



Important Part B Prescription Drug Prior Authorization Information

October 1, 2021

RE: Important Clover Health Changes Affecting Prior Authorization for Providers

This is to inform you that **Clover Health** has implemented a new process for obtaining prior authorization for **Part B prescriptions drugs administered in a professional setting**.

Starting November 1, 2021, you will be able to use the CVS Caremark powered by NovoLogix Online Prior Authorization system to request your prior authorization for your supplied medication. Benefit of this system include:

- Efficient intake process through the utilization of a web-based authorization system
- Real-time status updates

This letter is to notify you that effective November 1, 2021 you should begin submitting prior authorization requests through NovoLogix's web-based application via <https://www.cloverhealth.com/en/pre-auth-request> for **Part B prescriptions drugs administered in a professional setting**. This is only for the services noted.

We are offering training via a convenient video and User Guide that will be viewable on the following pages: <https://www.cloverhealth.com/en/providers/resources> and <https://www.cloverhealth.com/en/providers/pre-auth-tools>. We have also scheduled several question and answer webex sessions (schedule below). Through these sessions, you will receive training on how to access the prior authorization tool, request prior authorization and review the status of authorized services.

To facilitate a smooth transition, please view the training session video at your earliest convenience and attend a Q&A session if needed by clicking on the link in conjunction with the preferred Q&A session.

Note that the Q&A sessions are for questions only and a full training session will not be provided. It is not necessary to sign up ahead of time for a question and answer session. Please just choose one or more sessions from below that will work best for your team members and attend the conference URL on the date and time below.

| CVSC (NovoLogix) Provider Q and A Sessions (All meeting times are in Eastern Standard Time) | | |
|--|---|--------------|
| Date / Time | Meeting Link | Password |
| Tues. 11/9 1:30-2:30pm | https://cvs.webex.com/cvs/j.php?MTID=mb8b1a7d5bbf4b019ab3041e97a1c212c | MZtDMJm@864 |
| Wed. 11/10 3-4pm | https://cvs.webex.com/cvs/j.php?MTID=m7c1ad4e8e52585c15ee0abcc1a2bf635 | MsSMYnu\$566 |
| Tues. 11/16 1-2pm | https://cvs.webex.com/cvs/j.php?MTID=m77b7e8d42a9b44264f13a73a65ce3143 | T99hRcTcx?6 |
| Mon. 11/22 1-2pm | https://cvs.webex.com/cvs/j.php?MTID=m87838975901ddd7d4fc06effd35f96ba | qkKytTq7\$23 |



If you have any questions or issues, please e-mail the CVSC Service Helpdesk with relation to the NovoLogix system at: helpdesk@novologix.net. All other questions can be addressed during the ongoing NovoLogix Question and Answer sessions listed above.

Once completed, you can access the CVS Caremark Online Prior Authorization system powered by NovoLogix by visiting <https://www.cloverhealth.com/en/pre-auth-request>, entering the HCPCS code and then logging in to the **Clover Health** NaviNet Provider Portal. You may also contact **Clover Health** with any questions you may have.

Thank you for your continued commitment to **Clover Health** members.

Questions about NovoLogix? Call the Technical Help Desk toll-free at 866-378-3791 from 7 AM to 6 PM CT Monday through Friday. The Clinical Help Desk can be reached at Phone: 800-932-7013 or Fax: 833-866-2893.

We look forward to working with you to coordinate the best care for your patients.

Sincerely,

Clover Health