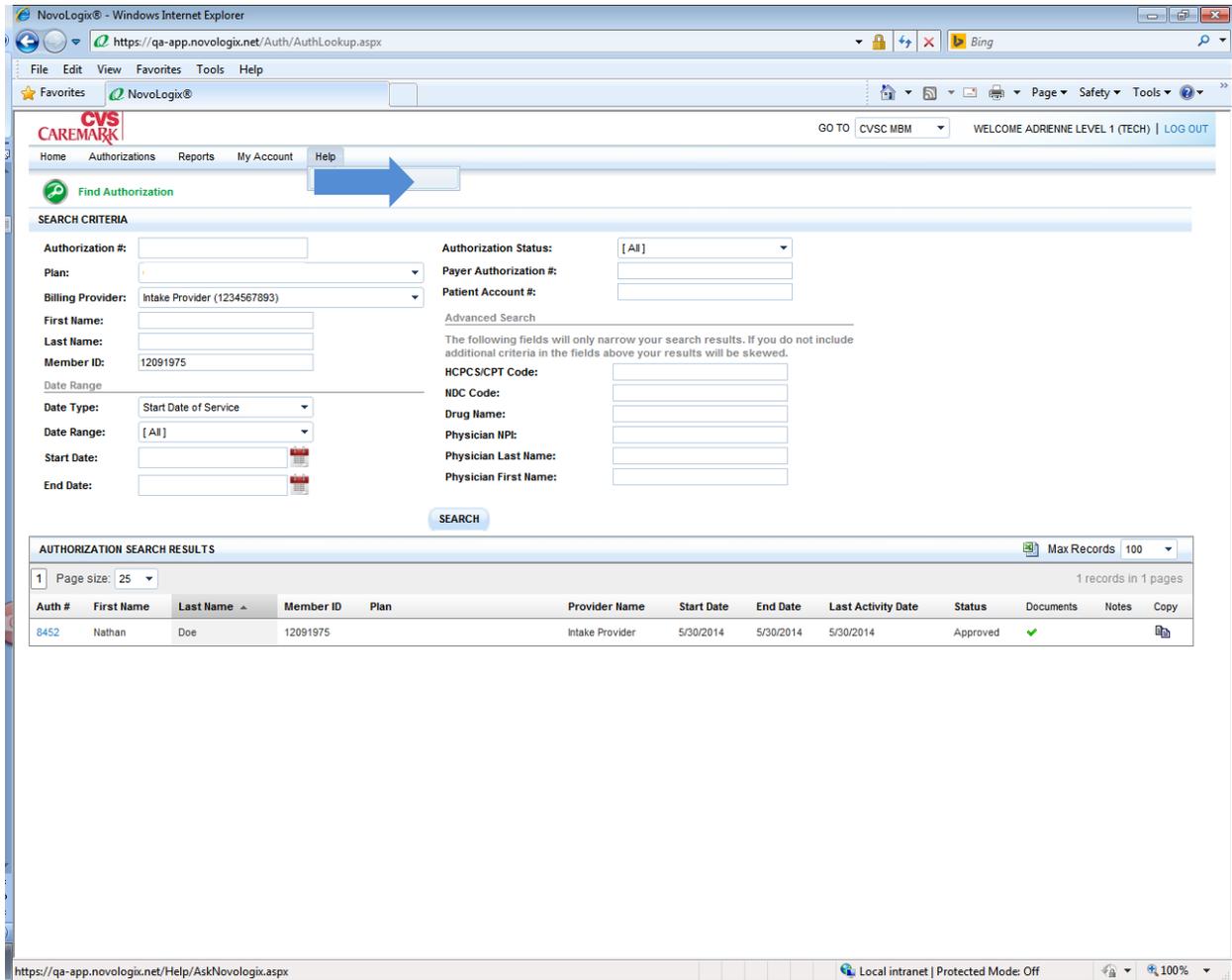
AUTHORIZATION SEARCH RESULTS

Page size: 25 Max Records 100 1 records in 1 pages

Auth #	First Name	Last Name	Member ID	Plan	Provider Name	Start Date	End Date	Last Activity Date	Status	Documents	Notes	Copy
8452	Nathan	Doe	12091975		Intake Provider	5/30/2014	5/30/2014	5/30/2014	Approved	✓		

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

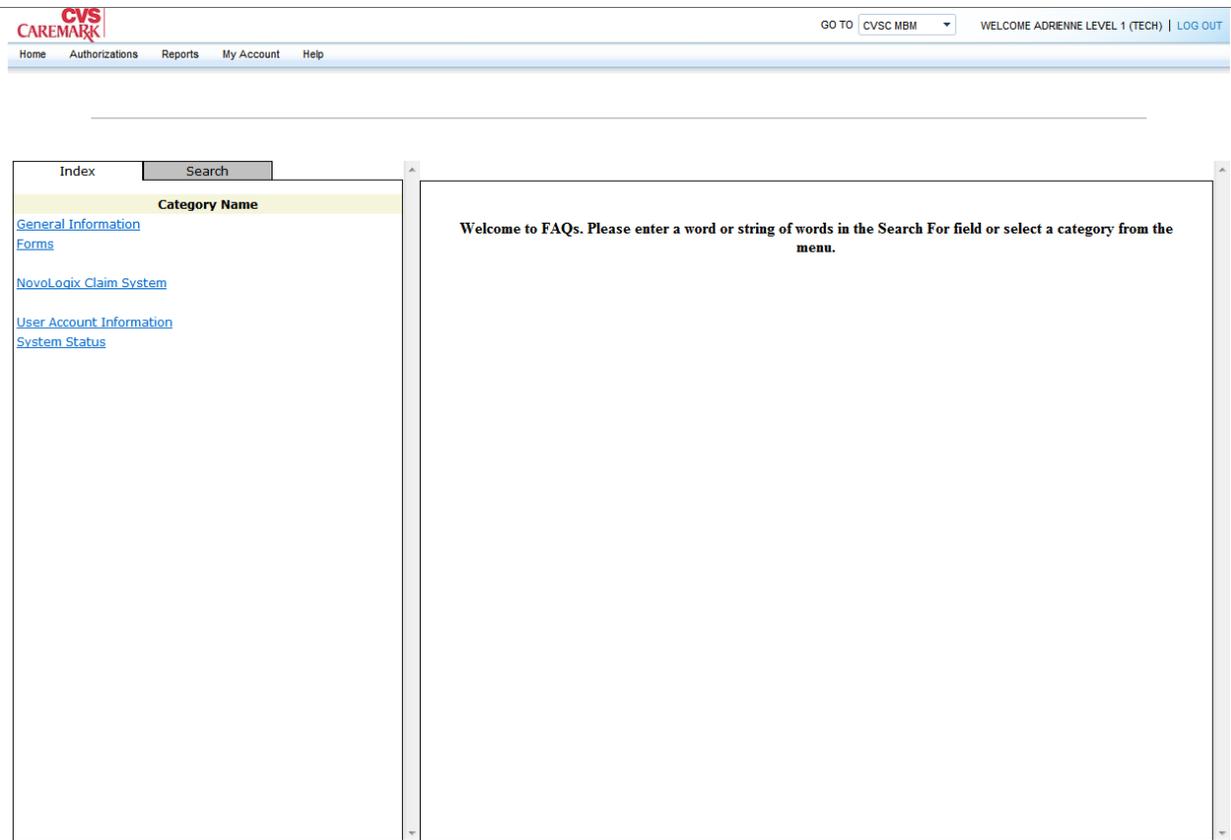
## 8. HOW TO ACCESS ASKNOVOLOGIX



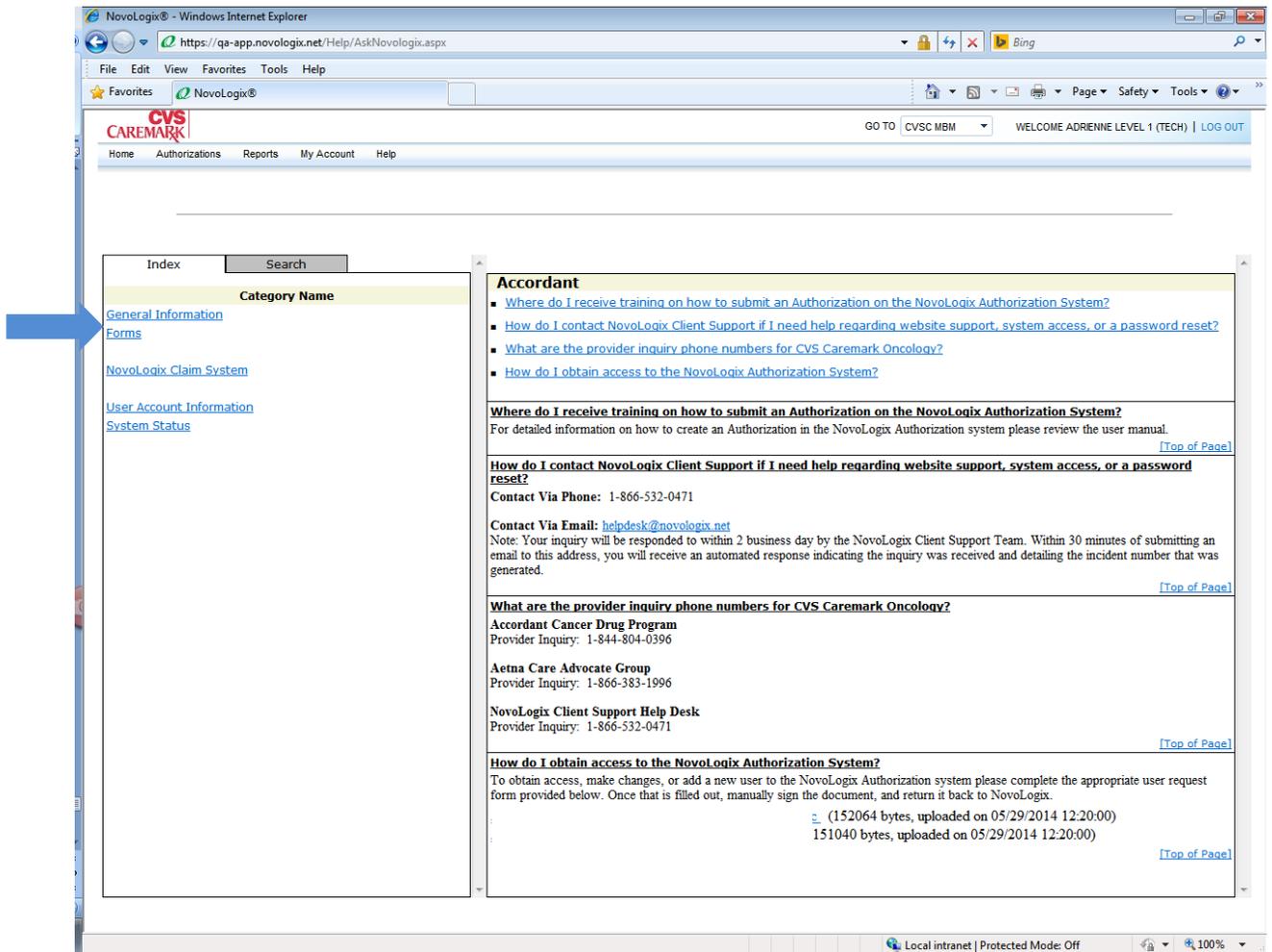
The AskNovoLogix system was established to assist users in gaining access to items such as forms, user manuals and videos.

1. Select Help and AskNovoLogix

**TITLE: CVS/NovoLogix Prior Authorization Provider User Guide**



2. This will take you to the AskNovoLogix interface.



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](mailto:training@novologix.net). Please reference the complete filename and version number (found in the page header) in any communication.

Thank you for your feedback.

