Novologix Provider Support

Thank you for joining us! We will begin momentarily.

CVSHealth®

Please observe these tips for a more enjoyable learning experience…

- Use the "**Mute**" icon on the next to your participant name (if available) or on your phone to eliminate background sounds.

- Please do not place your phone on "**Hold**" during today's meeting. Doing this could result in all attendees hearing recorded music or messages.

- Please avoid multi-tasking and give your undivided attention as we want to ensure you get the most from this session.

Thank You

The Novologix Prior Authorization system makes your entry of authorizations simple and fast

- Enter all your Prior Authorization information on one screen (*note: applies only Medicare Part B Rx in a professional setting not dispensed by the pharmacy*)

- Receive notification for the outcome of a Prior Authorization request directly in Novologix.

- The Member Prior Authorization History section is available within the authorization (saving time for users that would like to view authorizations in the system for a Member).

How to Access Novologix

https://www.cloverhealth.com/en/pre-auth-request

Pre-authorization request and lookup

Start a new request, or check to see if a pre-authorization request is required.

NOTICE: Please consider the risk of performing the requested procedure at this time with an ongoing COVID-19 Situation. CMS Released a Recommendation to limit Adult Elective Surgeries, Non-Essential Medical, Surgical, and Dental Procedures During COVID-19 Response. See here for CMS guidelines

Check if a pre-authorization request is required   1/5

Is this an inpatient ER Notice of Admission? ⊘

| Yes | No |

What is the type of service?

| Inpatient | Outpatient |

What codes are associated with the request?

Can't find a code? Check our pre-authorization list.

Code or description ⊘   Units ⊘

Type code or description   1

+ Add code

Start Request

How to Access Novologix

Pre-authorization request and lookup
Start a new request, or check to see if a pre-authorization request is required.

NOTICE: Please consider the risk of performing the requested procedure at this time with an ongoing COVID-19 Situation. CMS Released a Recommendation to limit Adult Elective Surgeries, Non-Essential Medical, Surgical, and Dental Procedures During COVID-19 Response. See here for CMS guidelines

Check if a pre-authorization request is required   1

Is this an inpatient ER Notice of Admission? (?)
Yes
No

What is the type of service?
Inpatient
Outpatient

What codes are associated with the request?
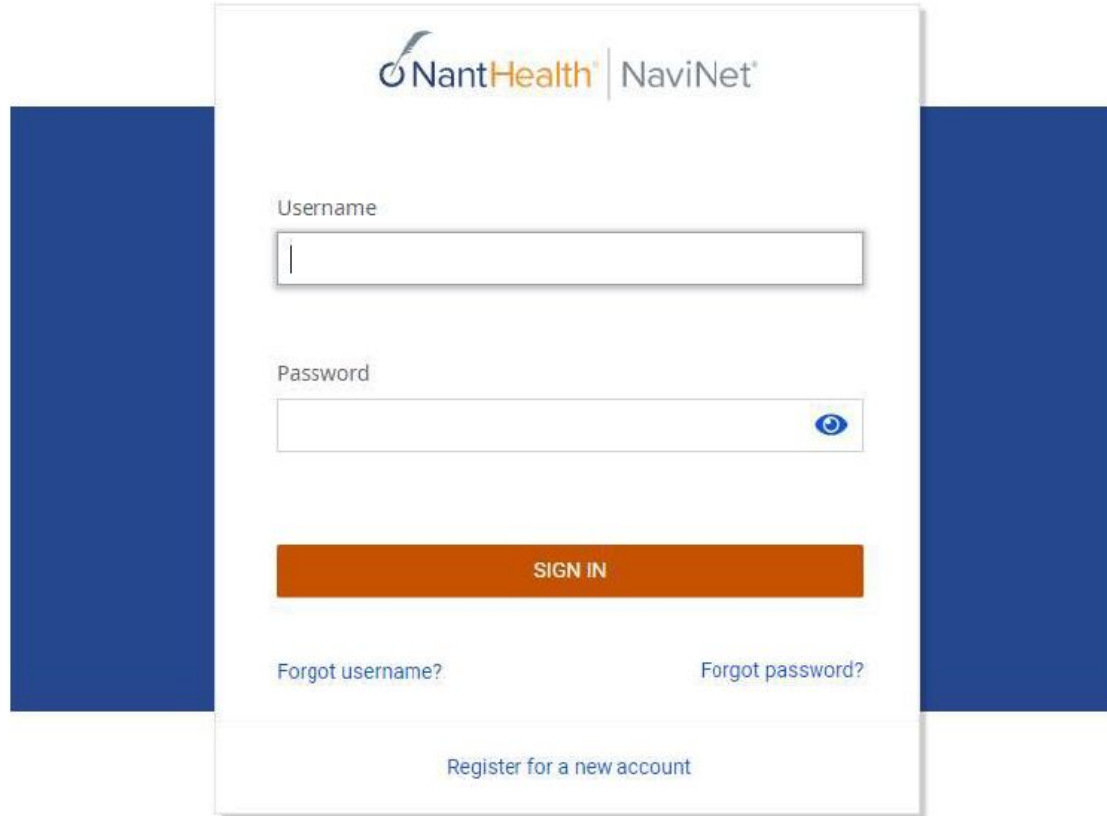
Can't find a code? Check our pre-authorization list.

Code or description (?)   Units

J3490 - Drugs unclassified injection   1

⚠ Authorization required via CVS-Novologix

Please submit authorization directly to CVS-Novologix at https://navinet.navimedix.com or by phone at 1-800-932-7013

How to Access Novologix

==Use **Forgot username?** or **Forgot password?** links if you need help logging in.==

How to request access or set up user in Clover NaviNet Provider Portal

How to set up a user in Navinet. **This has to be done by the office's security officer.**

A NaviNet Security Officer is the primary contact between your office and NaviNet. Security Officers are responsible for adding and deactivating users from their offices, as well as setting access permissions for specific health plan features. If you are not the appropriate person in your office to be the Security Officer, please ask that person to register.

NantHealth Help Center: https://helpcenter.nanthealth.com/s/

- Create new users in NaviNet
- Supported systems and browsers
- Add a health plan to your office
- Add a tax ID and its providers
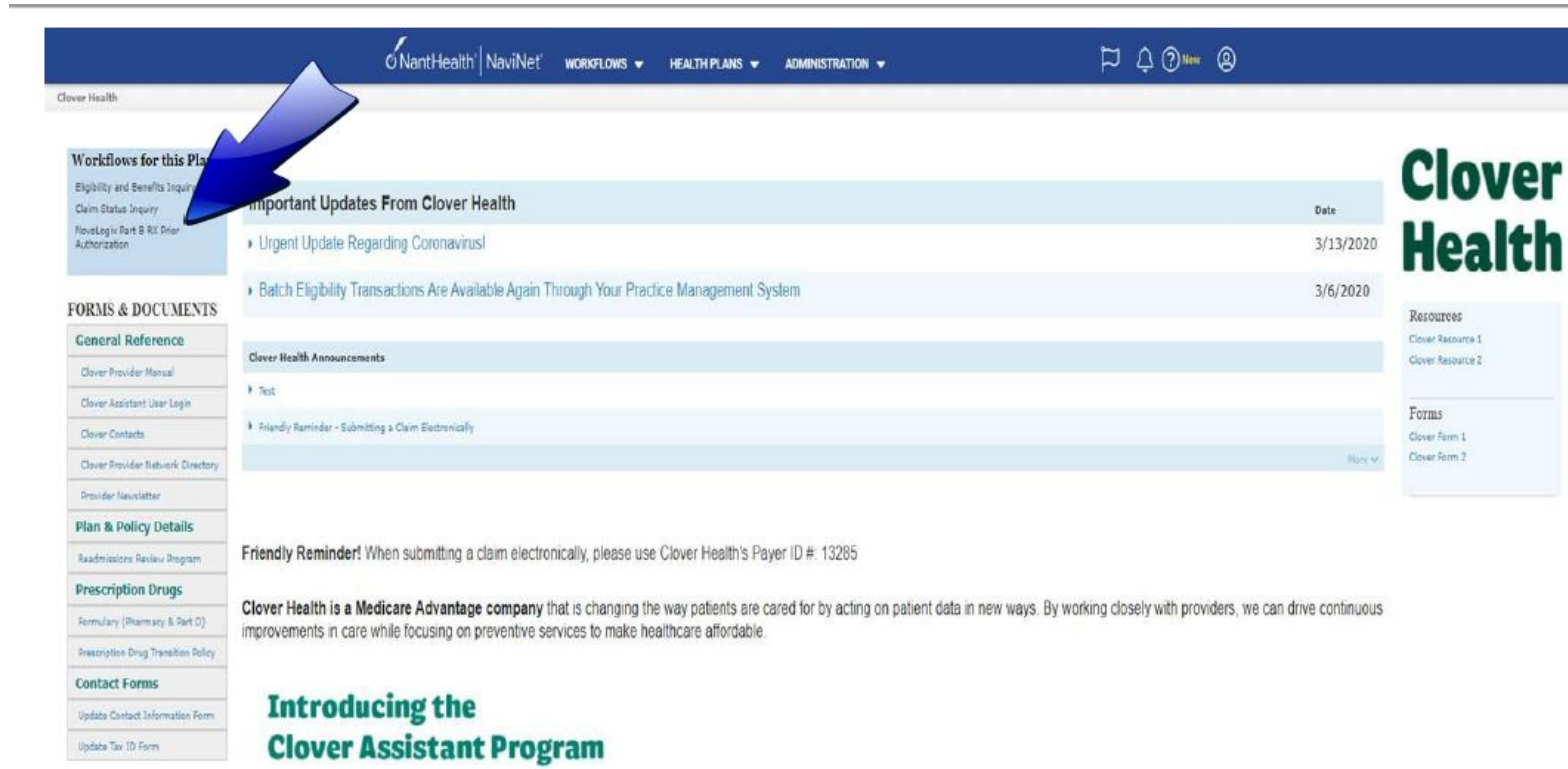
How to Sign up for NaviNet:
https://helpcenter.nanthealth.com/s/article/How-do-I-sign-up-for-NaviNet

Call NantHealth at (888) 482-8057

Phone support is available: Mon-Fri: 8am - 11pm EST Sat: 8am - 3pm EST

How to Access Novologix

How to Access Novologix

How to Create a Prior Authorization

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

How to Create a Prior Authorization

Enter the Member ID, and any other required information (denoted by a red asterisk), under the **Search for Existing Patient** field click **Search.** If there are multiple members under one Member ID, click to select the correct Patient.

How to Create a Prior Authorization

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

How to Create a Prior Authorization

Once all required information in a section has been entered, the section will display a green check mark.

How to Create a Prior Authorization

1. Complete the required fields for **Requesting** & **Rendering Provider** and any other required information in the **Authorization Details** section. *If the Requesting Provider field is not pre-populated, you can search by entering either the NPI or Provider name in the NPI field.

How to Create a Prior Authorization

Complete any missing required fields.

How to Create a Prior Authorization

*If there is missing information, you will be asked to provide missing information in the pop up that displays.

How to Create a Prior Authorization

Channel	**Online**

▾ Authorization Lines ✔

Line 1

Place of Service*	On Campus Outpatient Hospital ▾			
Date(s) of Service*	12/09/2020 📅	To	06/07/2021 📅	
Drug*	50242014501 🔍			

HCPCS Code	**J9306**	Drug Name	**Perjeta**	Strength/Measure **420 MG/14ML**
Route	**IV**	Pkg. Size	**14 ML**	Dosage Form **SOLN**
Generic Name	**Pertuzumab**			

Number of Visit		Sig
Refills		

BACK **CANCEL** **SAVE** **SUBMIT**

1. In the **Authorization Lines** section, select the place of service and enter the applicable start and end dates.

2. Enter requested drug name *or* NDC in the **Drug** field and select the requested drug from the resulting dropdown.

How to Create a Prior Authorization

Review information entered under the **Authorization Detail Screen**.
If no changes are needed, click **Submit**
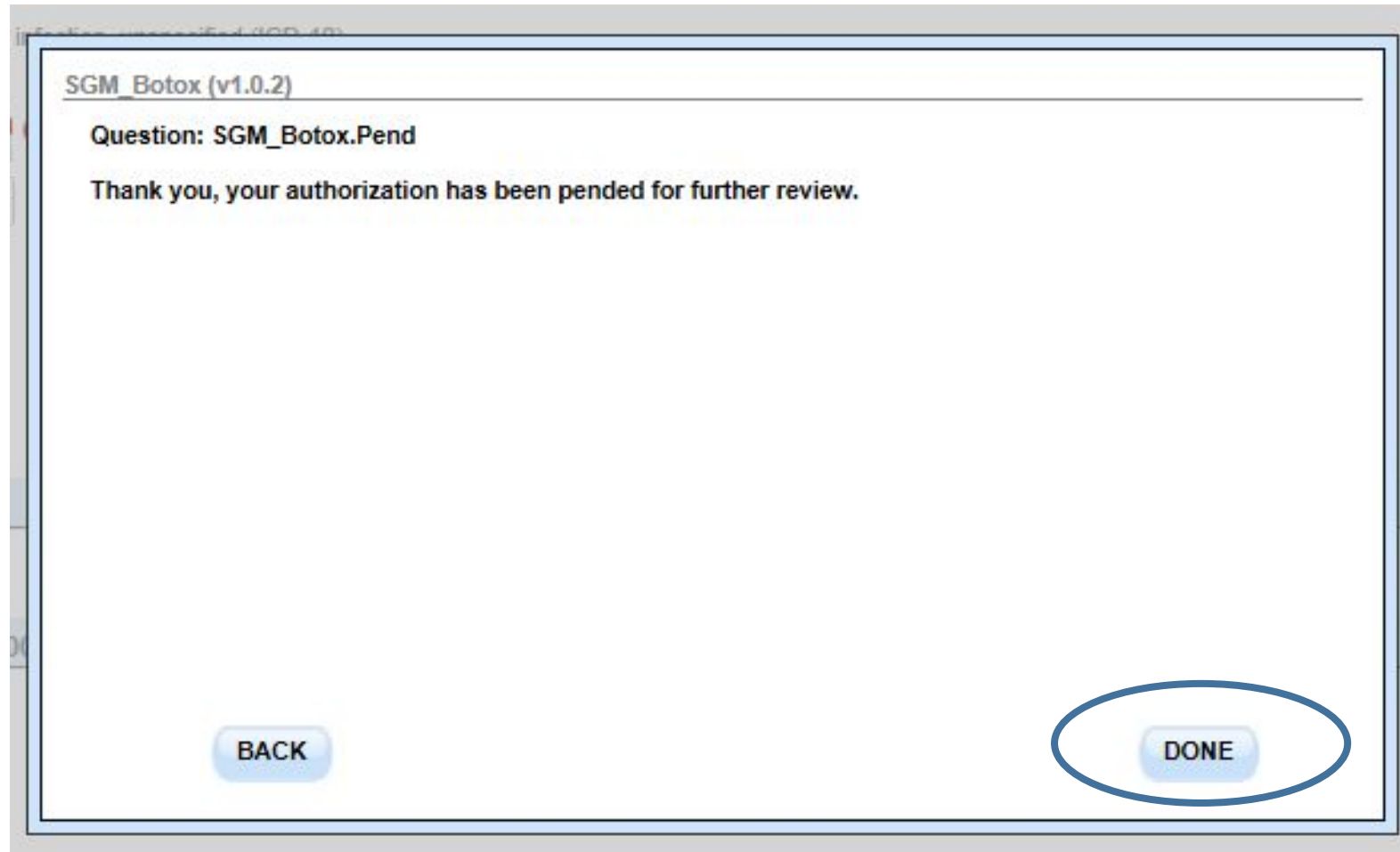
How to Create a Prior Authorization

Upon clicking **Submit**, you will be brought through a series of required clinical protocol questions that will display on the screen.

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

How to Create a Prior Authorization

Once the clinical protocol questions are completed your authorization will either be auto approved, or released to the next party for review. Once the outcome is displayed on the last pop-up screen, click **Done**.

How to Create a Prior Authorization

The status / outcome of the authorization will be displayed at the top of the screen along with the authorization number assigned.

Provider Action & Provider Notification
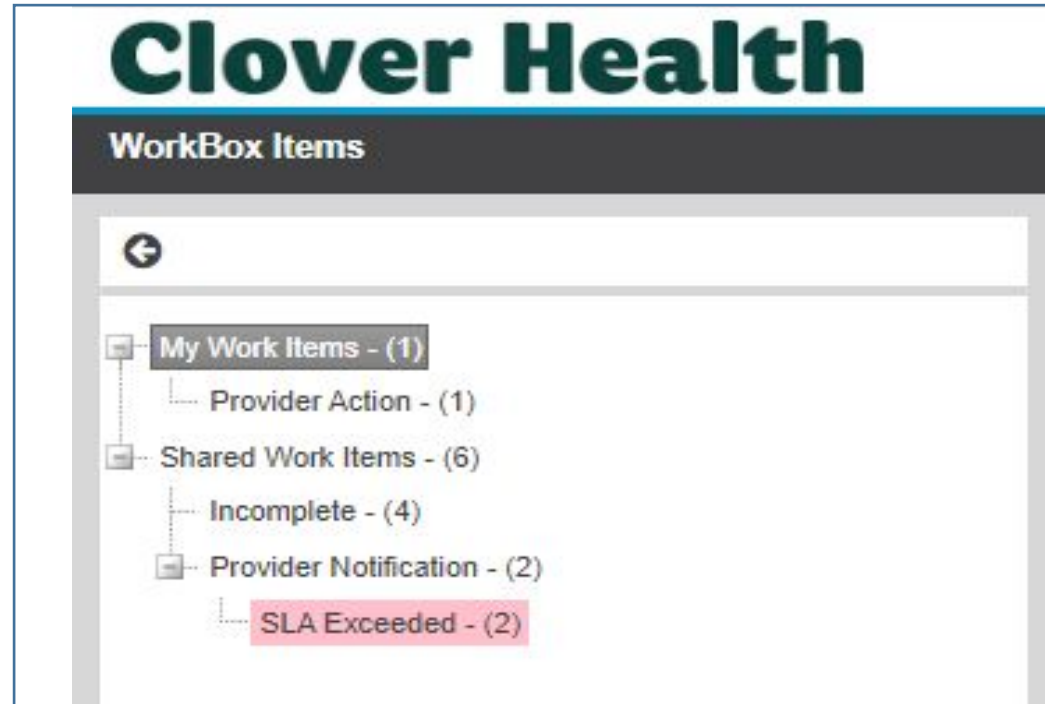
If additional information is needed from the provider, those requests will live in the Provider Action queue. If a provider has incomplete authorizations waiting for submission, they are in the Incomplete queue. Once a determination is made, the Authorization will be sent back to your home page under the **Provider Notification** queue. You will then be able to open the authorization to review the determination of your Authorization request.

Notes and Documents

Once a request has been created, you can attach notes and documents directly to your Authorization.

Notes and Documents

To add a note, click Add Note in the Notes section of the Authorization detail.
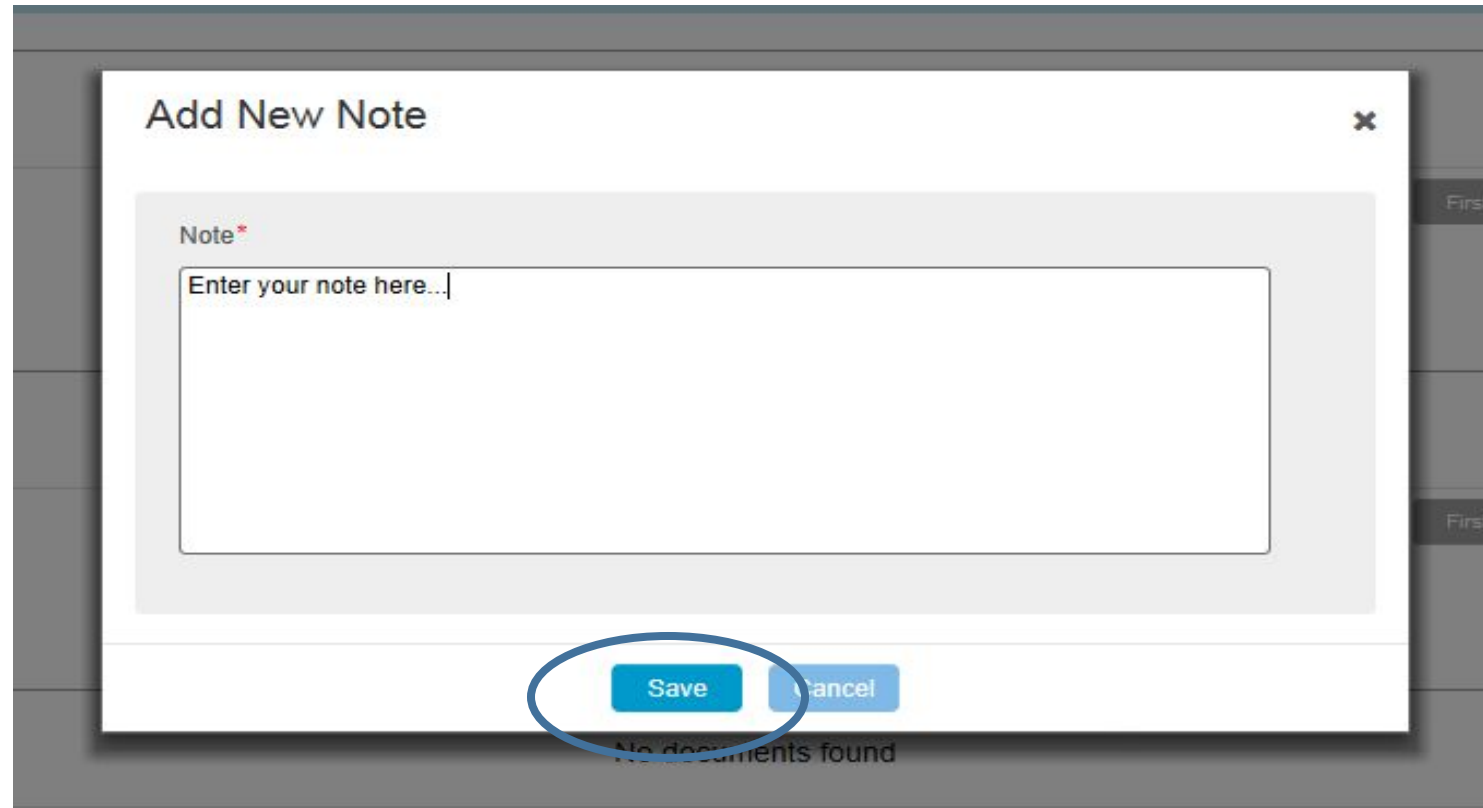
Notes and Documents

Enter your note in the pop up that displays and click **Save**.

Notes and Documents

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.

Notes and Documents

To attach a document to the Authorization, from the **Notes, Letter & Documents** section, select **Add Document**.

Notes and Documents

Name your document
Browse through your directories to locate the desired file.
Select **Document** and rename the document.
Click **Upload** to attach.

Notes and Documents

Authorization Number: 154137	Benefit Type: M P	Status: Tech Review	Assigned User:	Workflow:CVSNLX Auth Create Provider v1

Authorization Details | Transaction History | Member's PA History

Member Name: Lisa Test   Member Id: 44434756796   Plan Name: CVS NLX Demo   Gender: Female   Date of Birth: 10/4/1932   Line of Business: Medicare

Original   Normal   9/27/2018 11:40:04 AM

▼ Notes, Letters & Documents   ✓

▼ Notes

Date	Type	Description	Applies To	Added By
9/27/2018	General	Enter your note here...	Entire Authorization	Adrienne Provider
9/27/2018	General	Add note	Entire Authorization	Adrienne Provider

1 to 2 of 2   First   Previous   Page 1 of 1   Next   Last

⊕ Add Note

▼ Contact Attempts

No Contact Attempts Found

0 to 0 of 0   First   Previous   Page 0 of 0   Next   Last

⊕ Add Contact Attempt

▼ Letters & Documents

Date Attached	Type	Title (click to view)	Applies To	Added By	Actions	Delivery Status
9/27/2018		Document	Entire Authorization	Adrienne Provider	✏ ⟳ ✖	

1 to 1 of 1   First   Previous   Page 1 of 1   Next   Last

⊕ Add Document

Your document will then be saved in the **Documents** section of the Authorization detail. To view a document, click on the **Document** title in blue.

Member Prior Authorization History

You also can access the complete history of authorizations for a Member directly from the authorization screen.

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

Member Prior Authorization History

Every authorization in the system for that particular member will be displayed.

| | | 🏠 | Authorizations ▾ | Administration ▾ | My Account ▾ | ❓ | | | GO TO | CVS NLX ▾ | | WELCOME ADRIENNE USER LOG OUT |

Authorization Number: 175973   Benefit Type: Ⓜ Ⓟ   **Status: Approved**   **Assigned User: Adrienne User**   **Workflow:CVSNLX Auth Create Provider v1**

| Authorization Details | Transaction History | Member's PA History |

Member Name: RAKESHSAN0002 GHOSALFIRST002   Member Id: AUTOSAN0002   Plan Name: CVS NLX Demo   Gender: Male   Date of Birth: 10/12/1980   Line of Business: Commercial

Member's PA History

Records per page: 25 ▾   🗐 Export

Auth #	Provider Name	Diagnosis	Drug Name	Start Date	End Date	Last Activity Date	Status	Documents	Notes
175102	N...	A00.0	Botox	09/07/2072	09/07/2072	11/29/2018	Provider Action Mod	Multiple ▾	Multiple
174932	N...	A00.0	Botox	06/17/2085	06/17/2085	11/28/2018	Approved	Multiple ▾	
174931	N...	A00.0	Botox	11/14/2084	11/14/2084	11/28/2018	Approved	Multiple ▾	
174926	N...	A00.0	Botox	04/03/2072	04/03/2072	11/28/2018	Provider Action Mod	Multiple ▾	Multiple
174925	N...	A00.0	Entyvio	05/14/2086	05/14/2086	11/28/2018	Void	Multiple ▾	▤
174922	N...	A00.0	Botox	12/13/2072	12/13/2072	11/28/2018	Void	Multiple ▾	▤
174919	O	A00.0	Entyvio	07/15/2080	07/15/2080	11/28/2018	Provider Action		▤

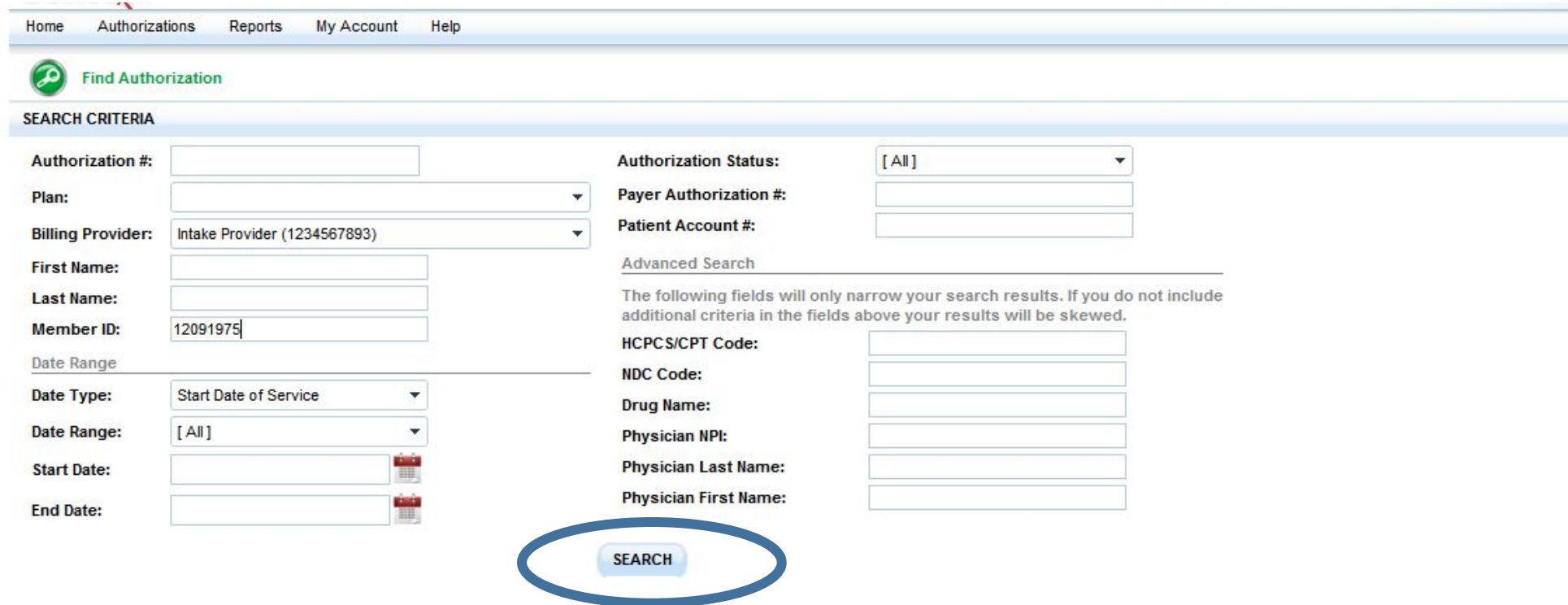On hover, users can view diagnosis descriptions.

Users can view, open and copy documents and notes directly associated with a particular Authorization

How to Find a Prior Authorization
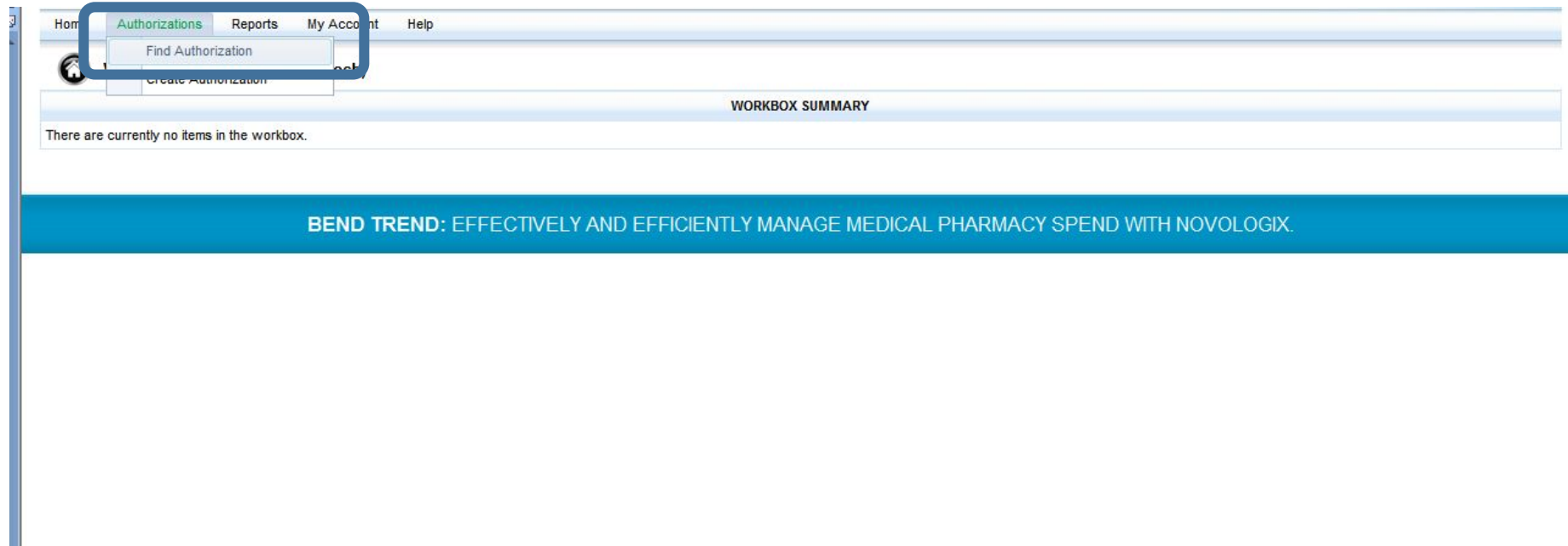
1. From the Home page select **Find Authorization** from the **Authorizations** tab in the top navigation menu.

How to Find a Prior Authorization

2. Enter **Search Criteria**
3. Click **Search**

How to Find a Prior Authorization

4. Select the authorization from the search results presented at the bottom of the screen, by clicking on the **Auth #** in blue.

Questions?