



BlueCross BlueShield of South Carolina and BlueChoice HealthPlan of South Carolina

Independent licensees of the Blue Cross and Blue Shield Association

1. How do I obtain access to the NovoLogix Authorization System?

You can access the NovoLogix web portal when you log into My Insurance ManagerSM by signing in to www.SouthCarolinaBlues.com or www.BlueChoiceSC.com.

2. Where do I receive training on how to submit an authorization on the NovoLogix Authorization System?

For detailed information on how to create an authorization or how to access the NovoLogix Authorization system, you can review the user manual or training video available under the Help section on the NovoLogix website via My Insurance ManagerSM. You may also visit the Specialty Medical Drugs page at www.SouthCarolinaBlues.com or www.BlueChoiceSC.com.

3. There are three ways to get prior authorizations for medical specialty drugs:

- Call NovoLogix at (866)284-9229
- Fax to NovoLogix at (844)851-0882
- Online through My Insurance ManagerSM

4. How do I contact NovoLogix Client Support Services?

- NovoLogix Client Support Services is available Monday – Friday from 7 a.m. to 6 p.m. (CST)
- Via email at helpdesk@novologix.net

Please do not include protected health information (PHI) when sending email messages to NovoLogix.

5. Will the current medical policies apply or will CVS/Caremark implement new medical policies for prior authorizations, for example step therapy requirements?

Our current medical policies and NovoLogix medical policies are applied via the NovoLogix software.

6. How will I know if a prior authorization is required by the patient's insurance plan?

We encourage providers to utilize My Insurance ManagerSM to verify benefits, eligibility and the necessity of prior authorization requirements for patient visits.

7. Will all prior authorizations for specialty drugs have to be submitted online or can they be faxed to NovoLogix?

They can be faxed to NovoLogix at (844)851-0882, but the preferred method is via online. This is a faster more efficient way to track and process your prior authorization requests.

8. Can additional clinical information be faxed after obtaining an authorization?

Our preferred method to submit additional clinical information is electronically through NovoLogix. You may also call in the requested information, if applicable.

9. Is there a list of diagnoses that goes along with the drug list?

No, there is not a corresponding list for diagnoses and drug codes available within the Prior Authorization Request.

10. Is a prior authorization required for a drug that we buy and bill for?

Yes, prior authorizations are required for specialty drugs that providers buy and bill. The current drug lists are available on www.SouthCarolinaBlues.com and www.BlueChoiceSC.com on the Specialty Medical Drugs page.

11. If a physician performs an injection without a prior authorization, will NovoLogix retro review?

NovoLogix has the ability to review urgent prior authorization requests and allows for 30 day retro authorizations if medical necessity is determined.

12. Is a new prior authorization required when a patient's treatment plan changes with additional drugs?

A new prior authorization is required when additional medical specialty drugs are prescribed.

13. Will I have to go on the NovoLogix site every day to check the status of what is approved or denied?

You will receive a notification letter via fax once a determination has been reached, if you do not want to check online.

14. What method of electronic notifications from NovoLogix will I receive?

Notifications will appear under the Provider Notification queue on the NovoLogix site.

15. What if I have a question regarding an appealed authorization?

Submit your appeal inquiries through My Insurance ManagerSM via Ask Provider Services.