Novologix® Provider User Authorization Guide

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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 CVS.NLX.IT.Help_Desk@CVSHeath.com 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 CVS.NLX.IT.Help_Desk@CVSHeath.com.

MINIMUM SYSTEM REQUIREMENTS

The Novologix system supports the use of Microsoft Internet Explorer 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.

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

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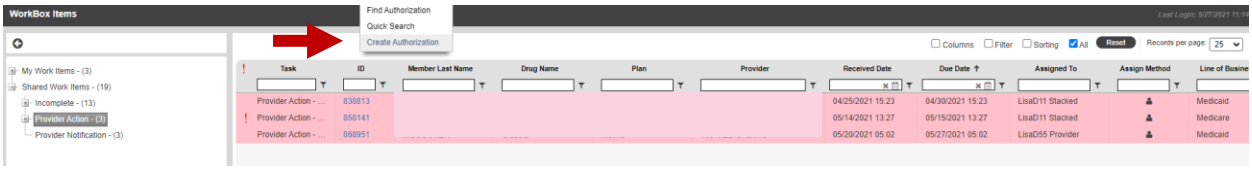
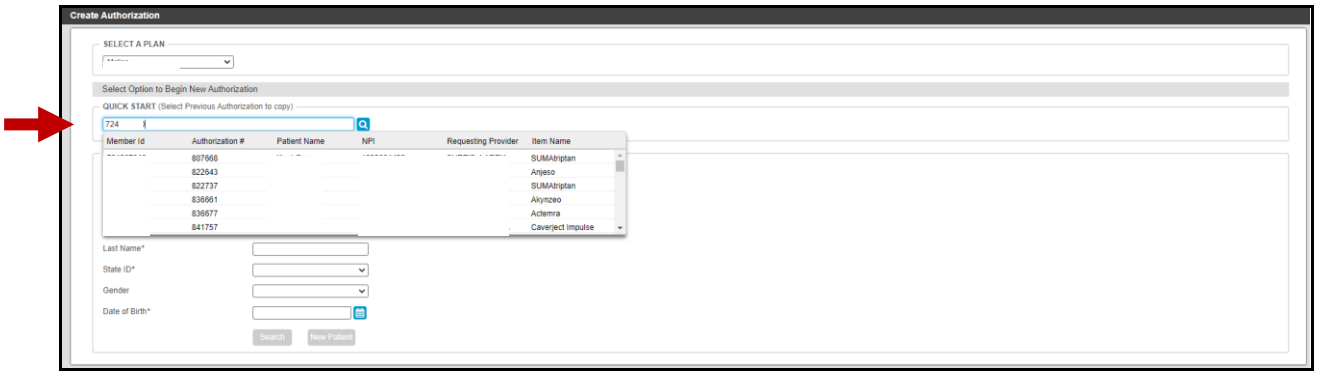
1. CREATE AN AUTHORIZATION REQUEST

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



2. 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.



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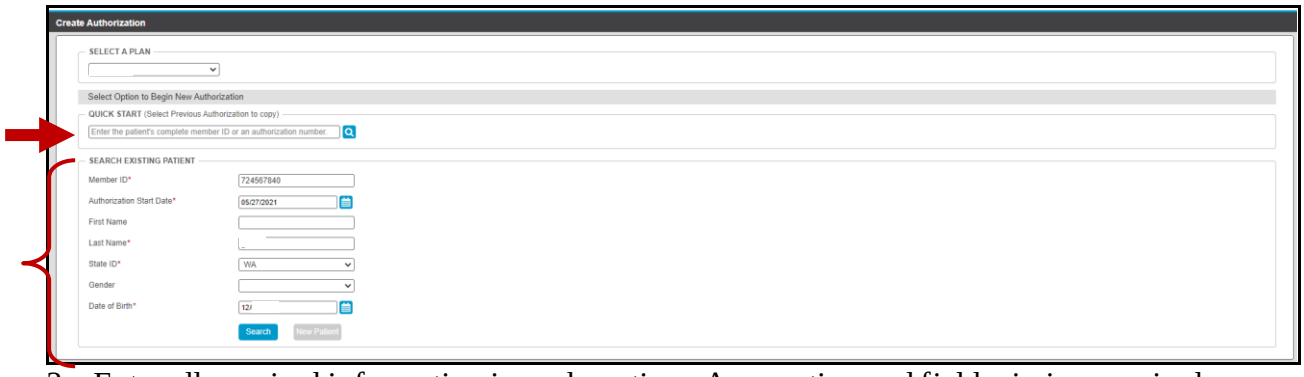
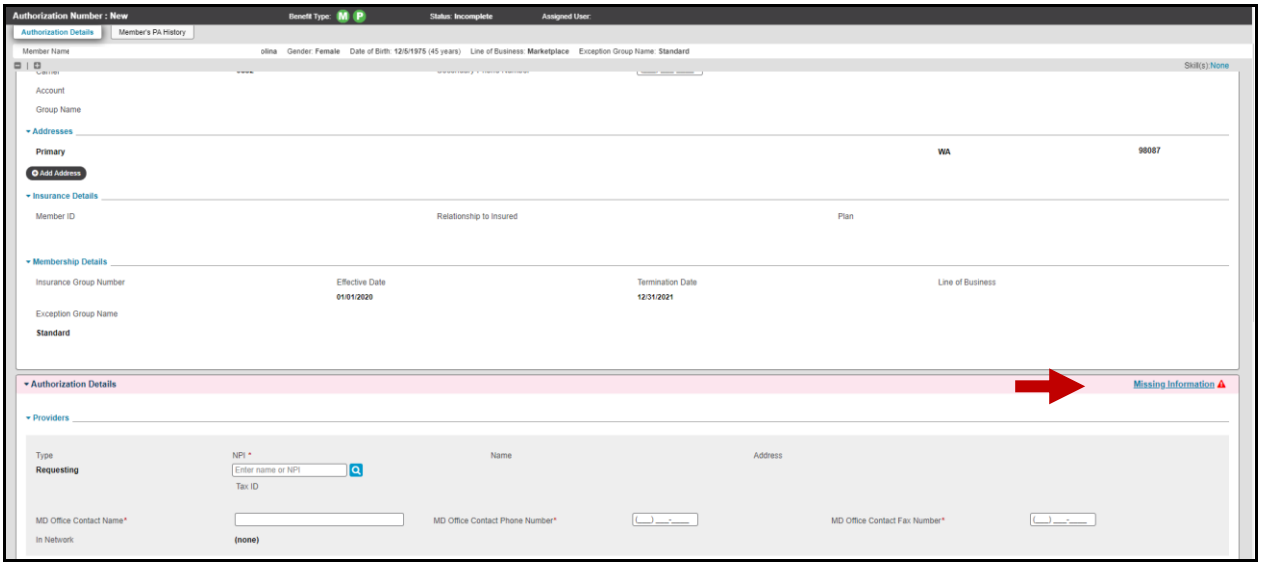
b. Enter the **Member ID**, **Date of Birth,** and any other required information (*****), under the Search for Existing Patient field, then click Search. If multiple Members display in the search results, click on the **Member ID** of the patient you wish to select. Click on line to select your member from the results returned at the bottom of the screen.



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



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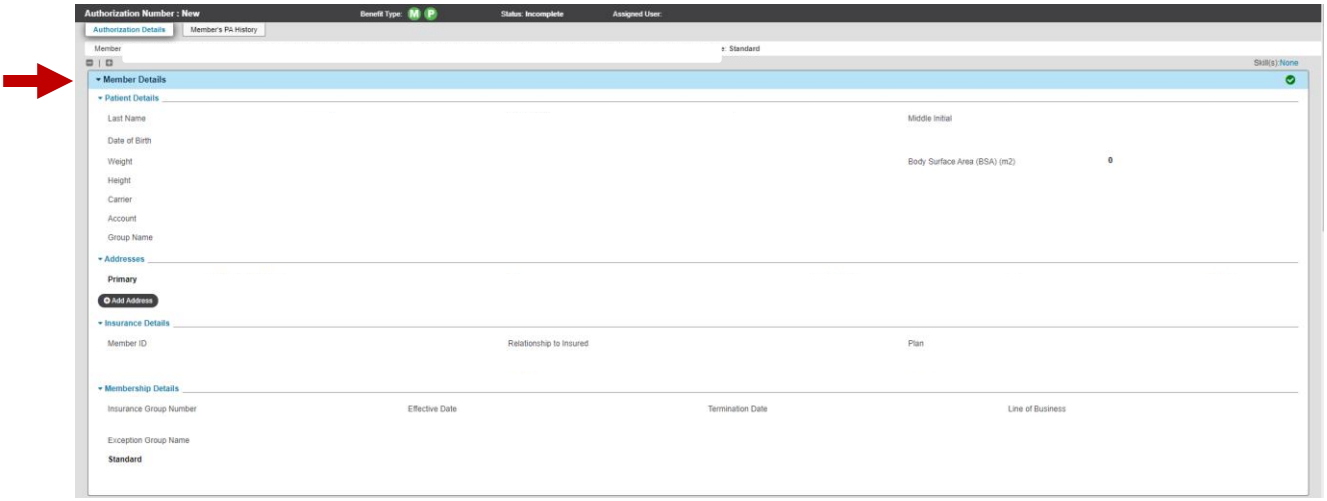
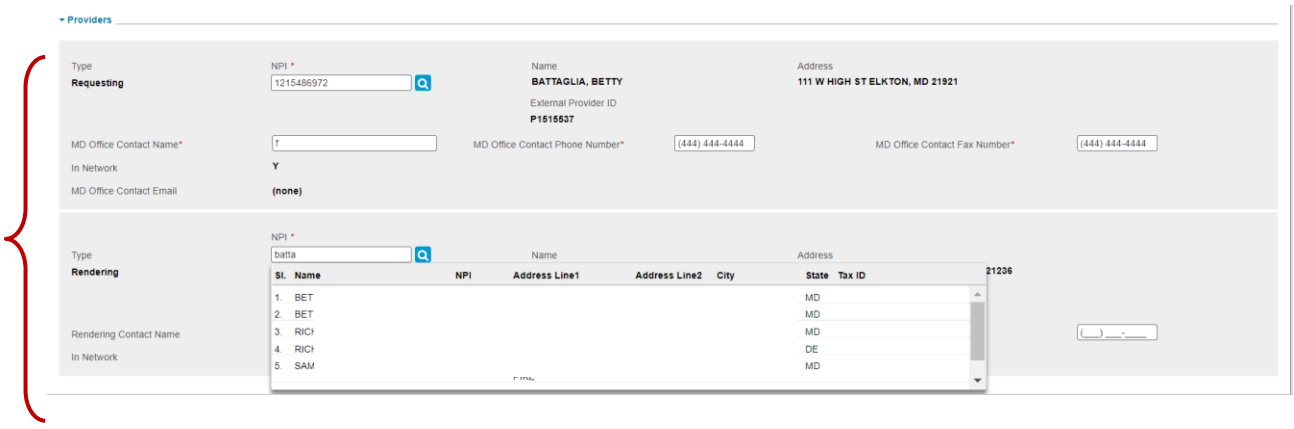
MEMBER DETAILS

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. For certain clients, **Rendering Provider** is also required. Rendering Provider will never be auto populated. Search using **NPI** or **Provider Name** and make your selection from the list.



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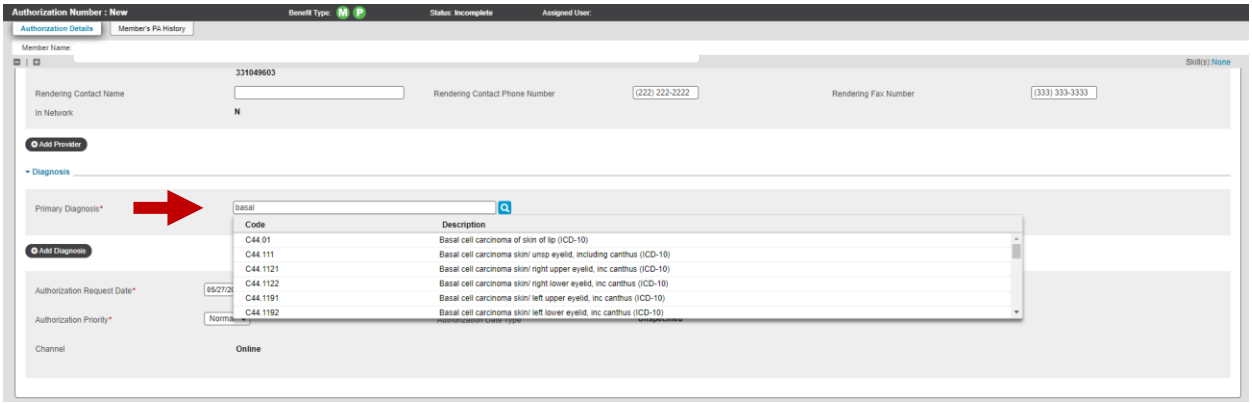
4. Enter the **MD Office Contact Name**, **Phone Numbe**r and **Fax Number**.

5. 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.



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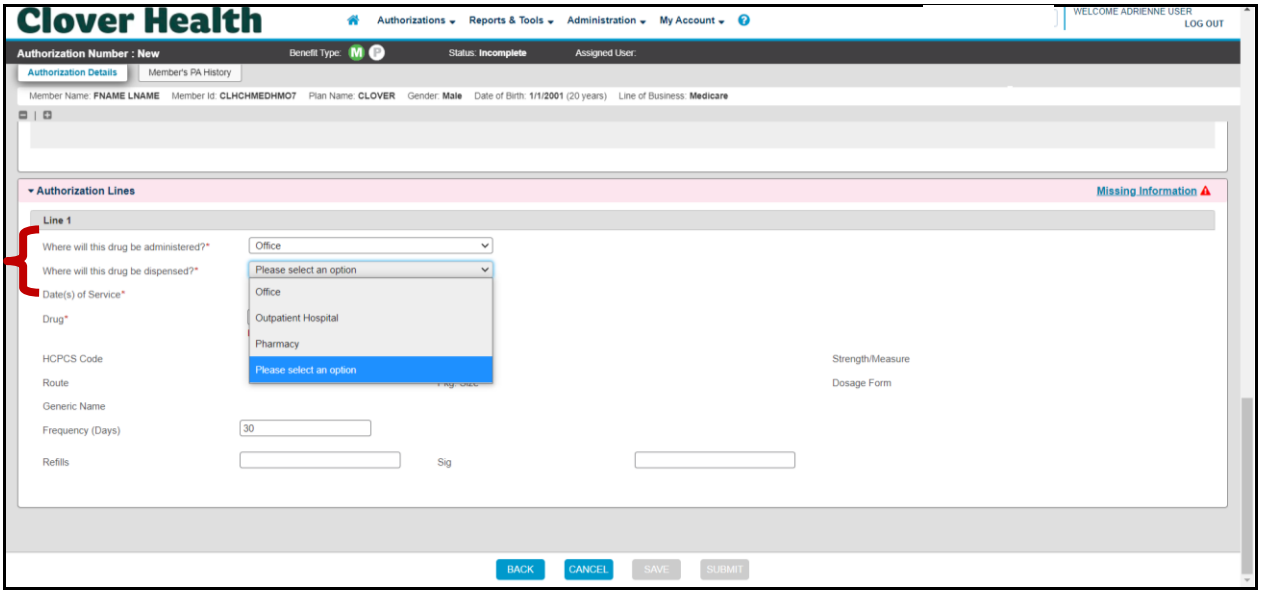
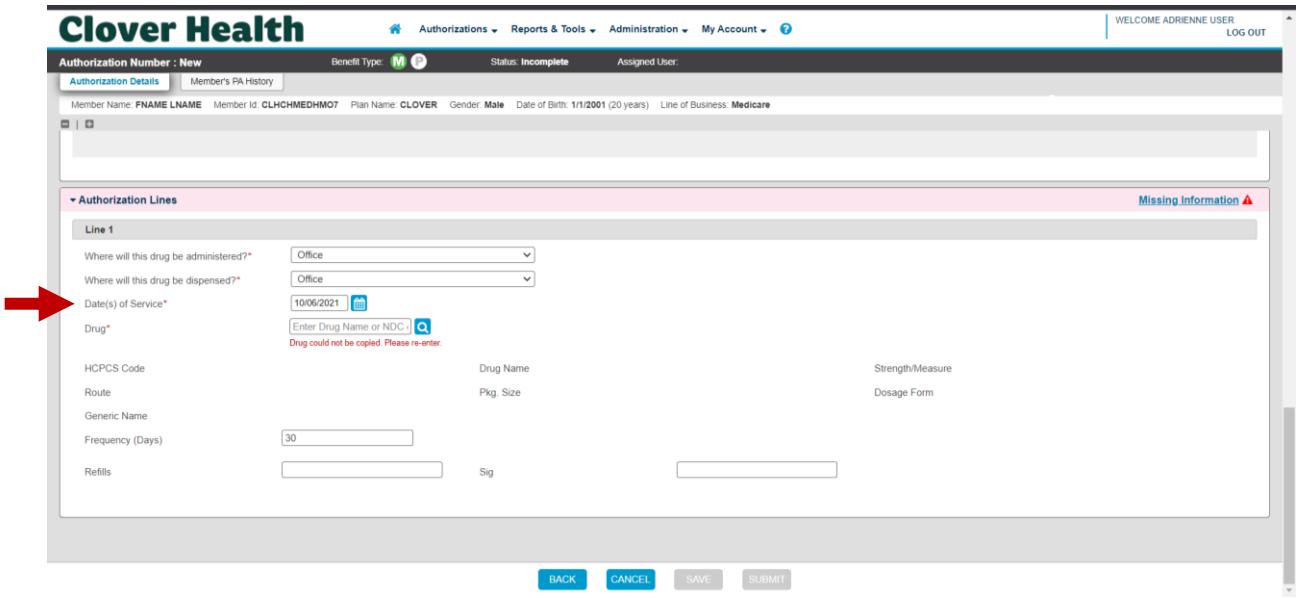
AUTHORIZATION LINES

1. Select the place of administration and dispense from the dropdown menus



2. Enter applicable start date under **Date(s) of Service**.



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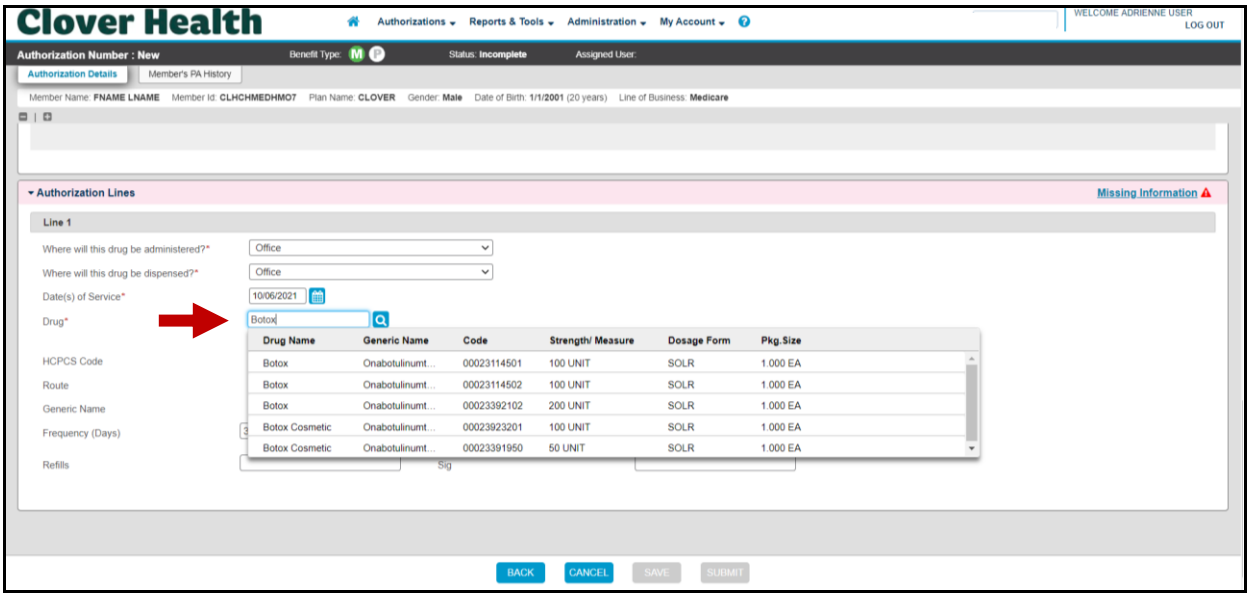
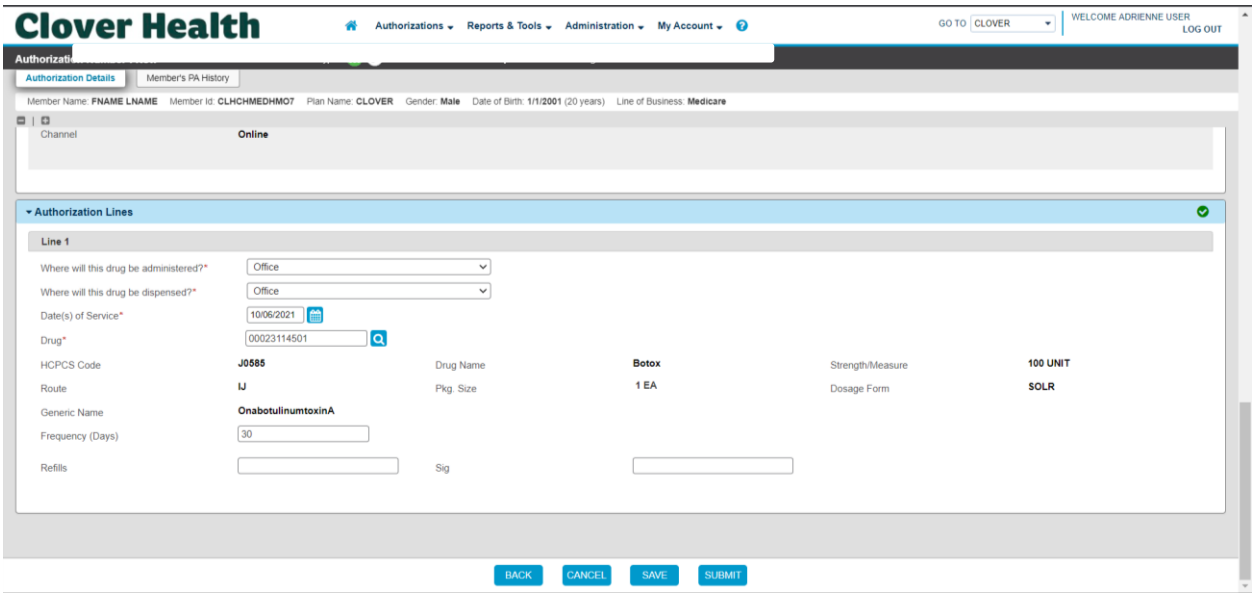


3. Search for the requested drug by entering the drug name (either brand or generic) or NDC into the **Drug** field and clicking the search icon. Select the drug from the results in the dropdown menu.



4. Enter the quantity in the quantity field(s) Frequency (Days) if applicable.
5. Enter any additional information in their applicable fields (i.e. Refills or Sig).

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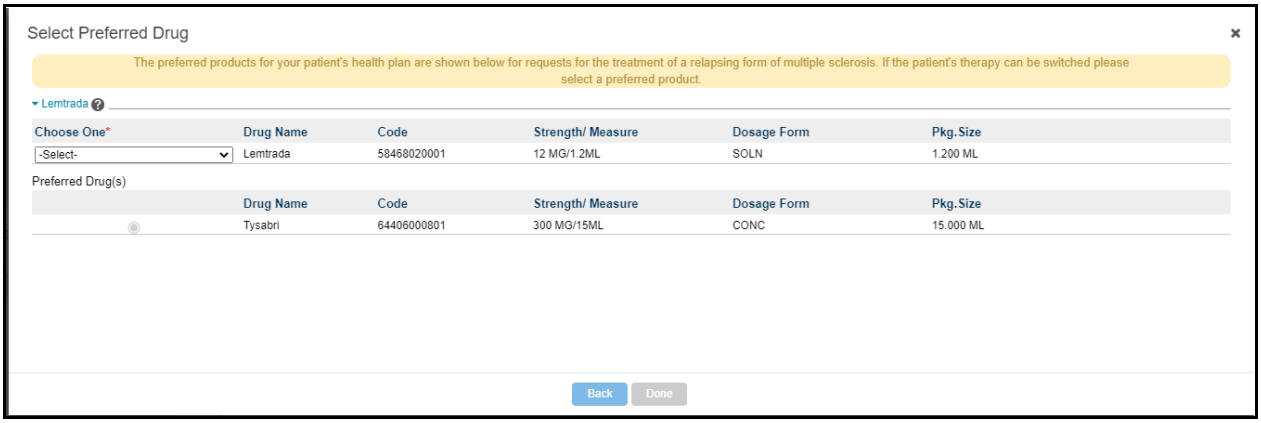
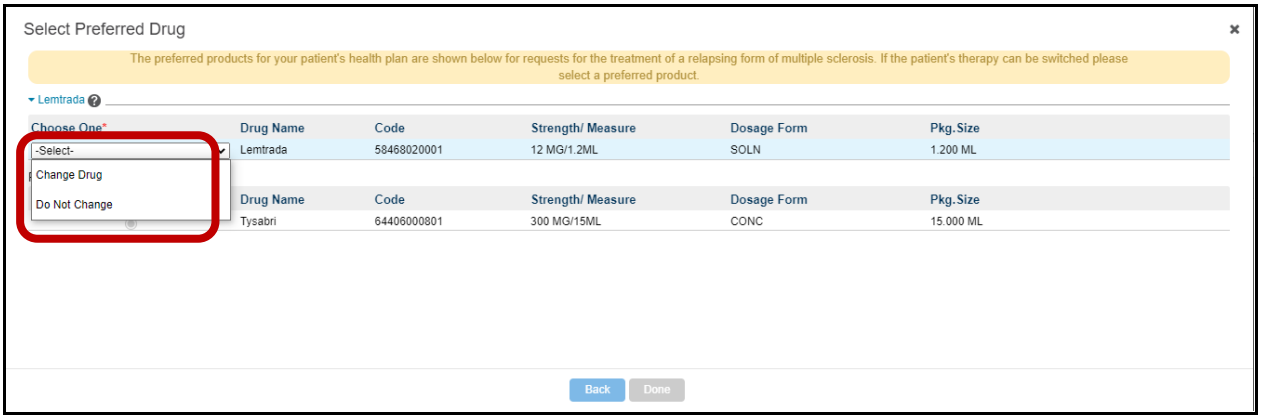
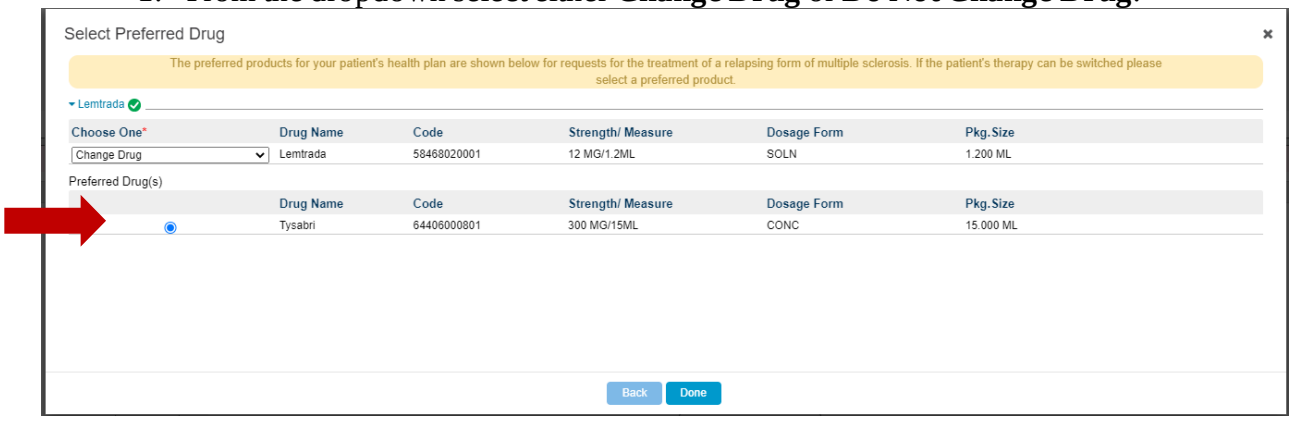
There may be instances, once you have selected your drug, when you will be presented with a pop up offering alternative drugs.





1. From the dropdown select either **Change Drug** or **Do Not Change Drug**.



2. If you select **Change Drug**, select the drug from the Preferred Drug(s) list.

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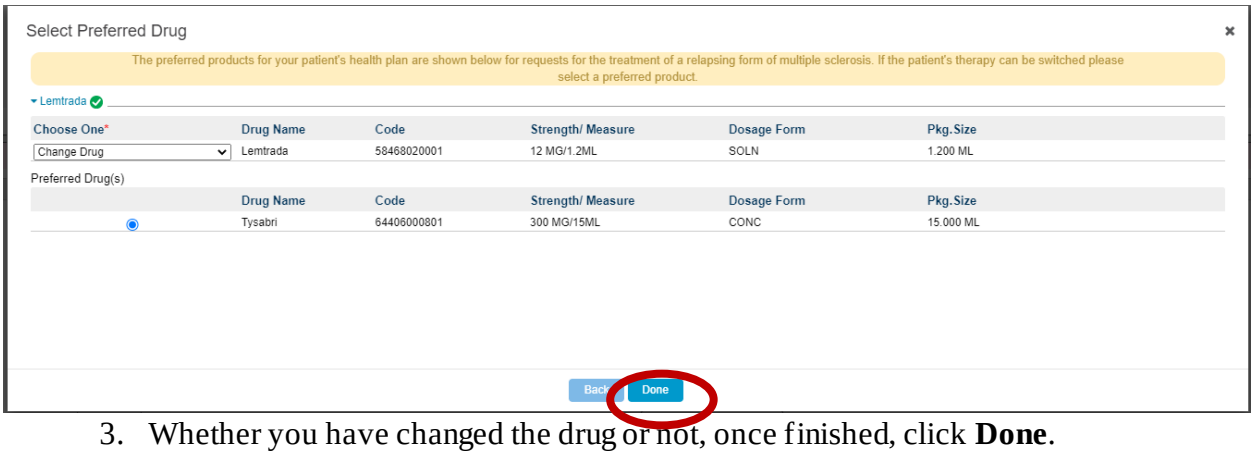
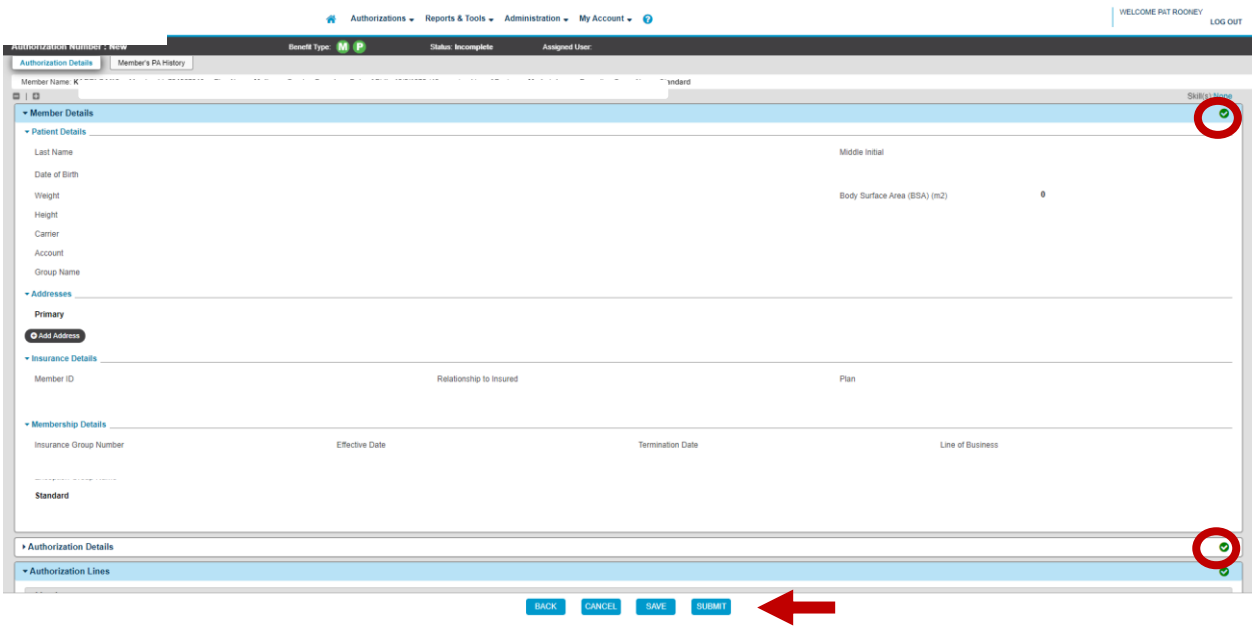


3. Whether you have changed the drug or not, once finished, click **Done**.



4. 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.
5. If no changes are needed, select **Submit**.

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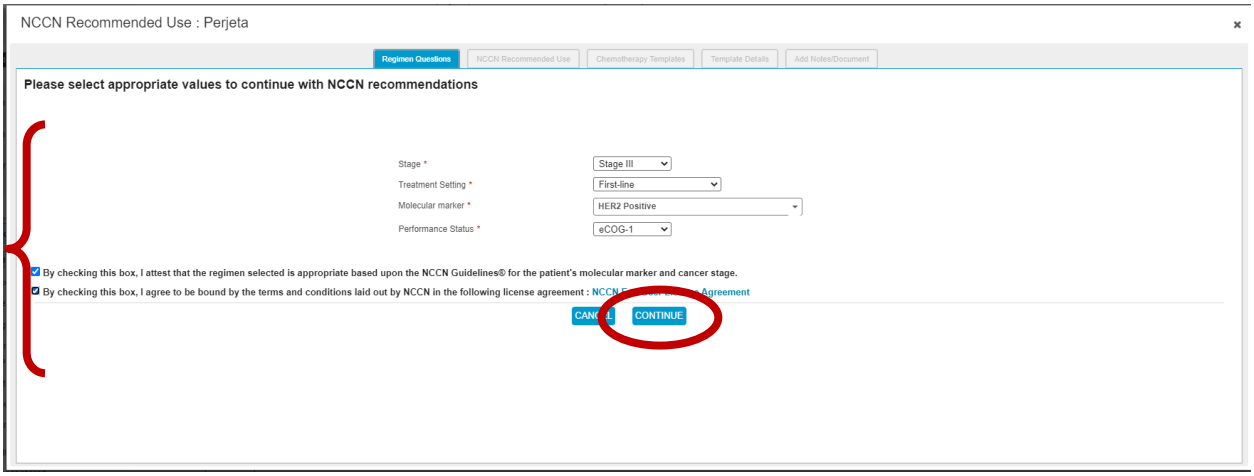
2. SELECT A REGIMEN OR COMPLETE THE PROTOCOLS

Upon clicking **Submit**, you will either be presented with a list of possible oncology regimens to select from, or you will be presented with a series of protocol questions to be completed.

NCCN Regimen Authorization Request

If there is an NCCN recommended regimen for the drug and diagnosis submitted in your request, you will be presented with a popup.



1. Select the appropriate values for the **Stage**, **Treatment Setting**, **Molecular Marker,** and **Performance Status**. Acknowledge the Attestation Statement and End User License Agreement by clicking on the checkboxes. Then click **Continue**.

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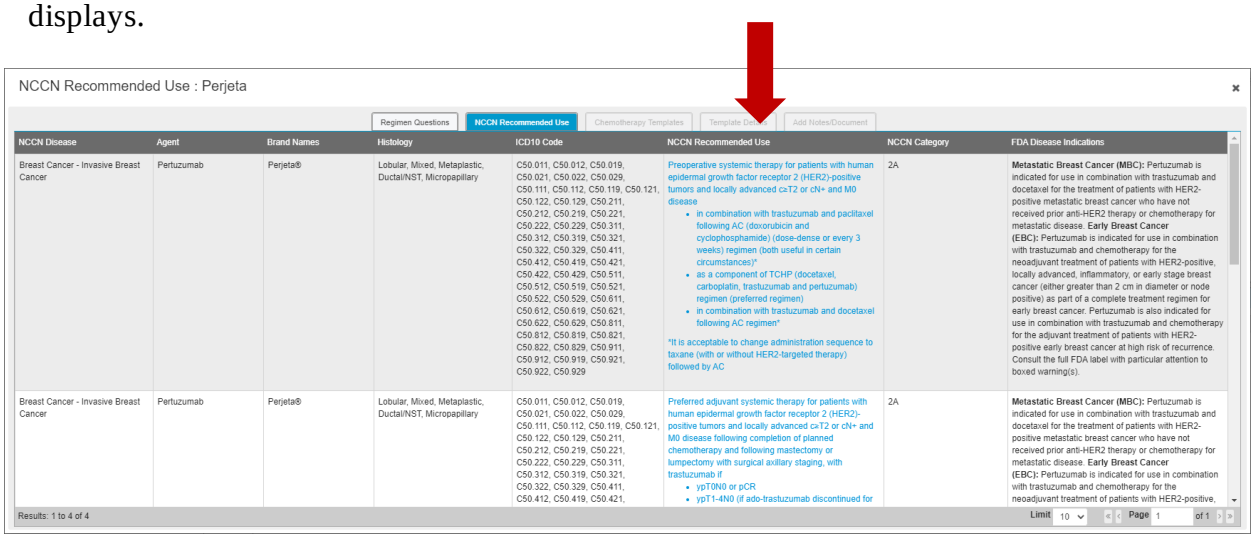
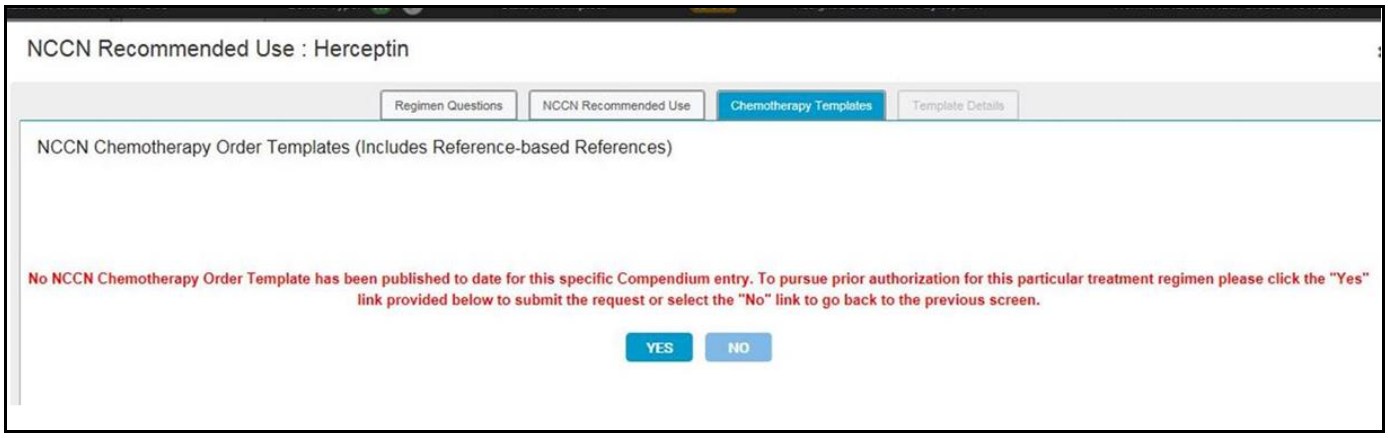
You will then be presented with a list of NCCN recommended regimens in the pop up that displays.



2. Review the list of recommended regimens and click the blue hyperlink to select the regimen you would like to use.



There may be instances when a drug, that is appropriate for its recommended use, but NCCN has not yet published the template yet. In these instances, you can continue with your request by selecting **Yes.** Selecting **No** will bring you back to the previous screen.

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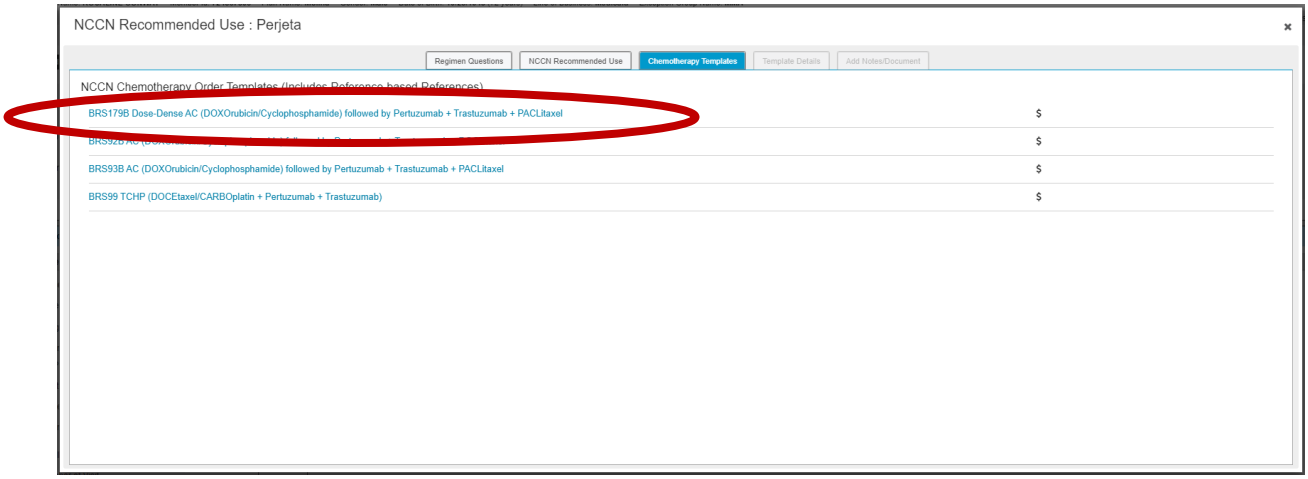
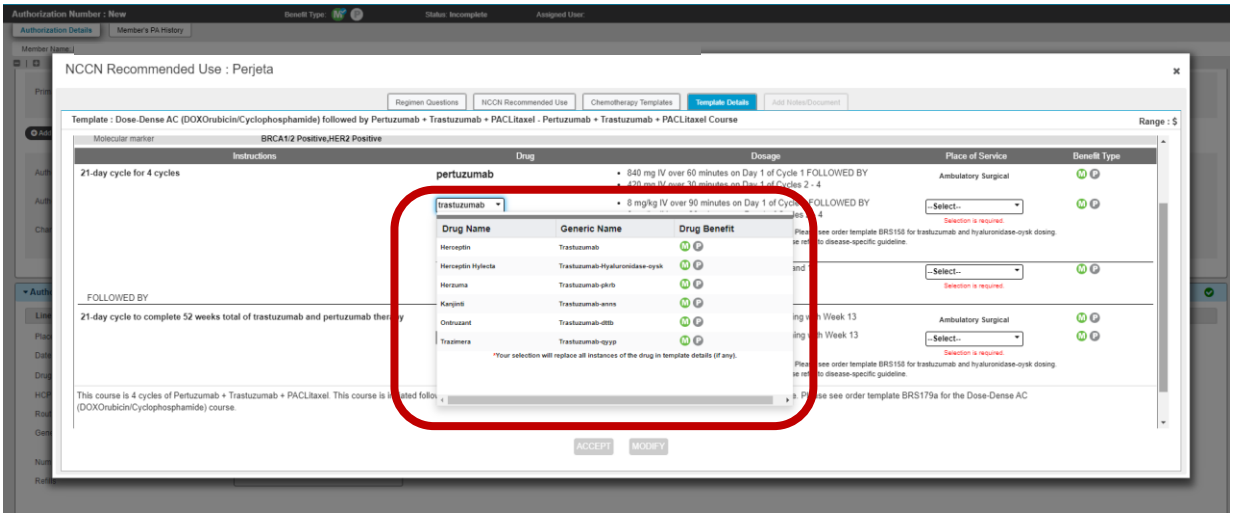


3. This will bring you to the templates tab. From here, select the chosen template form the list by clicking on the blue hyperlink.



4. If a biosimilar is available, it will be listed in the drop-down for selection.

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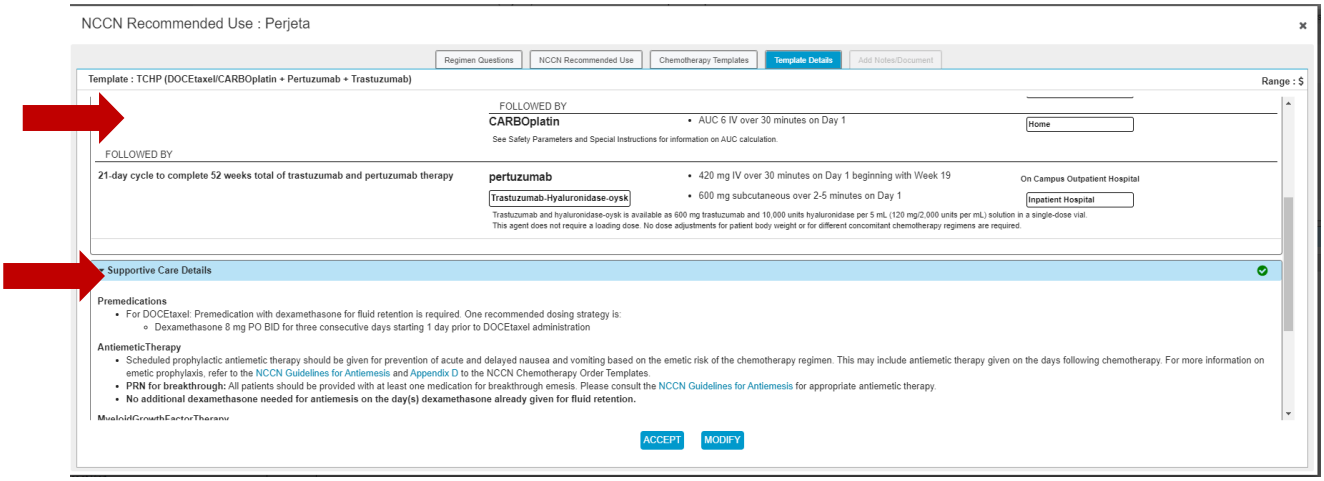
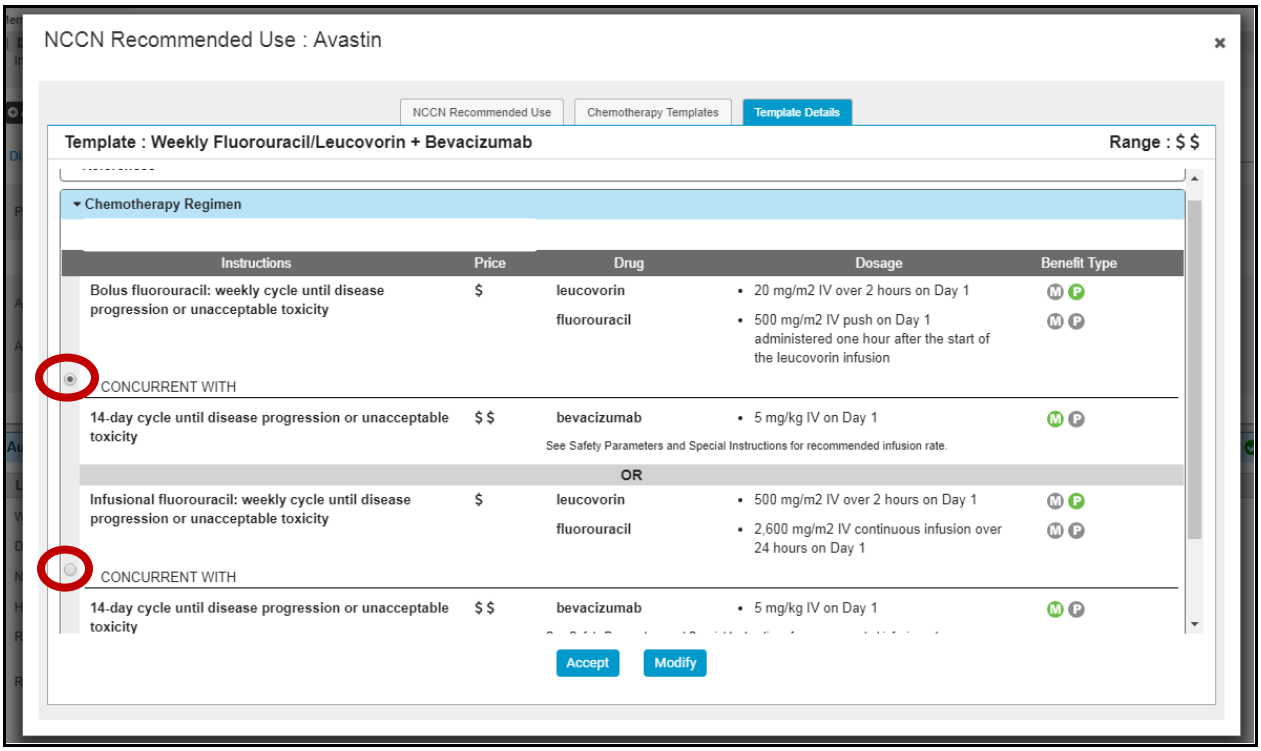


5. Review the Instructions and Supportive Care Details for the course of therapy.



*In some instances, there may be more than one option under instructions to select from. Click the radio button to select the Instruction you wish to use.

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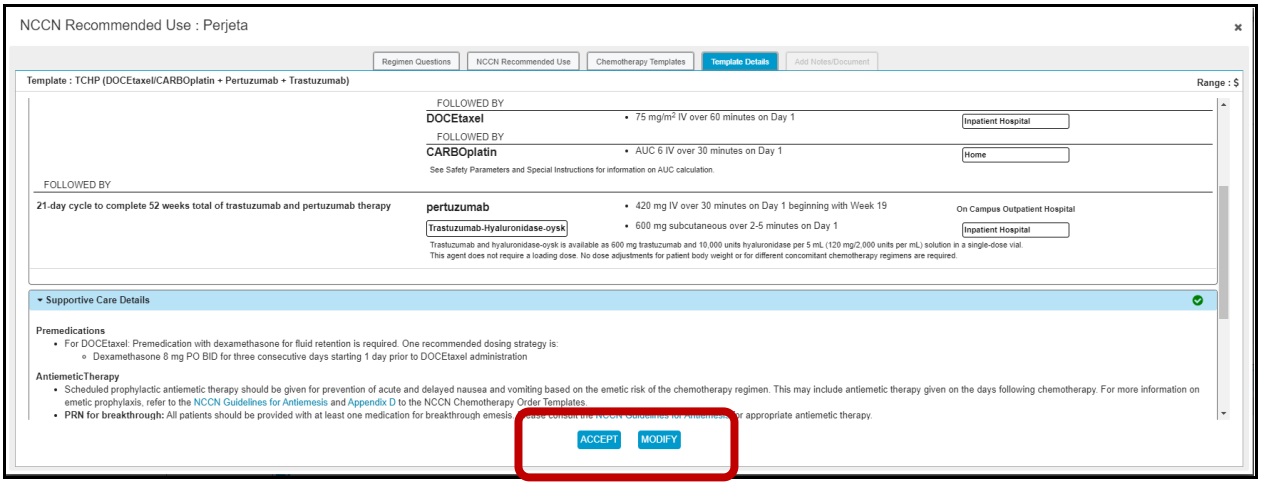
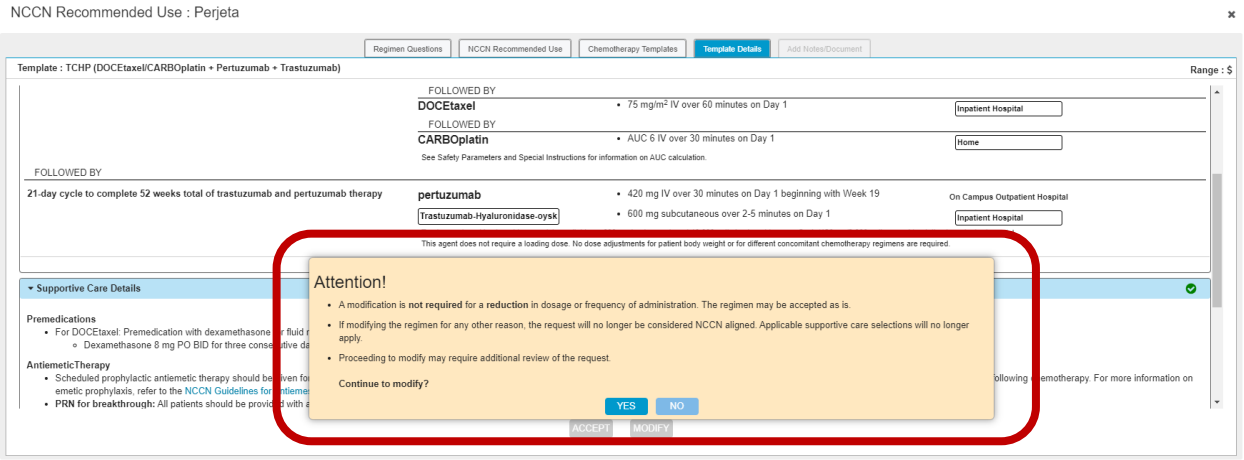


6. If you choose to accept the recommended regimen, click **Accept.**
7. If you wish to make changes to the regimen, click **Modify**.



8. Upon selecting **Modify**, a pop up will display, asking for you to confirm that you do want to modify the request.

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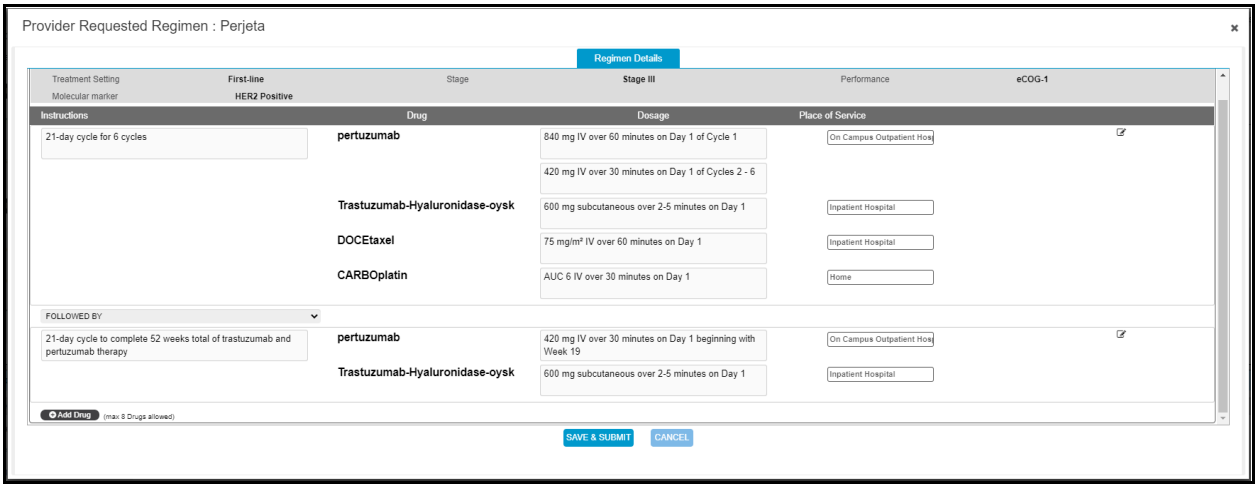
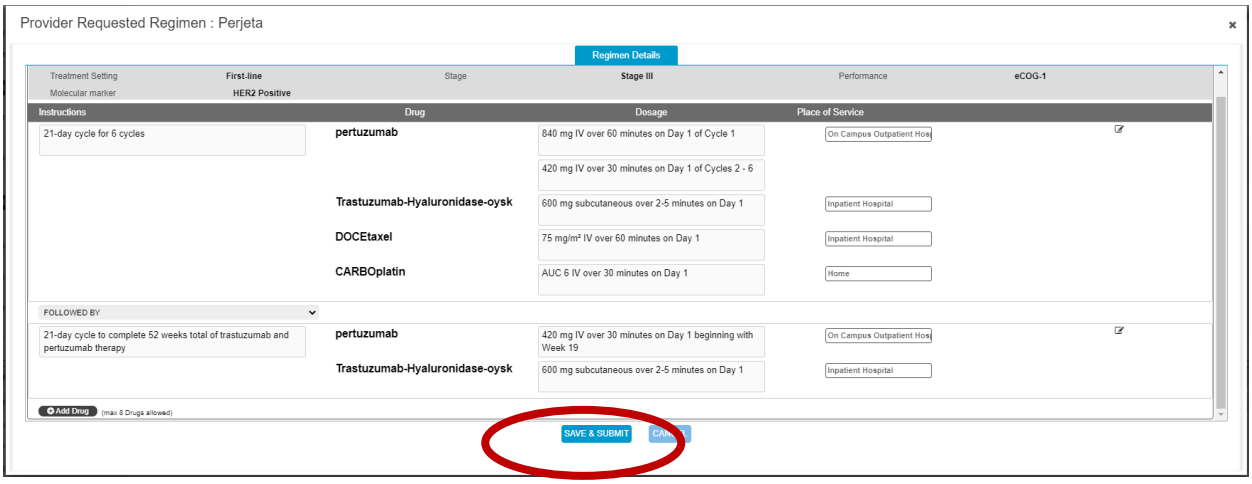


9. If you click "yes", the screen will enable you to edit the regimen information. You can edit the existing medication, by editing the fields, or you can add additional therapies by clicking the "add therapy" button and entering the drug information, instruction information.



10. Once you've made modifications to your instructions, click **Save and Submit**. Your request will then be pended for review.

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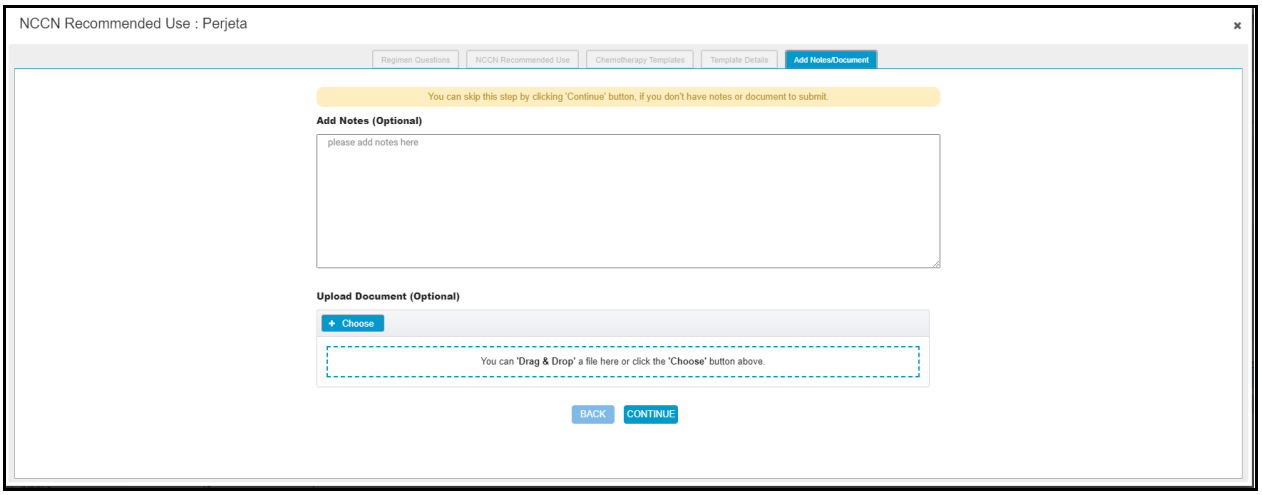
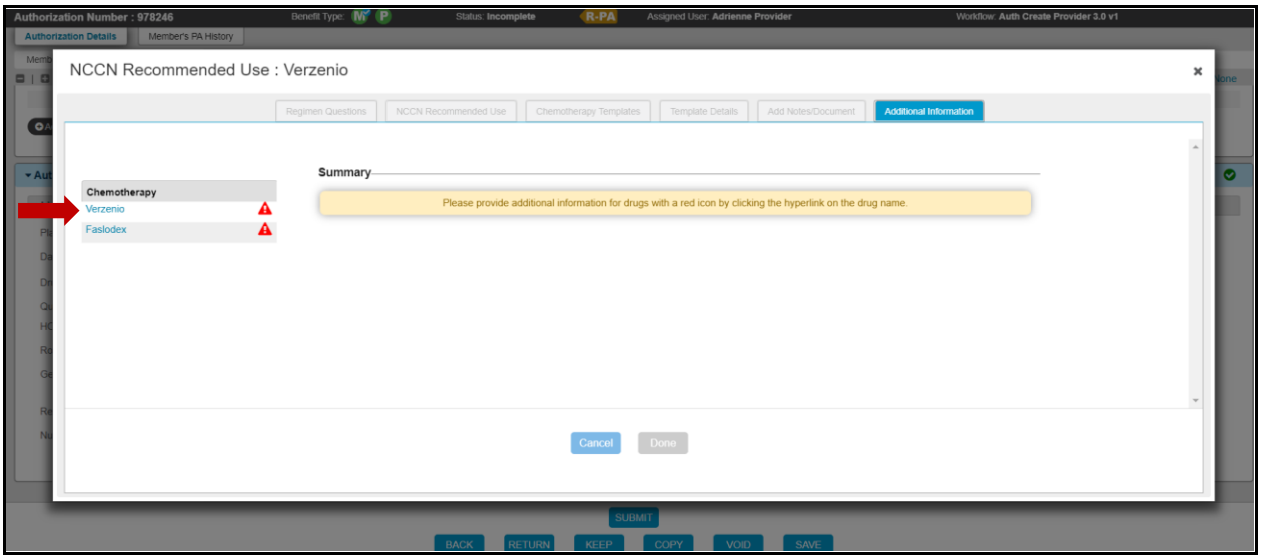
Upon selecting **Accept or Modify**, the screen will advance to the Add Notes/Document section.



You can add optional notes or upload a document here. You can also click continue without entering anything here or click the Back button to edit data from other tabs. Click **continue**.



Click on the drug name to provide additional information.

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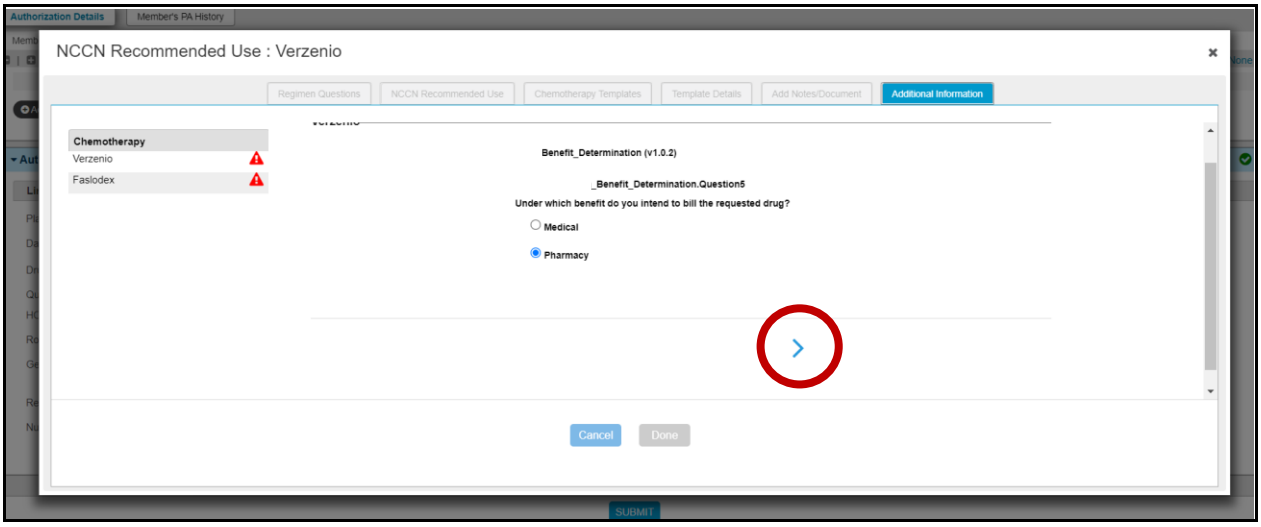
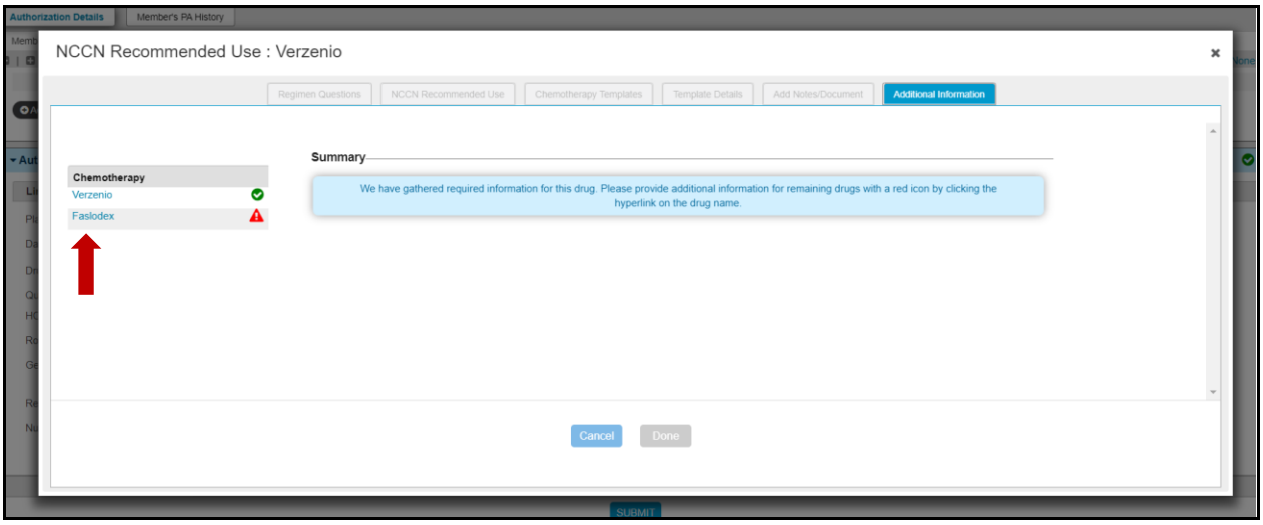


Select the answer to the question that displays and click the blue arrow.



Repeat this process for each drug that has a red trianlge next to it.

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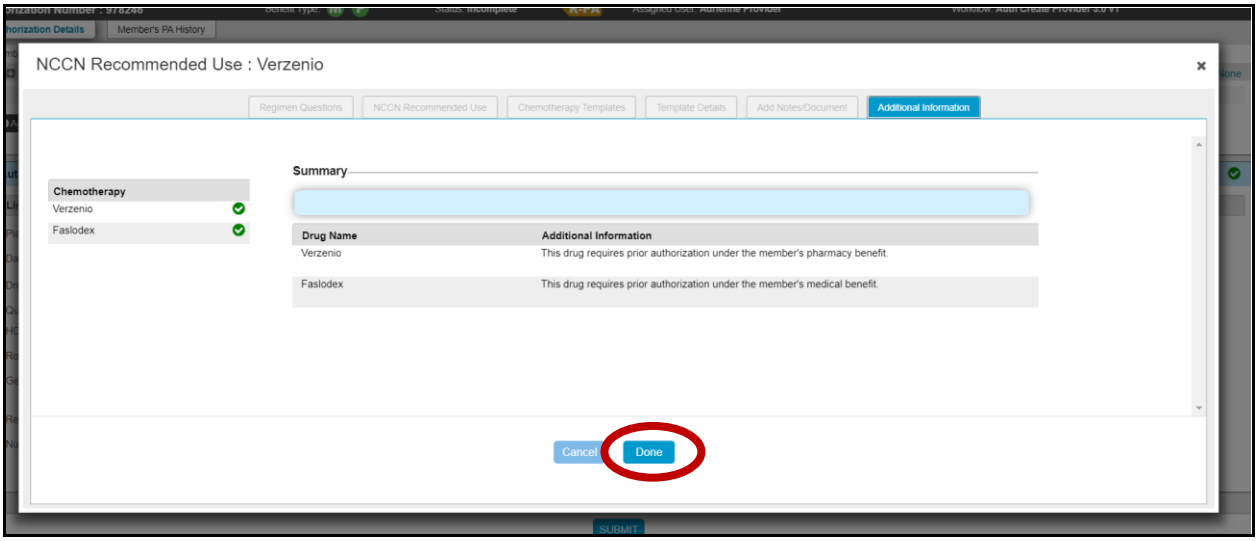
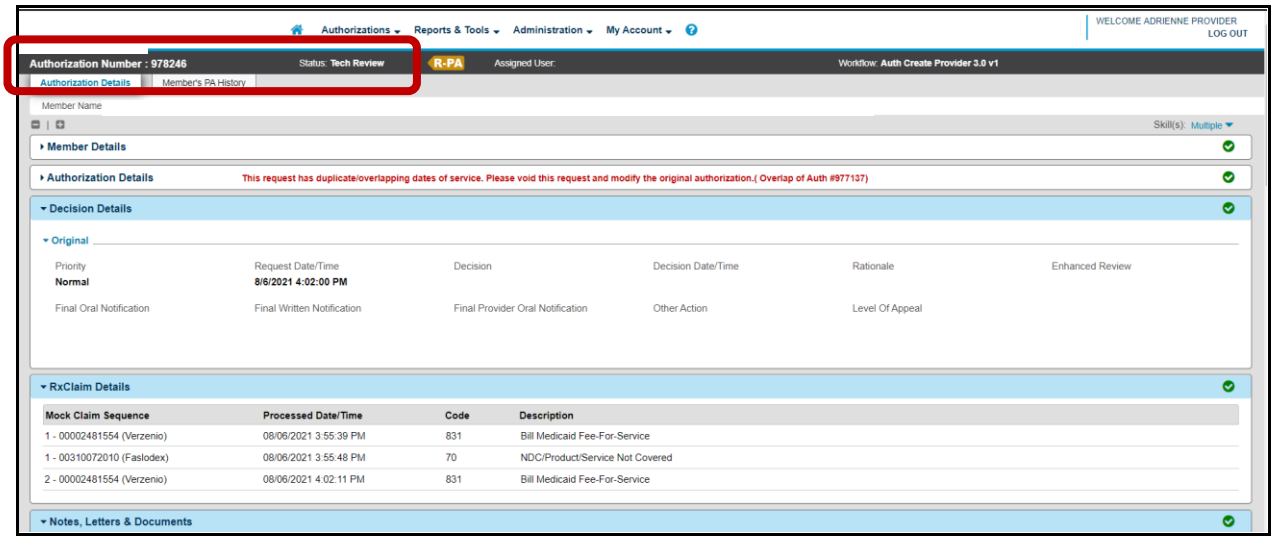


Click **Done**.



The Authorization will then have an Authorization number assigned and it's new status will display at the top of the screen.

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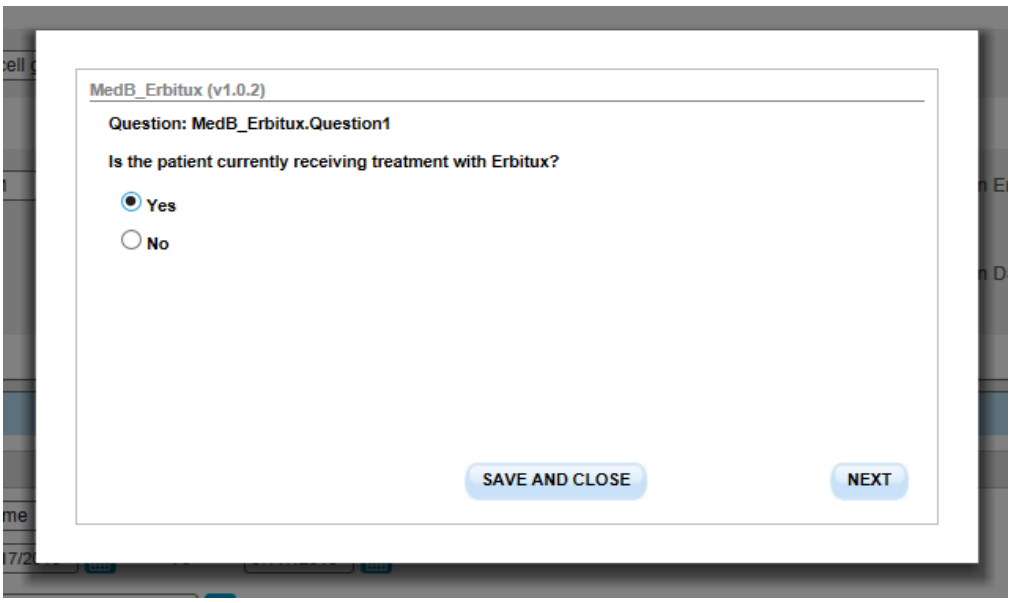
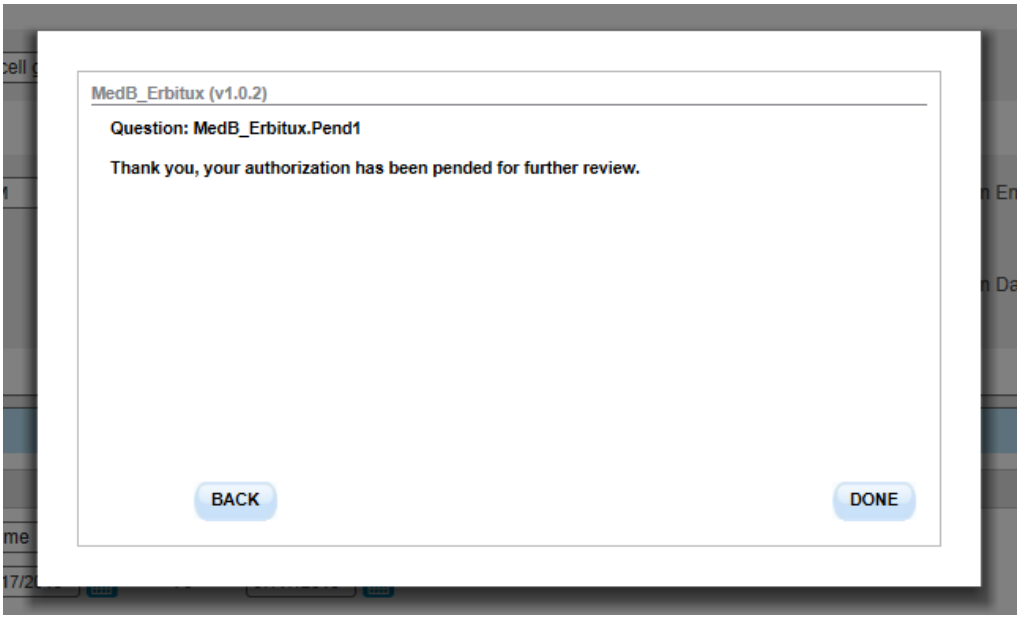
If the request is a single drug request, upon clicking **Submit** you will be presented with a series of protocol questions.



1. 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.



2. 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**.

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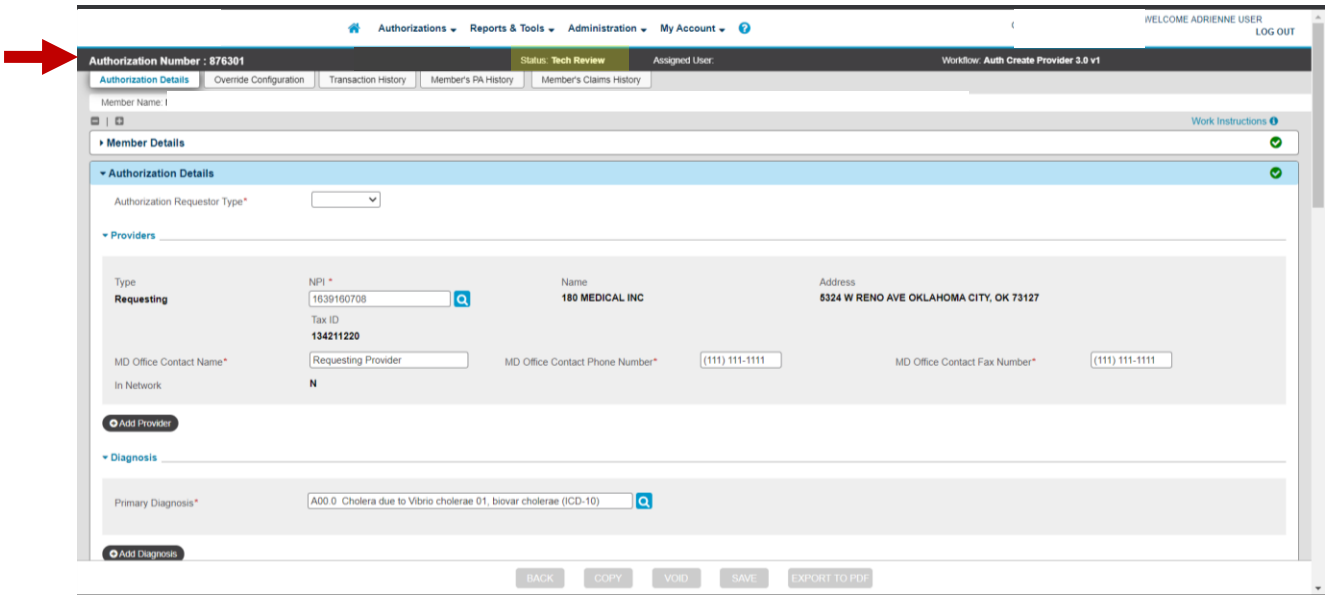
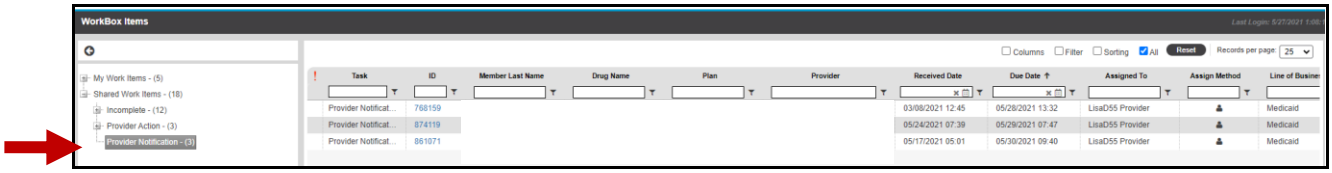


3. The outcome or status of the authorization will be displayed at the top of the screen along with the authorization number assigned.



4. 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.

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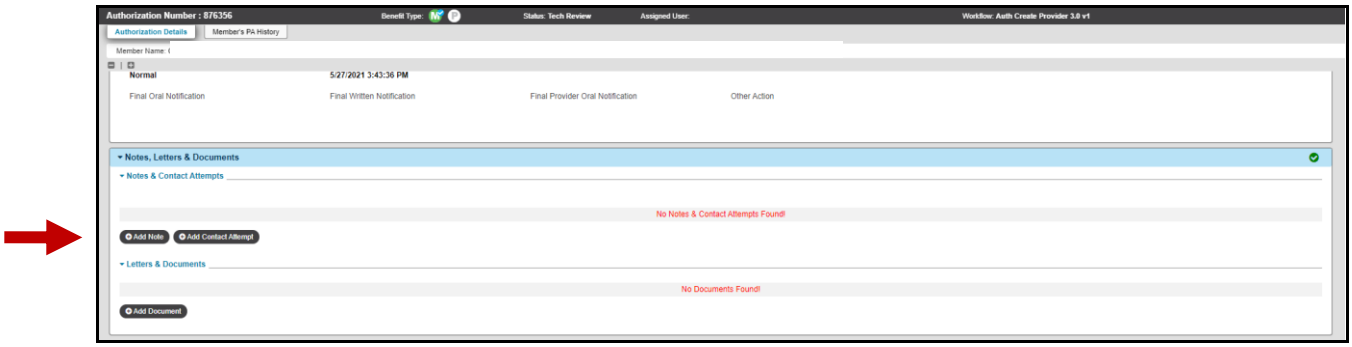
3. NOTES AND DOCUMENTS

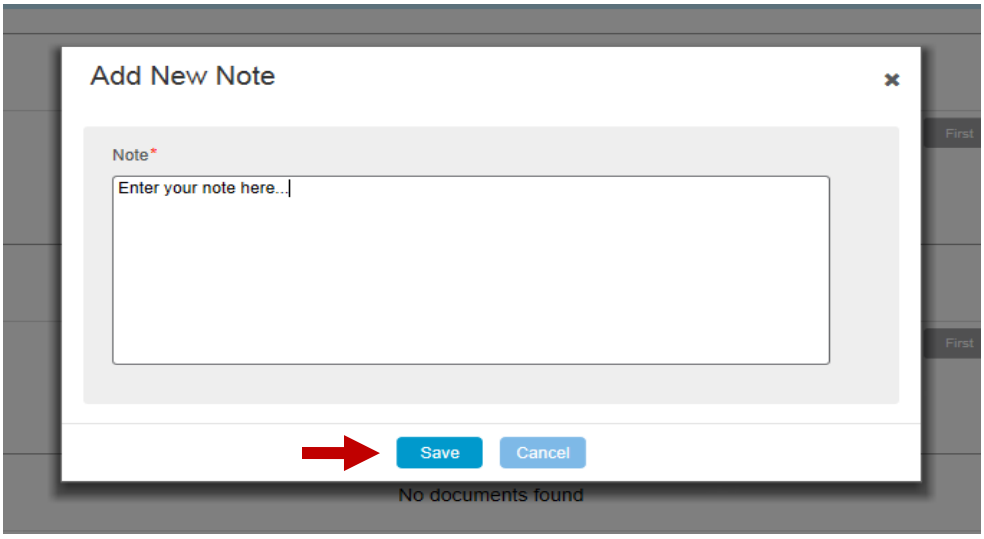
Once the Authorization has been created, you will have the ability to add notes or documents directly to the Authorization.

NOTES

To add a note to the Authorization, from the **Notes, Letters & Documents** section, select **Add Note**.



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



2. 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.

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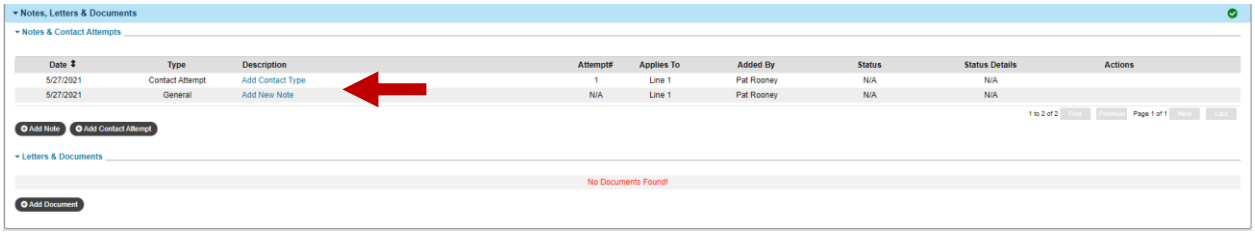
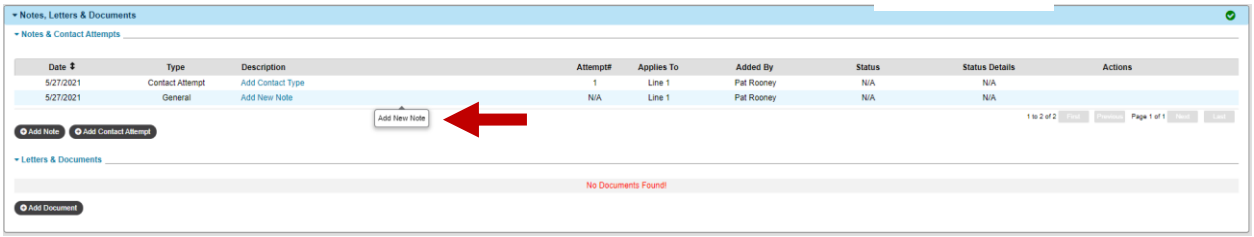
View Notes

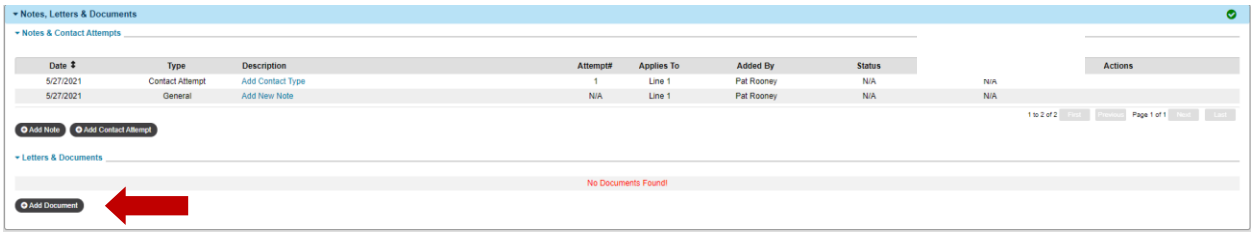




3. You can view the note by hovering over the note **Description** in blue.

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.

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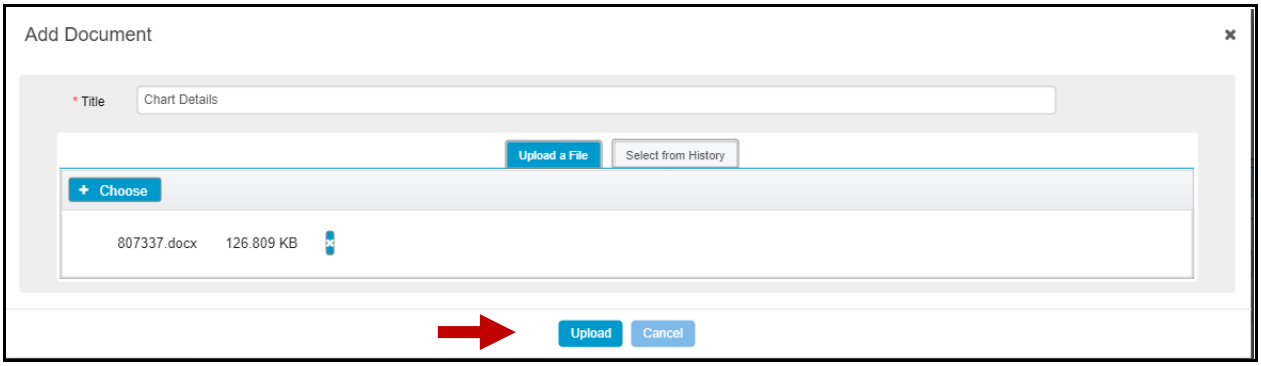
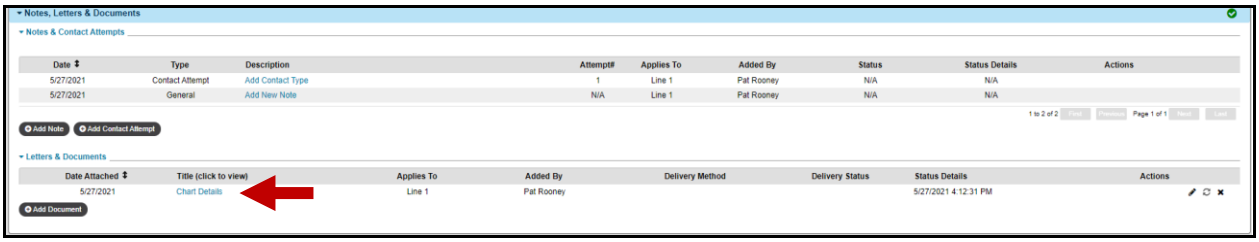


6. Your document will then be saved in the **Documents** section of the Authorization detail.
7. To view a document, click on the **Document** title in blue.



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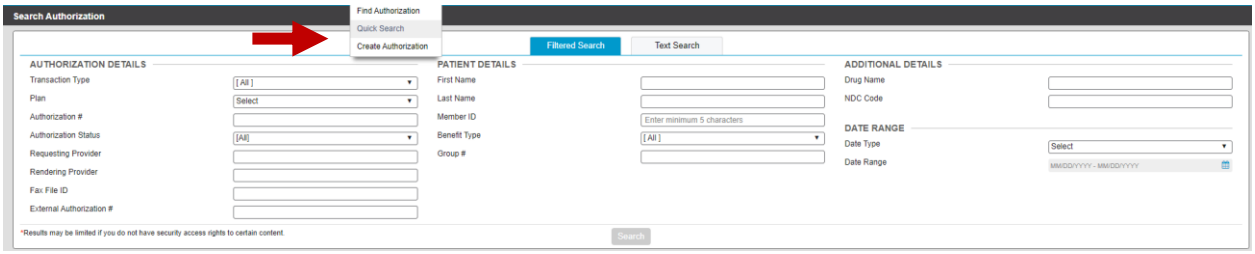
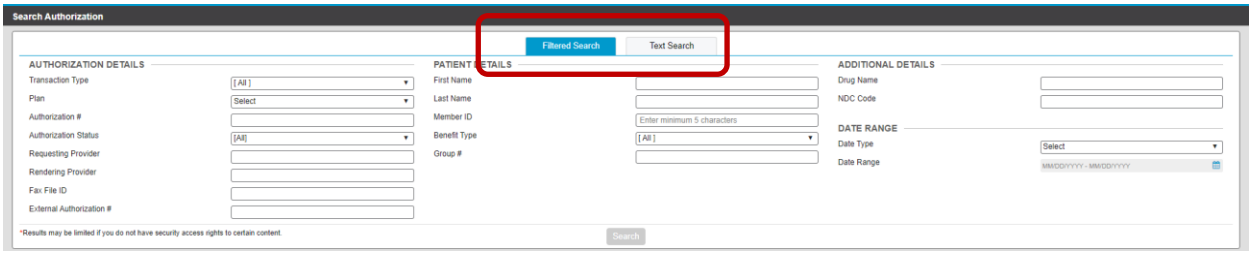
4. QUICK SEARCH

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**.

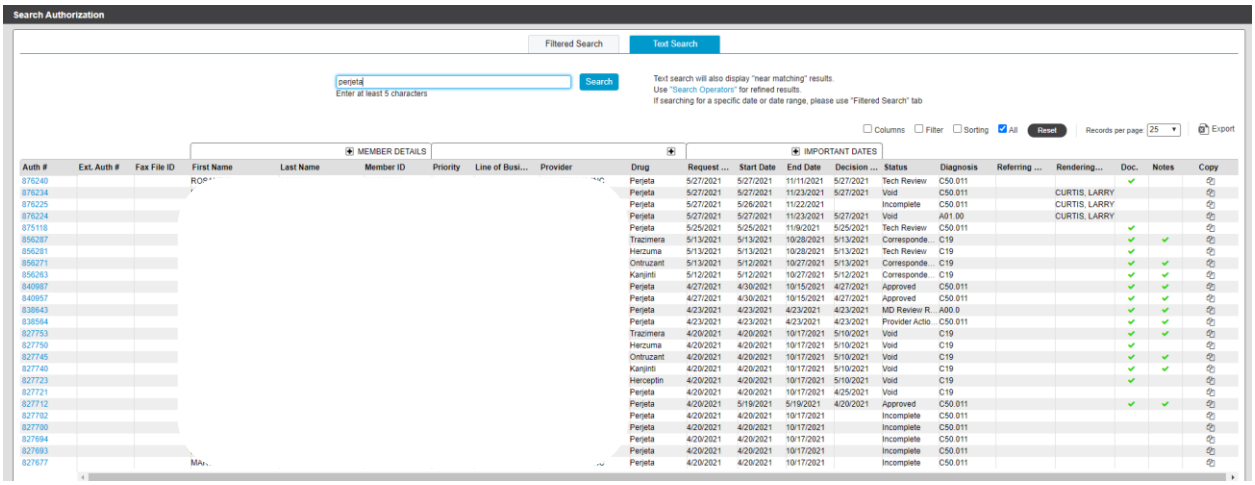


2. Once in the **Quick Search** screen, you have the option to search by **Text Search** and **Filtered Search**.



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.

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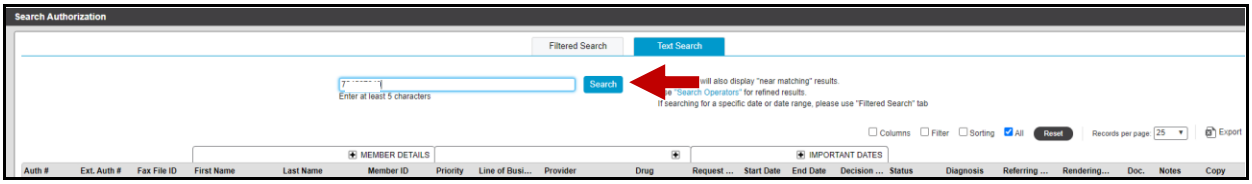
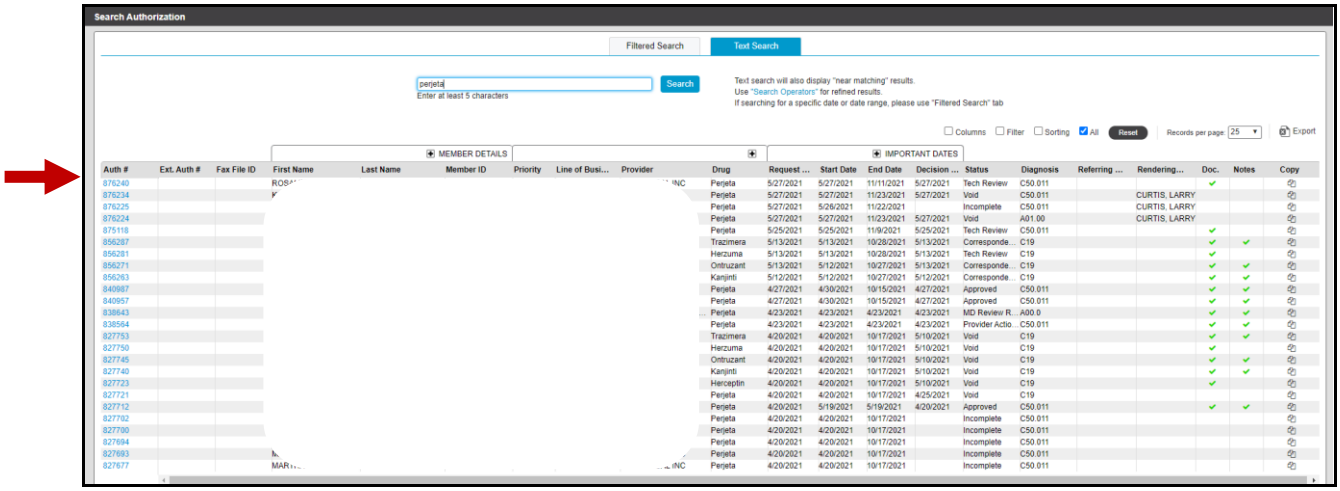
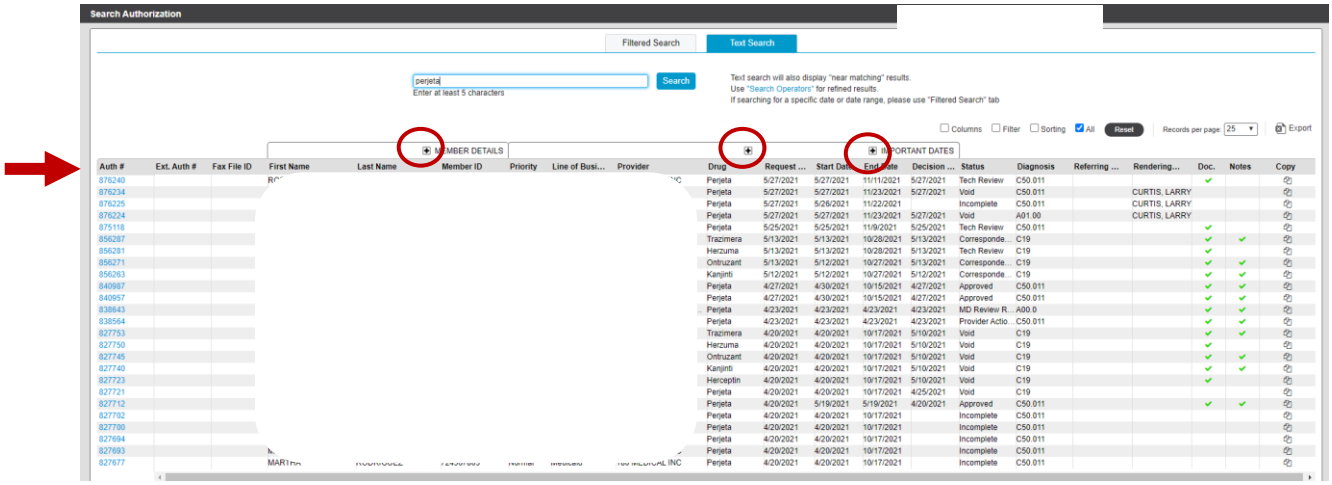


3. From the search results, you can view the high-level detail of an Authorization record (i.e., Novologix authorization number, provider, member name and ID, etc.).



4. You are also able to filter by the headings 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.

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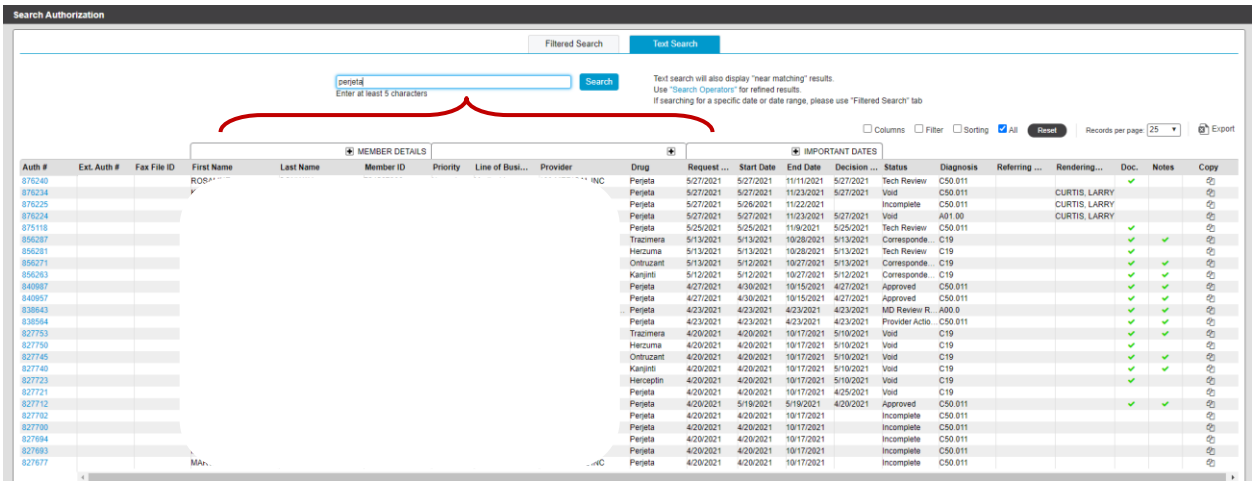
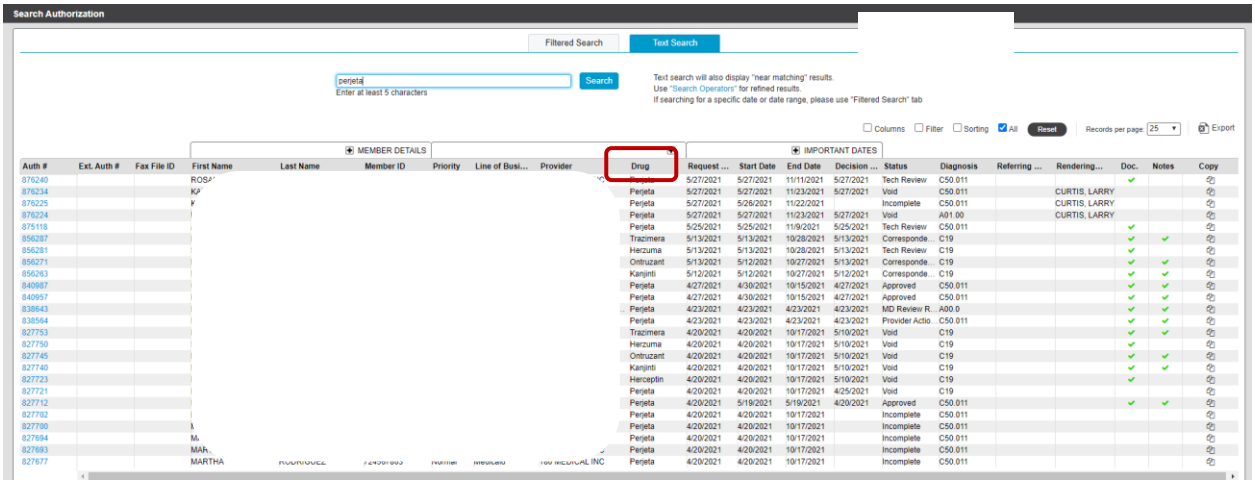
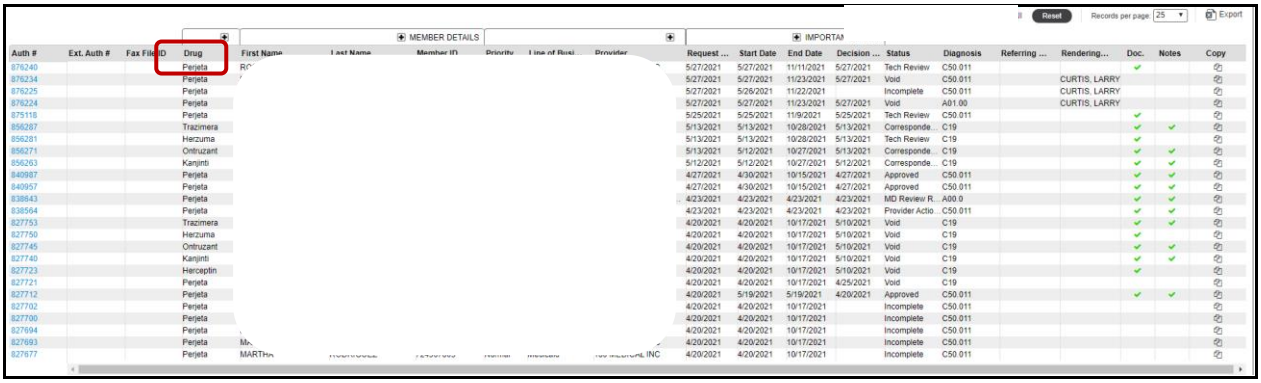


6. Columns are also moveable. Click on the column you would like to move.



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.

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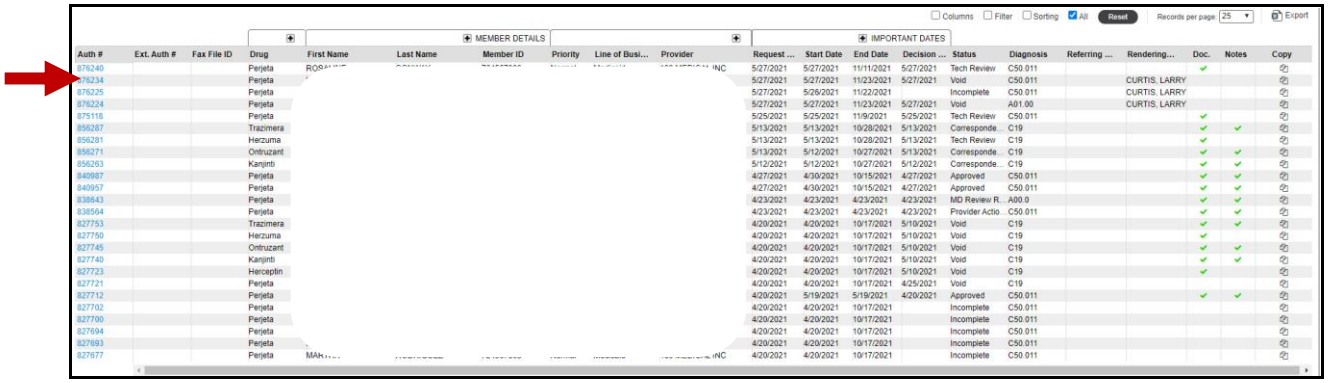
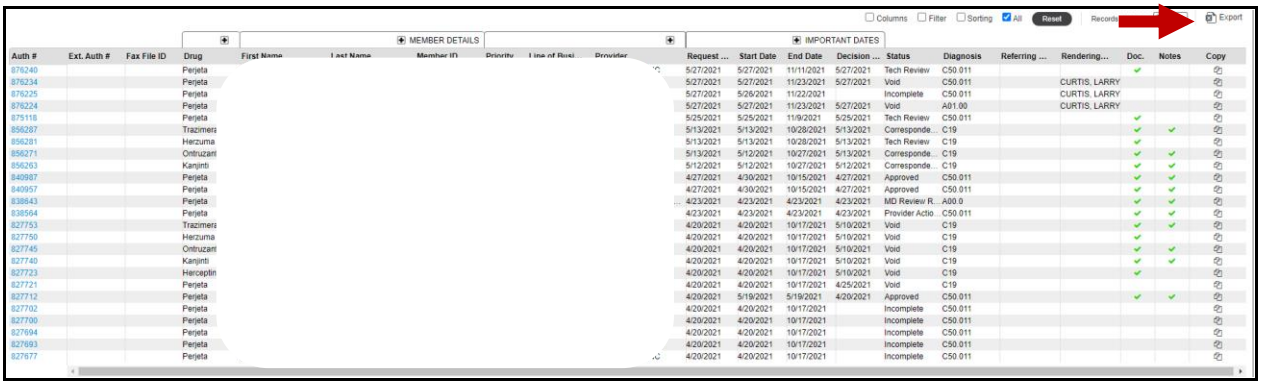
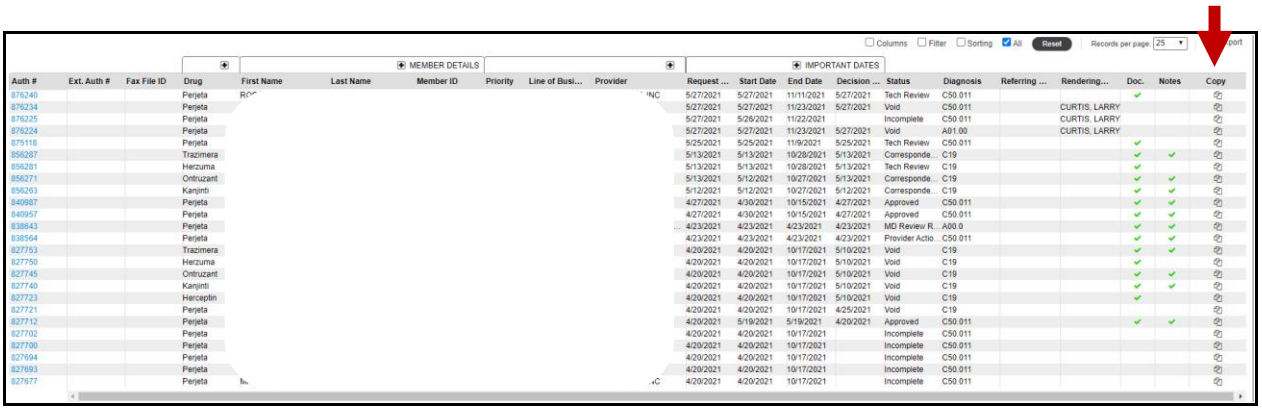


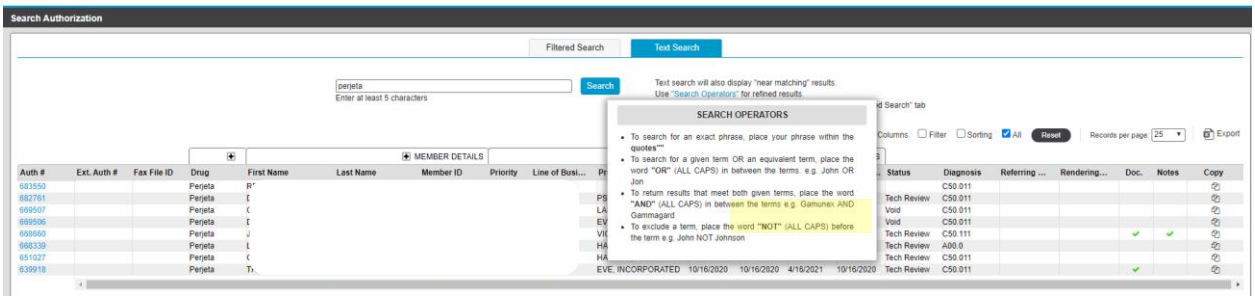
9. To export the search results, click the **Export** icon.



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**.



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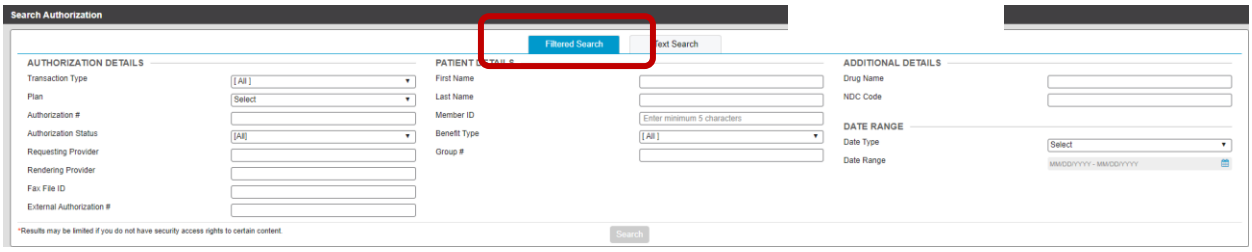
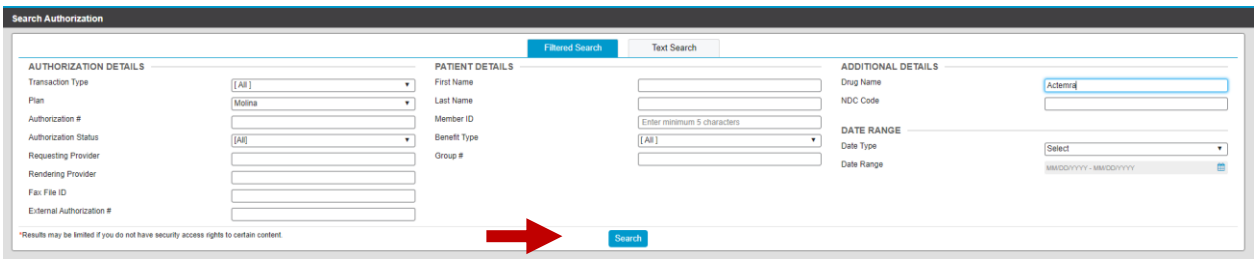
a. To search for an exact phrase, place quotes around the text entered on the search field.
b. To search for an equivalent or a given term, enter the word "OR" (in all caps) between both search terms in the search text field.
c. To search for results that include more than one term, enter the word "AND" (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

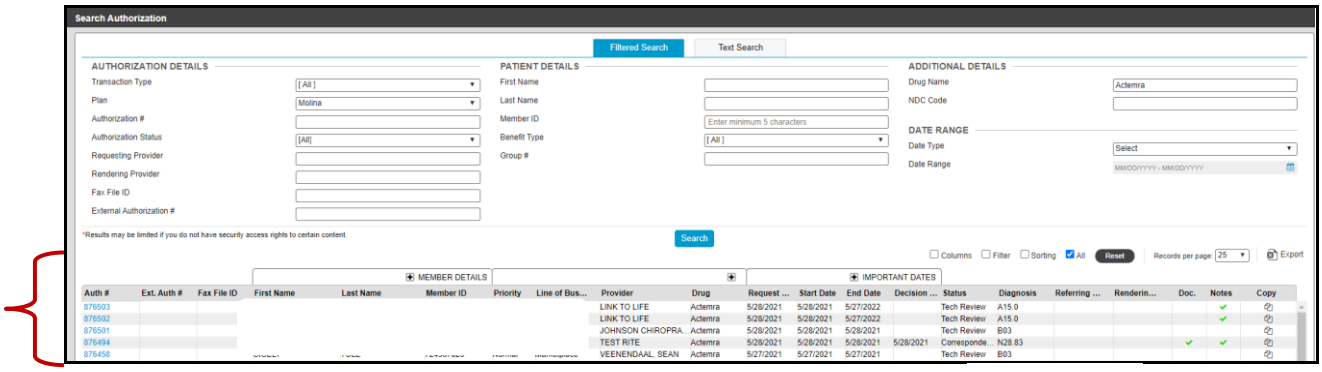
Filtered Search provides the same filtering results as the Find Authorization feature.



1. To reach Filtered Search, click the **Filtered Search** tab.



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



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

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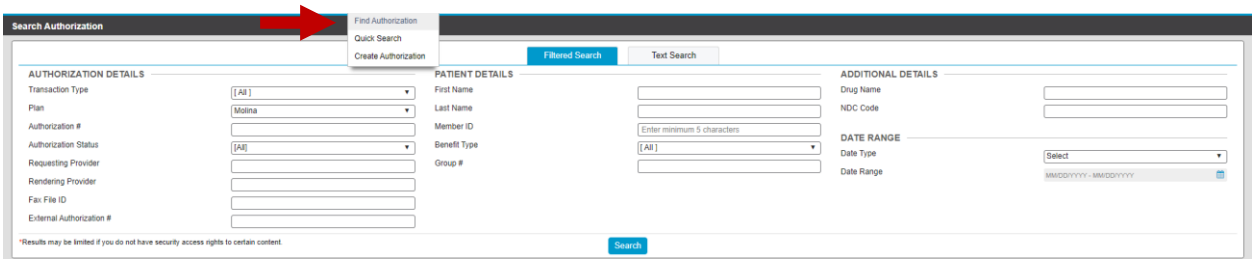
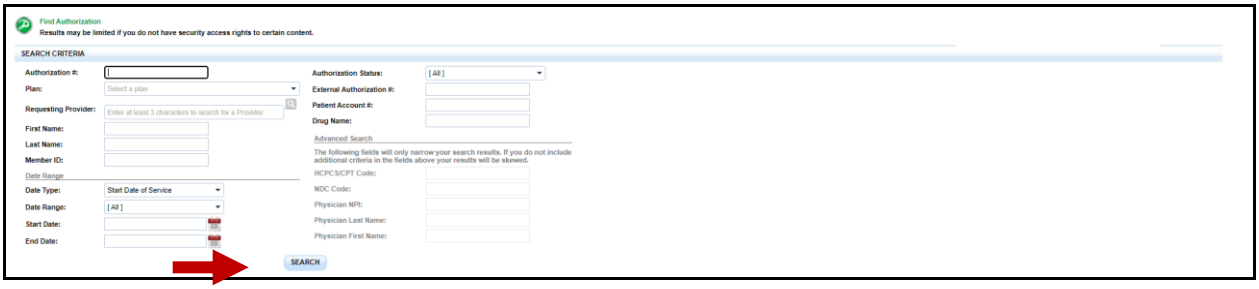
5. FIND AN AUTHORIZATION

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.

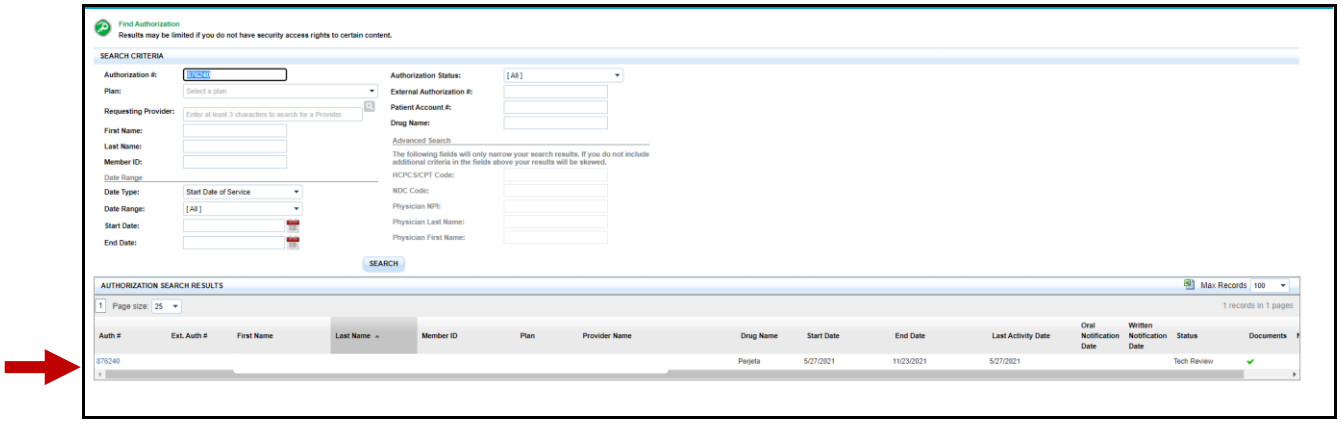


1. From the Homepage select **Find Authorization** from the Authorizations from the top navigation menu.



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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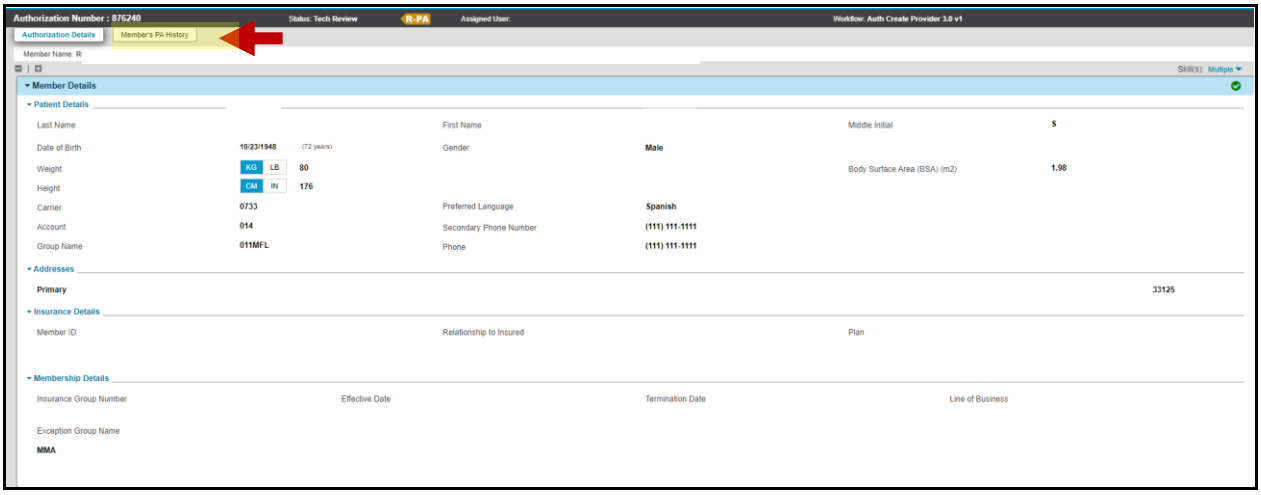
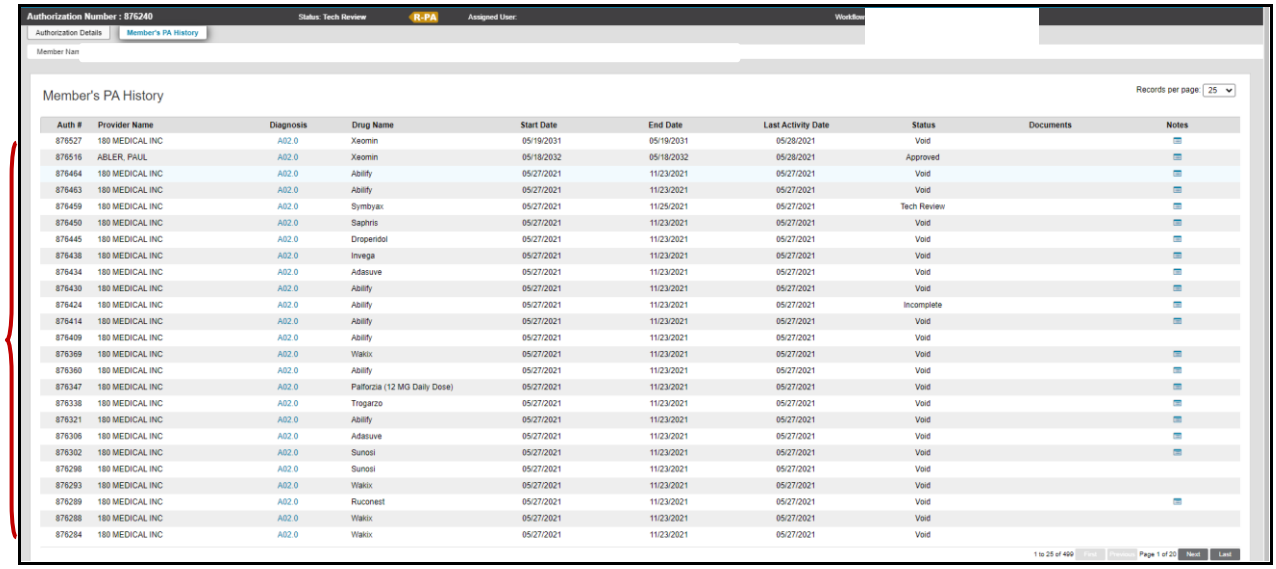
6. MEMBER PRIOR AUTHORIZATION HISTORY

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**.



Auth #	Provider Name	Diagnosis	Drug Name	Start Date	End Date	Last Activity Date	Status	Documents	Notes
876527	180 MEDICAL INC	A02.0	Xeomin	05/19/2031	05/19/2031	05/28/2021	Void		
876516	ABLER, PAUL	A02.0	Xeomin	05/18/2032	05/18/2032	05/28/2021	Approved		
876464	180 MEDICAL INC	A02.0	Abilify	05/27/2021	11/23/2021	05/27/2021	Void		
876463	180 MEDICAL INC	A02.0	Abilify	05/27/2021	11/23/2021	05/27/2021	Void		
876459	180 MEDICAL INC	A02.0	Symbyax	05/27/2021	11/25/2021	05/27/2021	Tech Review		
876450	180 MEDICAL INC	A02.0	Saphris	05/27/2021	11/23/2021	05/27/2021	Void		
876445	180 MEDICAL INC	A02.0	Droperidol	05/27/2021	11/23/2021	05/27/2021	Void		
876438	180 MEDICAL INC	A02.0	Invega	05/27/2021	11/23/2021	05/27/2021	Void		
876434	180 MEDICAL INC	A02.0	Adasuve	05/27/2021	11/23/2021	05/27/2021	Void		
876430	180 MEDICAL INC	A02.0	Abilify	05/27/2021	11/23/2021	05/27/2021	Void		
876424	180 MEDICAL INC	A02.0	Abilify	05/27/2021	11/23/2021	05/27/2021	Incomplete		
876414	180 MEDICAL INC	A02.0	Abilify	05/27/2021	11/23/2021	05/27/2021	Void		
876409	180 MEDICAL INC	A02.0	Abilify	05/27/2021	11/23/2021	05/27/2021	Void		
876369	180 MEDICAL INC	A02.0	Wakix	05/27/2021	11/23/2021	05/27/2021	Void		
876360	180 MEDICAL INC	A02.0	Abilify	05/27/2021	11/23/2021	05/27/2021	Void		
876347	180 MEDICAL INC	A02.0	Palforzia (12 MG Daily Dose)	05/27/2021	11/23/2021	05/27/2021	Void		
876338	180 MEDICAL INC	A02.0	Trogarzo	05/27/2021	11/23/2021	05/27/2021	Void		
876321	180 MEDICAL INC	A02.0	Abilify	05/27/2021	11/23/2021	05/27/2021	Void		
876306	180 MEDICAL INC	A02.0	Adasuve	05/27/2021	11/23/2021	05/27/2021	Void		
876302	180 MEDICAL INC	A02.0	Sunosi	05/27/2021	11/23/2021	05/27/2021	Void		
876298	180 MEDICAL INC	A02.0	Sunosi	05/27/2021	11/23/2021	05/27/2021	Void		
876293	180 MEDICAL INC	A02.0	Wakix	05/27/2021	11/23/2021	05/27/2021	Void		
876289	180 MEDICAL INC	A02.0	Ruconest	05/27/2021	11/23/2021	05/27/2021	Void		
876288	180 MEDICAL INC	A02.0	Wakix	05/27/2021	11/23/2021	05/27/2021	Void		
876284	180 MEDICAL INC	A02.0	Wakix	05/27/2021	11/23/2021	05/27/2021	Void		

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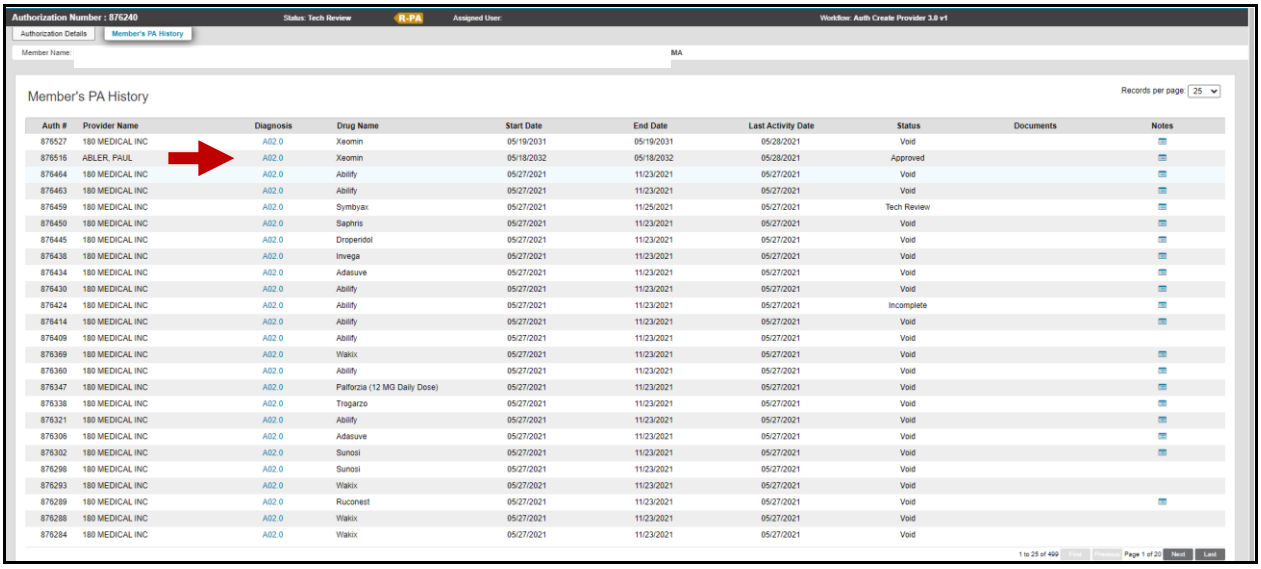
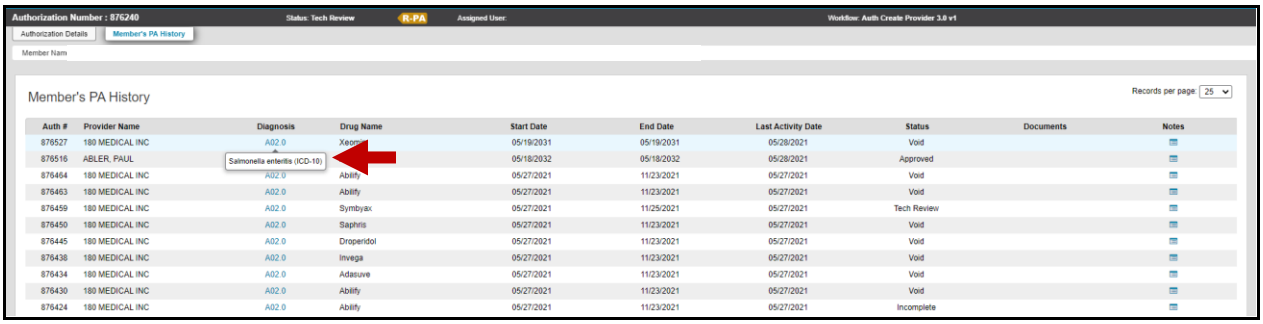
3. The details listed for each authorization include the authorization number, provider name, diagnosis code, drug name, start and end dates, authorization status, documents, and notes.



Auth #	Provider Name	Diagnosis	Drug Name	Start Date	End Date	Last Activity Date	Status	Documents	Notes
876527	180 MEDICAL INC	A02.0	Xeomin	05/19/2031	05/19/2031	05/28/2021	Void		
876516	ABLER, PAUL	A02.0	Xeomin	05/18/2032	05/18/2032	05/28/2021	Approved		
876464	180 MEDICAL INC	A02.0	Abilify	05/27/2021	11/23/2021	05/27/2021	Void		
876463	180 MEDICAL INC	A02.0	Abilify	05/27/2021	11/23/2021	05/27/2021	Void		
876459	180 MEDICAL INC	A02.0	Symbyax	05/27/2021	11/25/2021	05/27/2021	Tech Review		
876450	180 MEDICAL INC	A02.0	Saphris	05/27/2021	11/23/2021	05/27/2021	Void		
876445	180 MEDICAL INC	A02.0	Droperidol	05/27/2021	11/23/2021	05/27/2021	Void		
876438	180 MEDICAL INC	A02.0	Invega	05/27/2021	11/23/2021	05/27/2021	Void		
876434	180 MEDICAL INC	A02.0	Adasuve	05/27/2021	11/23/2021	05/27/2021	Void		
876430	180 MEDICAL INC	A02.0	Abilify	05/27/2021	11/23/2021	05/27/2021	Void		
876424	180 MEDICAL INC	A02.0	Abilify	05/27/2021	11/23/2021	05/27/2021	Incomplete		
876414	180 MEDICAL INC	A02.0	Abilify	05/27/2021	11/23/2021	05/27/2021	Void		
876409	180 MEDICAL INC	A02.0	Abilify	05/27/2021	11/23/2021	05/27/2021	Void		
876369	180 MEDICAL INC	A02.0	Wakix	05/27/2021	11/23/2021	05/27/2021	Void		
876360	180 MEDICAL INC	A02.0	Abilify	05/27/2021	11/23/2021	05/27/2021	Void		
876347	180 MEDICAL INC	A02.0	Paiforzia (12 MG Daily Dose)	05/27/2021	11/23/2021	05/27/2021	Void		
876338	180 MEDICAL INC	A02.0	Trogarzo	05/27/2021	11/23/2021	05/27/2021	Void		
876321	180 MEDICAL INC	A02.0	Abilify	05/27/2021	11/23/2021	05/27/2021	Void		
876306	180 MEDICAL INC	A02.0	Adasuve	05/27/2021	11/23/2021	05/27/2021	Void		
876302	180 MEDICAL INC	A02.0	Sunosi	05/27/2021	11/23/2021	05/27/2021	Void		
876298	180 MEDICAL INC	A02.0	Sunosi	05/27/2021	11/23/2021	05/27/2021	Void		
876293	180 MEDICAL INC	A02.0	Wakix	05/27/2021	11/23/2021	05/27/2021	Void		
876289	180 MEDICAL INC	A02.0	Ruconest	05/27/2021	11/23/2021	05/27/2021	Void		
876288	180 MEDICAL INC	A02.0	Wakix	05/27/2021	11/23/2021	05/27/2021	Void		
876284	180 MEDICAL INC	A02.0	Wakix	05/27/2021	11/23/2021	05/27/2021	Void		

4. The **Diagnosis** descriptions are viewable by hovering over the diagnosis code in blue.



Auth #	Provider Name	Diagnosis	Drug Name	Start Date	End Date	Last Activity Date	Status	Documents	Notes
876527	180 MEDICAL INC	A02.0	Xeomin	05/19/2031	05/19/2031	05/28/2021	Void		
876516	ABLER, PAUL	A02.0		05/18/2032	05/18/2032	05/28/2021	Approved		
876464	180 MEDICAL INC	A02.0	Abilify	05/27/2021	11/23/2021	05/27/2021	Void		
876463	180 MEDICAL INC	A02.0	Abilify	05/27/2021	11/23/2021	05/27/2021	Void		
876459	180 MEDICAL INC	A02.0	Symbyax	05/27/2021	11/25/2021	05/27/2021	Tech Review		
876450	180 MEDICAL INC	A02.0	Saphris	05/27/2021	11/23/2021	05/27/2021	Void		
876445	180 MEDICAL INC	A02.0	Droperidol	05/27/2021	11/23/2021	05/27/2021	Void		
876438	180 MEDICAL INC	A02.0	Invega	05/27/2021	11/23/2021	05/27/2021	Void		
876434	180 MEDICAL INC	A02.0	Adasuve	05/27/2021	11/23/2021	05/27/2021	Void		
876430	180 MEDICAL INC	A02.0	Abilify	05/27/2021	11/23/2021	05/27/2021	Void		
876424	180 MEDICAL INC	A02.0	Abilify	05/27/2021	11/23/2021	05/27/2021	Incomplete		

5. Documents associated with an authorization can be opened by clicking on the document name in blue.

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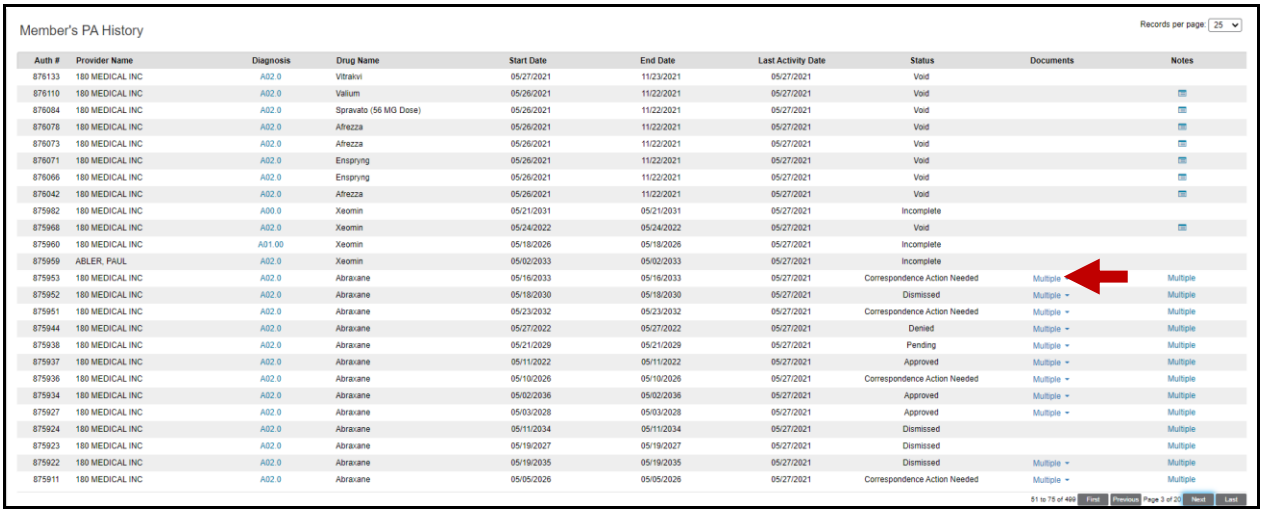
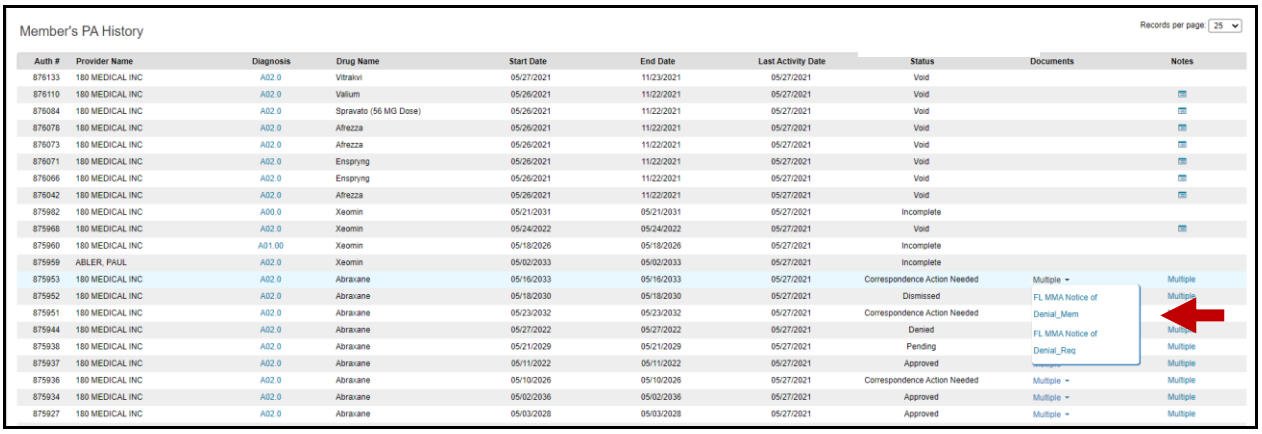
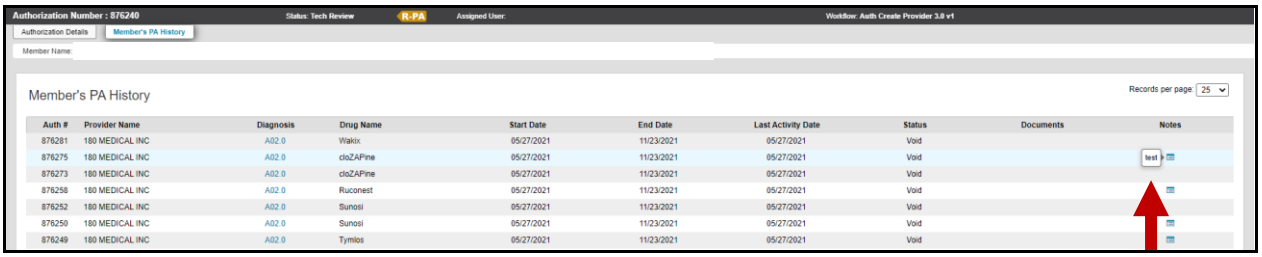


6. For authorizations that have multiple documents attached, click on the down arrow to view the list of documents attached to that authorization.



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.

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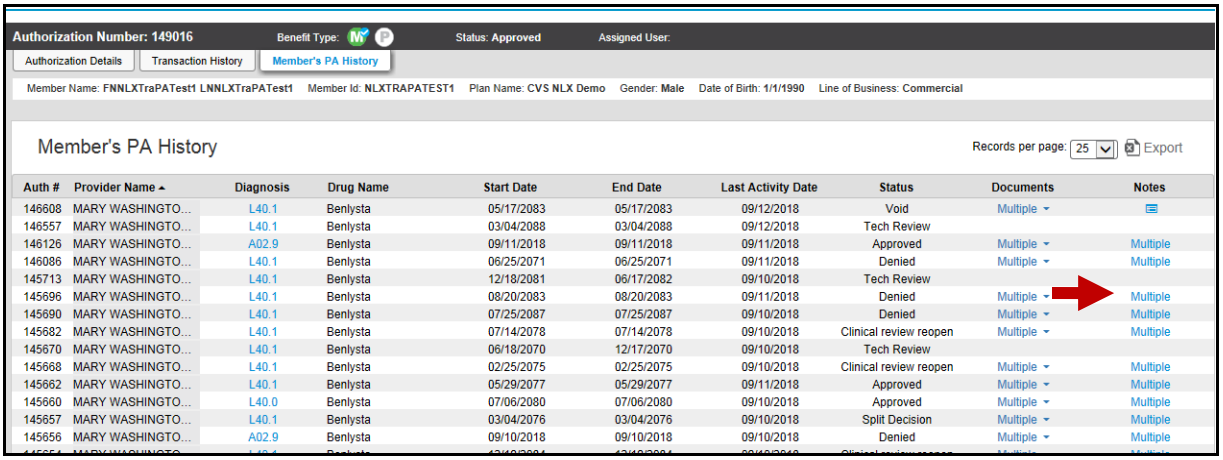
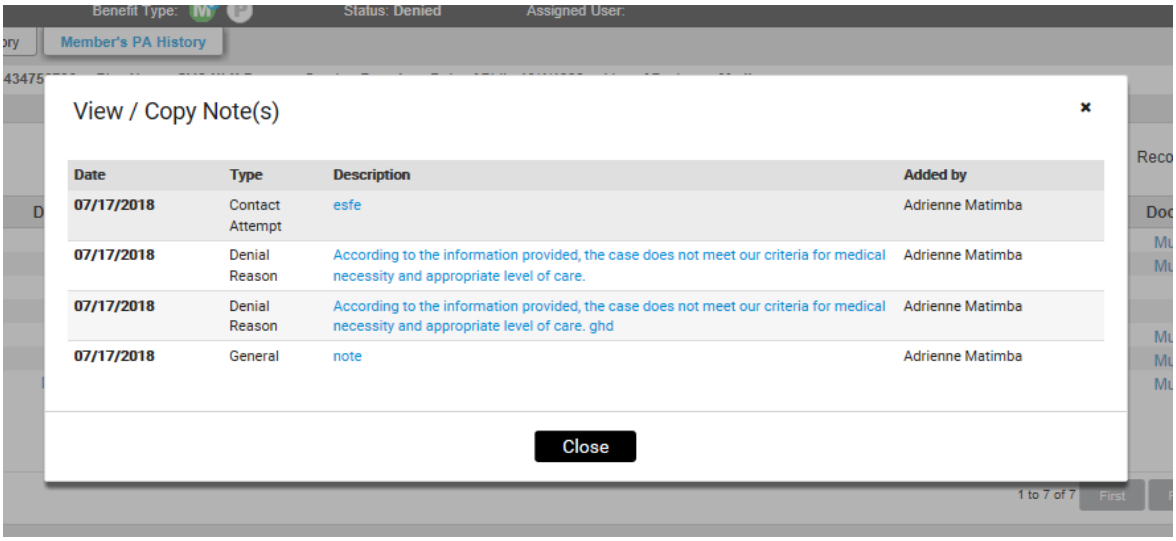


9. All notes associated with that authorization will be presented in the pop up that displays.



10. To copy a note to your computer's clipboard, click on the note content in blue.

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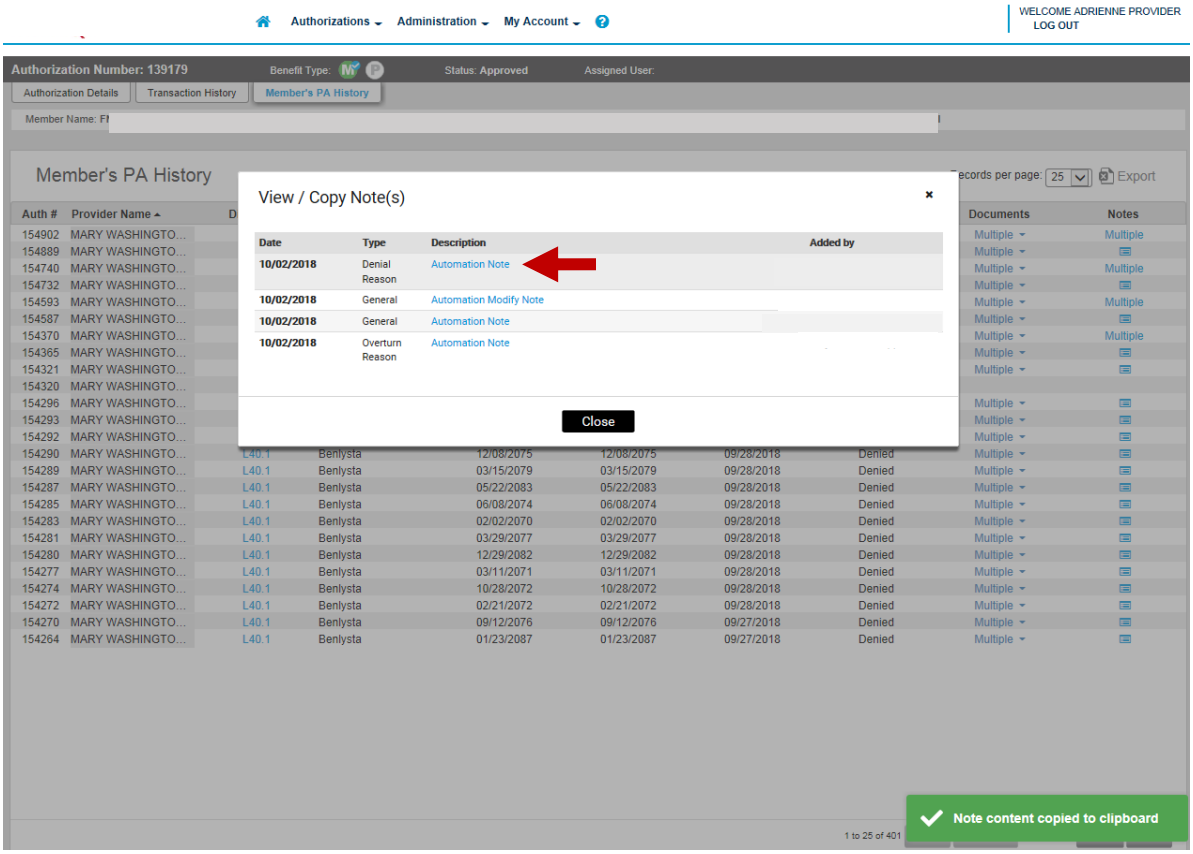

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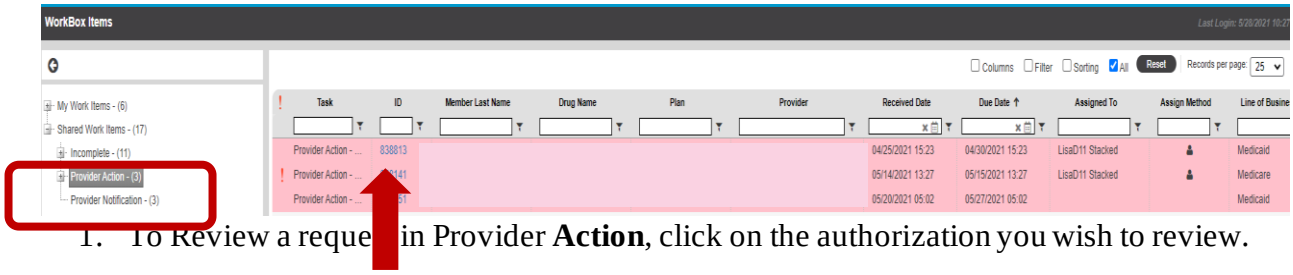
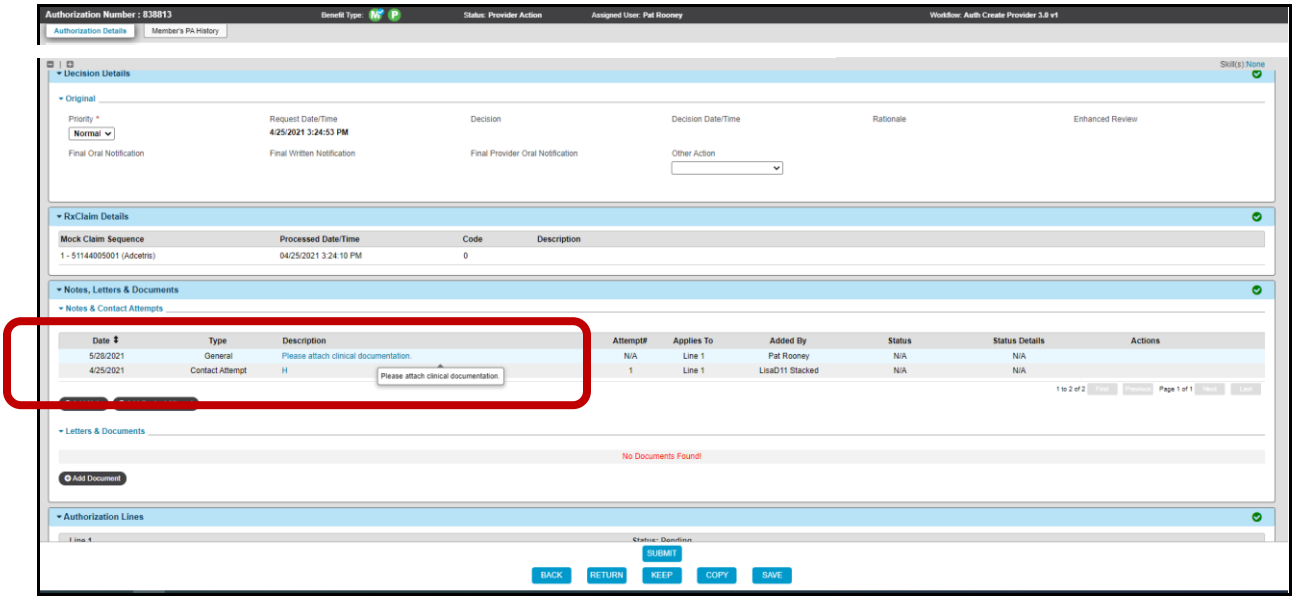
7. HOW TO RESPOND TO A PROVIDER ACTION REQUEST

There may be instances when you have submitted an authorization request and upon review the plan will need additional information from you, the Provider. The plan can request this additional documentation online through the web site, directly to your homepage, under **Provider Action.**



1. To Review a request in Provider **Action**, click on the authorization you wish to review.



1. The description of what is being requested will appear under the **Notes** section of the authorization detail.

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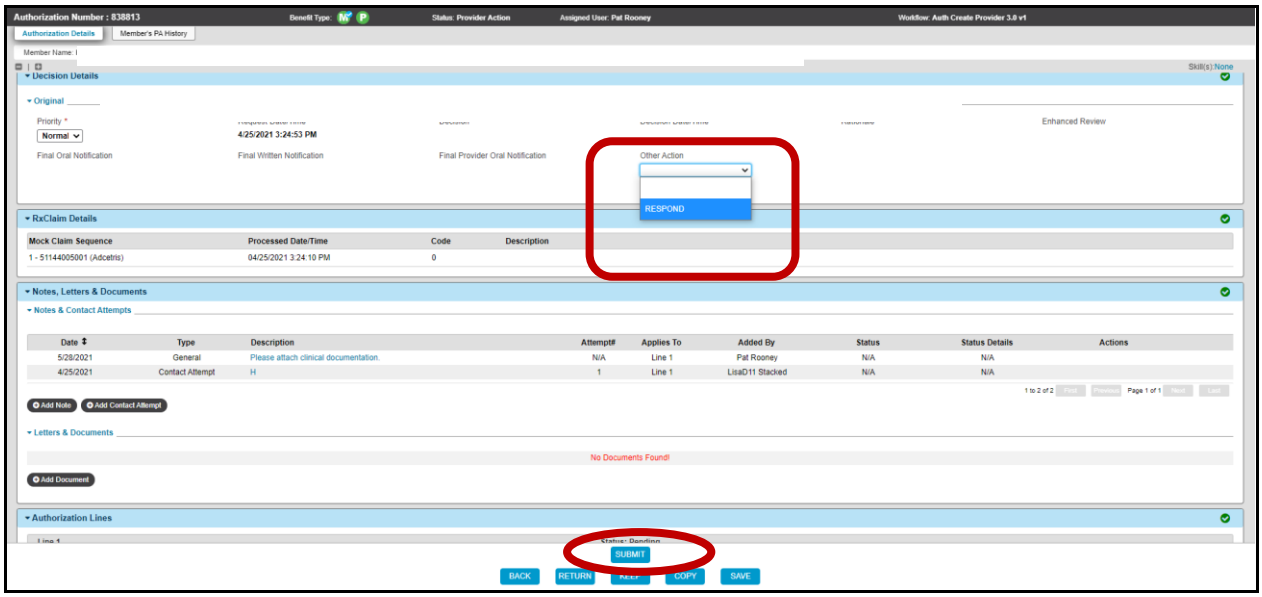

2. Upon review of the authorization and adding any notes or additional documentation, you can then release the authorization back to the plan by selecting the **Respond** from the Other action dropdown in the Decision Details section and click **Submit**.

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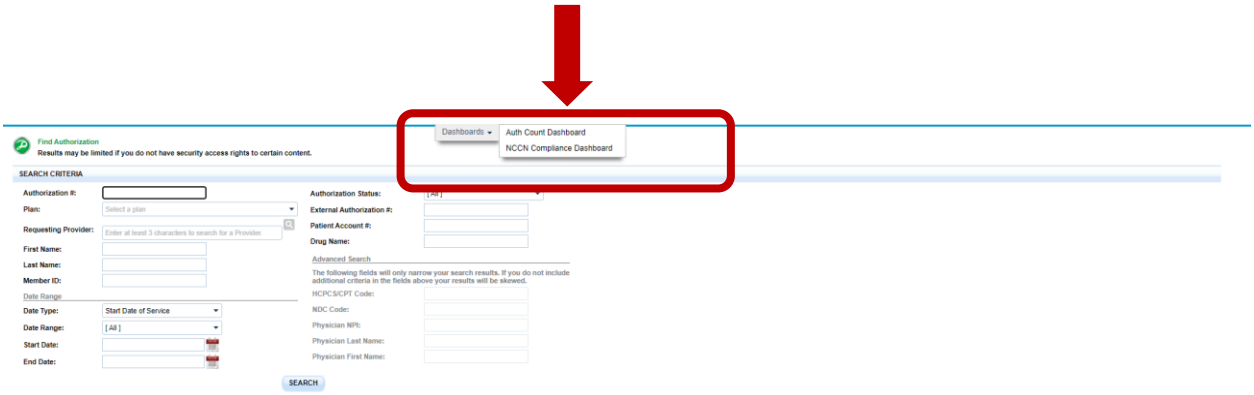
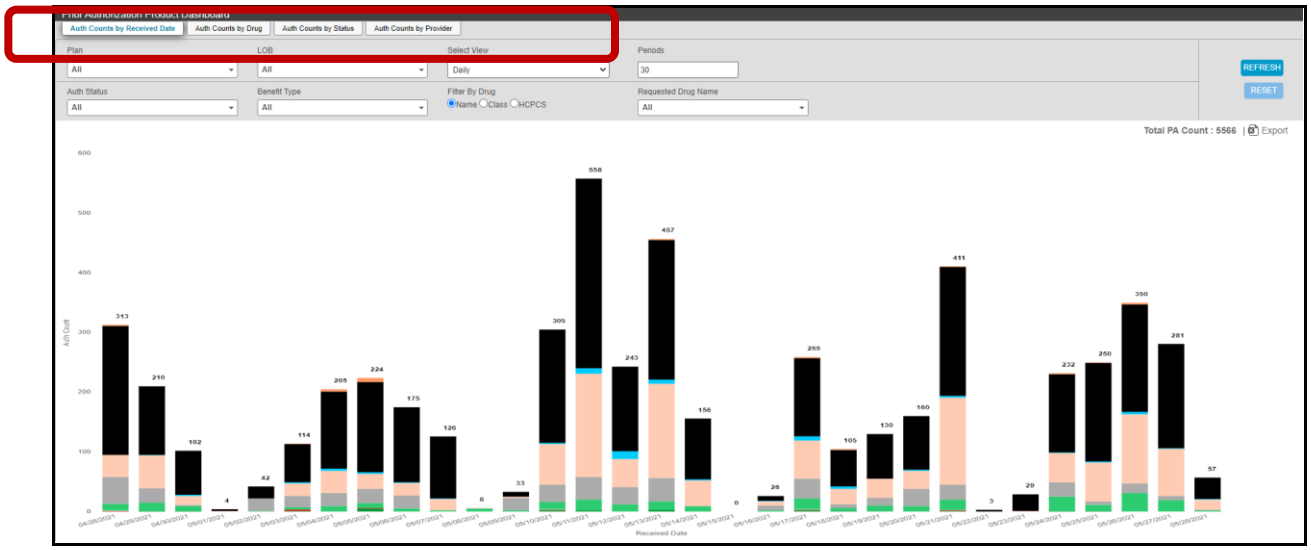
8. PROVIDER ACTIVITY DASHBOARDS

Provider activity Dashboards provide a snapshot of Provider activity in Novologix.

To view the dashboards, from the Report& Tools dropdown menu, hover over **Dashboards.** From there, select either Auth Count Dashboard, or NCCN Compliance Dashboard.





The Auth Count Dashboard provides details on Authorizations in the system by received date, by drug, by status and by Provider. Navigate through each by clicking on the respective tabs at the top of the screen.

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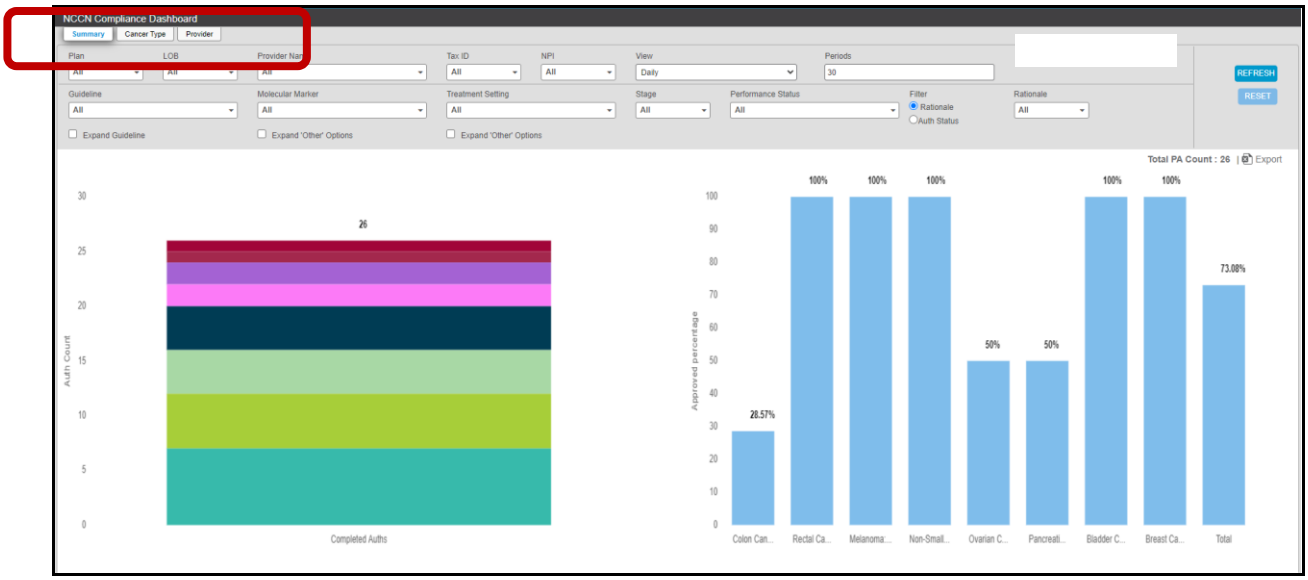

The NCCN Compliance Dashboard provides details on NCCN Regimen requests in the system. You can view results in a summary, by cancer type and by provider. Navigate through each by clicking on the respective tabs at the top of the screen.

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