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Frequently Asked Questions for Providers

Online Prescription Drug Authorizations: Learn how to use NovoLogixSM on Wellmark.com

Jan. 9, 2019, webinar

Q1.	Will NovoLogix allow pharmacists to submit drug authorization requests?
A1.	No. Pharmacists within a retail or specialty pharmacy outside Wellmark’s preferred pharmacy network are unable to submit a drug authorization request through NovoLogix.
Q2.	Can providers continue to use CoverMyMeds to complete the drug authorization request process?
A2.	Providers may continue to submit drug authorization requests as they do today, including: <ul style="list-style-type: none"> • Through CoverMyMeds • Calling NovoLogix at 844-345-2803 • Faxing a completed Global Prior Authorization Form to 888-836-0730 • NovoLogix is an additional option for submitting online drug authorization requests. Providers may also submit drug authorization requests to CVS by calling 800-600-8065 or faxing 888-836-0730.
Q3.	Will Wellmark make the drug authorization clinical protocol questions available online, similar to the InterQual® Criteria SmartSheets™ on Wellmark.com for medical prior approvals?
A3.	Users may view Wellmark’s pharmacy policies online on the Drug Authorization and Quantity Limits page on the provider portal. However, Wellmark will not make the drug authorization clinical protocol questions available to be viewed online outside NovoLogix.
Q4.	Can drug authorization requests be submitted through NovoLogix for members of group plans who use a pharmacy benefit manager (PBM) other than CVS Health?
A4.	No. NovoLogix may only be used for Wellmark members who have group pharmacy benefits administered by CVS Health. Drug authorization requests for drugs covered under a member’s medical benefits can be submitted through NovoLogix, which will then identify whether a particular drug is medically benefited or pharmacy-benefited.
Q5.	Will registered Wellmark.com users need a new user ID and password to access NovoLogix?
A5.	No. Registered users may use their Wellmark.com login credentials to access NovoLogix through the secure provider portal via single sign on (SSO).
Q6.	Can a provider view the status of a drug authorization request for a member that was submitted by another provider in NovoLogix?

A6.	<p>No. Only the provider who submitted the drug authorization request may view the status of the request in NovoLogix.</p> <p>Providers may call NovoLogix at 844-345-2803 with questions pertaining to the status of a submitted drug authorization request.</p>
Q7.	<p>What is the typical turn-around time for NovoLogix drug authorization requests?</p>
A7.	<p>Drug authorization requests can take up to 15 days to process, depending upon the information needed to complete the review. If the information submitted on a drug authorization request through NovoLogix meets criteria, it may be auto-approved.</p>
Q8.	<p>How far back does a member’s drug authorization history go? Does the authorization history include drug authorizations submitted by phone and fax?</p>
A8.	<p>CVS Health will retain historical records of all members’ drug authorizations. However, NovoLogix is a new system and only drug authorizations submitted through NovoLogix since the date of implementation, March 1, 2019, will be shown in NovoLogix.</p> <p>If users need to access, or have questions about, previous drug authorizations they may call the CVS help desk at 800-600-8065.</p>
Q9.	<p>What are the units for the value requested in the “Quantity (Doses)” field within the “Authorization Lines” section when creating a drug authorization request, e.g., 30-, 60-, 90-day supply?</p>
A9.	<p>Users will not need to input a value for the quantity requested. The inputted National Drug Code (NDC) will provide the needed information.</p>
Q10.	<p>Multiple staff members across our organization will need access to Wellmark.com to use NovoLogix. How do they get access?</p>
A10.	<p>Individual staff members within a provider organization can be given access to the web tools on Wellmark.com, including NovoLogix, by the provider organization’s main designated security coordinator (DSC) for Wellmark.com.</p>
Q11.	<p>Can electronic files containing supporting clinical documentation be uploaded to a drug authorization request in NovoLogix?</p>
A11.	<p>Yes. After responding to the drug authorization questions, click submit and save. Users may then attach notes and additional information under, “Notes, Letters & Documents,” found within the “Authorization Tools” section.</p>
Q12.	<p>How will requesting providers be notified when a determination on a drug authorization request has been made? Will there be an email notification sent to the requesting providers?</p>

<p>A12.</p>	<p>Once a determination has been made on a drug authorization request, a notification will be indicated under “Provider Notification” on the NovoLogix home page. The requesting provider will need to access NovoLogix through Wellmark.com in order to view the notification.</p> <p>The notification will not be emailed to the requesting provider.</p>
<p>Q13.</p>	<p>How will NovoLogix impact the “buy and bill” process for specialty drugs?</p>
<p>A13.</p>	<p>Users will have the additional option of completing required drug authorization requests through NovoLogix. In most cases, users will need to access specialty drugs through either CVS Caremark or Hy-Vee Pharmacy Solutions.</p>
<p>Q14.</p>	<p>Does NovoLogix give users the option of submitting “urgent” drug authorization requests?</p>
<p>A14.</p>	<p>Yes. Under “Authorization Priority,” there is a drop-down box allowing users to select either “Normal” or “Urgent.”</p>
<p>Q15.</p>	<p>Can NovoLogix be used to submit drug authorization requests for members of out-of-state Blue Cross and Blue Shield (BCBS) plans?</p>
<p>A15.</p>	<p>NovoLogix drug authorization requests may be submitted for Wellmark members only. Users may begin the authorization request process for members of out-of-state BCBS plans on the Out-of-Area Member Authorizations page at Wellmark.com.</p>
<p>Q16.</p>	<p>Can we use the Medical Authorization Table on Wellmark.com to determine which drugs require authorization?</p>
<p>A16.</p>	<p>The Wellmark Medical Authorization Table does not list the drugs for which Wellmark requires drug authorization. The Drug Authorization and Quantity Limits page at Wellmark.com lists the drugs for which Wellmark requires drug authorization.</p>
<p>Q17.</p>	<p>What are the options if a member’s information is not found in the NovoLogix tool due to timing of the exchange of enrollment information between Wellmark and NovoLogix?</p>
<p>A17.</p>	<p>Users may continue to submit drug authorization requests through other existing methods, such as:</p> <ul style="list-style-type: none"> • CoverMyMeds • Calling NovoLogix at 844-345-2803 • Faxing a completed Global Prior Authorization Form to 888-836-0730 • Users may also contact the CVS Help Desk at 800-600-8065
<p>Q18.</p>	<p>How do users request a reconsideration of an adverse drug authorization determination? Does the reconsideration process include the opportunity for a peer-to-peer discussion with a CVS Health clinician?</p>
<p>A18.</p>	<p>Additional information that may change the outcome of a denial may be submitted for review. A peer-to-peer review can be requested after the provider accepts the notification of the drug authorization decision within NovoLogix. Once the provider has accepted the denial notice, then a peer-to-peer review may be initiated.</p>

Q19.	Will an approved drug authorization request for a specific drug NDC also apply to other, similar drug NDCs if the pharmacy does not have the approved NDC in stock e.g., NDC for 500 IU approved, but pharmacy only has NDC for 1,000 IU in stock?
A19.	No. The approval of a drug authorization request applies specifically to the NDC submitted on the request. In the example above, a new drug authorization request will be needed for the 1,000 IU drug.
Q20.	Will the member benefits information in the Check Member Information tool on Wellmark.com indicate that Wellmark members have primary coverage through Medicare with a Blue drug plan?
A20.	No. The Check Member Information tool on Wellmark.com does not provide primary coverage information on members whose primary coverage is through Medicare with a Blue drug plan.
Q21.	Does the drug authorization request process include both the drug and administration of the drug?
A21.	No. The approval of a drug authorization request applies specifically to the NDC submitted on the drug authorization request. Wellmark does not require prior approval for the administration of the drug.