# Table of Contents

ABOUT NOVOLOGIX................................................................. 3
CONTACT NOVOLOGIX............................................................. 3
MINIMUM SYSTEM REQUIREMENTS.............................................. 3
1. SWITCH TO THE NEW PRIOR AUTHORIZATION VIEW ................. 5
2. CREATE AN AUTHORIZATION .................................................. 7
3. COMPLETE THE PROTOCOLS AND SUBMIT YOUR REQUEST ......... 15
4. NOTES AND DOCUMENTS ....................................................... 20
5. QUICK SEARCH ........................................................................ 24
6. FIND AN AUTHORIZATION....................................................... 31
7. MEMBER PRIOR AUTHORIZATION HISTORY ......................... 33
8. HOW TO ACCESS ASKNOVOLOGIX........................................ 38
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 claims system supports the use of Microsoft Internet Explorer version 11 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.

The following browsers are no longer supported by Novologix: IE 7, 8 and 9.

Per Microsoft, beginning January 12, 2016, only the most current version of Internet Explorer available for a supported operating system will receive technical supports and security updates. Internet Explorer 11 is the last version of Internet Explorer, and will continue to receive security updates, compatibility fixes, and technical support on Windows 7, Windows 8.1 and Windows 10.

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. SWITCH TO THE NEW PRIOR AUTHORIZATION VIEW

1. Once logged in via the provider portal, a pop up will display, asking if you would like to change to the new view.

2. To switch to the new view, select **Try It**. If you select **Not Now**, the system will bring you to the current view. In the near future, the ability to permanently switch to the new view, and the old view will no longer be available.

3. You will then be brought to the Novologix homepage.
4. To change back to the old view, uncheck the **New Screen** checkbox located at the right-hand corner of the screen. The system will log out, and you will need to log back in via your plan’s provider portal.

5. At any time, during your session, you can reach the homepage/workbox by clicking the **“Home”** icon.
2. 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.
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).
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**.
3. COMPLETE THE PROTOCOLS AND SUBMIT YOUR REQUEST

1. Upon clicking Submit, if your request falls under the medical benefit, 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 request falls under the Pharmacy benefit, upon clicking Submit, your request will be sent to the Caremark PBM Systems and the authorization request status will display as Pending Questionset.

6. The Benefit Type indicator at the top of the detail screen will display in green with a checkmark if the Authorization request falls under the Medical or Pharmacy benefit (‘M’ for Medical and ‘P’ for Pharmacy).
7. 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.

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

9. 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.
10. To complete the clinical questions, click **Submit**.

11. Answer clinical questions as they are presented in the pop up screen display, 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.

12. Once the clinical questions set have been completed, click **Done**. The clinical questions screen will close and the authorization request will be sent to the Caremark PBM System for a determination and the Authorization will be placed in a **Pending Decision** status.
13. Once the authorization request is sent to the Caremark PBM System for a determination the Authorization will be placed in a **Pending Decision** queue on the homepage.

14. Once a determination is made, all 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.
4. 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.
DOCUMENTS

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.
5. 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.

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

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.
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.png)

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

![Filtered Search fields](image2.png)

3. Your filtered results will appear at the bottom of the screen.

![Filtered results](image3.png)
6. 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.

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<tr>
<th>Auth#</th>
<th>First Name</th>
<th>Last Name</th>
<th>Member ID</th>
<th>Plan</th>
<th>Provider Name</th>
<th>Drug Name</th>
<th>Start Date</th>
<th>End Date</th>
<th>Last Activity Date</th>
<th>Status</th>
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<tr>
<td>130358</td>
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<td>Test</td>
<td>4403456789</td>
<td>CVS NLX Demo</td>
<td>Provider Intake A</td>
<td>Edit Rx</td>
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<td>7/17/2018</td>
<td>7/17/2018</td>
<td>Void</td>
</tr>
</tbody>
</table>
7. 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 contain 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.
8. HOW TO ACCESS ASKNOVOLOGIX

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

1. Click on the ‘?’ icon at the top of the screen to access AskNovologix.

2. This will take you to the AskNovologix interface.
3. Click on the topic(s) you want to review.

4. The details of that topic will be displayed on the right side of the screen.
# REVIEW AND REVISION HISTORY

<table>
<thead>
<tr>
<th>Date</th>
<th>Revision No.</th>
<th>Reason for Change</th>
<th>Sections Affected</th>
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<tbody>
<tr>
<td>10/10/2018</td>
<td>1.0</td>
<td>New Document</td>
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