

Provider Quick-Start Guide

NaviNet has collaborated with CoverMyMeds to create Drug Authorizations, a HIPAA-compliant solution that allows you to quickly find and submit prior authorization (PA) requests for all medications and all plans, including Medicare Part D and Medicaid.

Getting Started

Account Setup

To get started, log in to your NaviNet portal and click the “Workflows” tab. Then click “Drug Authorizations.” Follow these same steps at any time to access your PA requests.



Drug Authorizations Homepage

All PA requests created in NaviNet are stored on the Drug Authorizations homepage.

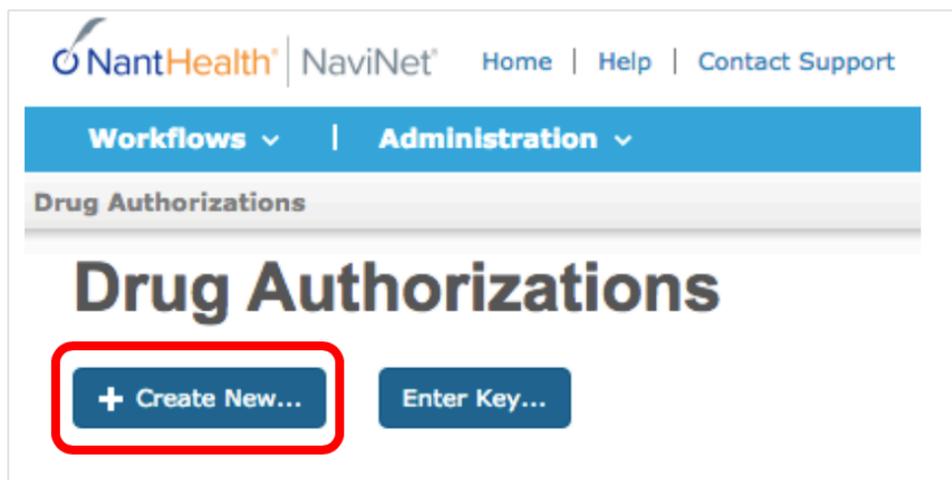
You can filter your requests by entering the patient’s name, prescriber’s name, drug or status into the search field. Narrow your results even further by entering a date range to the right of the search field.

Key	Patient	Drug	Prescriber	Created	Last Updated	Status
GKNXAX	Susie Testpatient	12 Hour Nasal Spray 0.05% NA SOLN	Jaime Bond	11/19/2018 by Jayme Mattimore	11/19/2018 3:14 PM	New
H9F9YW	John Doe	Bacon Flavor XX LIQD	Dr. Brothers	11/19/2018 by Jayme Mattimore	11/19/2018 3:13 PM	New
NNG689	Susie Testpatient	Coconut Flavor liquid	Bond	11/19/2018 by Jayme Mattimore	11/19/2018 11:00 AM	Unknown
TDCIFE	Default Patient	Naproxen 250MG tablets	Ralph Smiff	11/15/2018 by TC Phys	11/19/2018 10:55 AM	New
AGNWXX	Michael Scott	12.5MG OR TABS		11/8/2018 by Jason B.	11/8/2018 4:55 PM	New
MFG7LX	John Doe	Bacon Flavor liquid		11/8/2018 by Jayme Mattimore	11/19/2018 10:54 AM	Denied

Starting and Accessing Requests

Initiate a New Request

To create a new PA request, click “Create New” from your homepage. This will take you to the page titled “Find the Request You Need.”



From the “Find the Request You Need” page, complete the following steps to find the appropriate request for your patient:

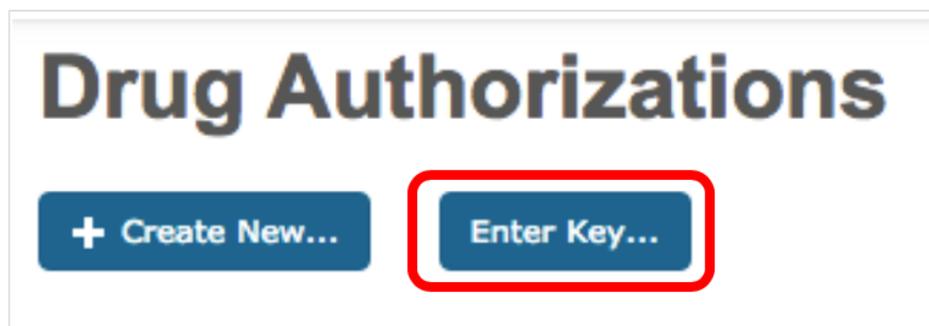
1. Select your patient’s state
2. Enter the name of the medication in the “Medication” field and select the required strength
3. Enter the patient’s current insurance information (note: the BIN, PCN and RxGroup numbers located on the front or back of the patient’s insurance card will yield the most accurate results)
4. Select the appropriate request from the results and click “Start Request”

Accessing a Pharmacy-Initiated Request With a Key

Most PA requests are started by the pharmacy but rely on the prescriber to complete.

Use these steps to complete pharmacy-initiated requests:

1. From the Drug Authorizations homepage, click “Search by Key”
2. Enter the key, patient’s last name and patient’s date of birth located on the fax notification
3. Click “Enter key”



Renew a Previous Request

The Renew feature allows you to quickly create a new request for an existing patient using imported information from a previous request.

Renew a request by following these steps:

1. Locate and open the request you would like to renew
2. Click “Renew” in the upper left corner panel
3. Review the information and check the blue boxes to the right of each section to confirm accuracy

Sending a Request to the Plan

“Required” and “Important” Tags

Completing all the questions, especially the ones with tags, will help the plan come to an appropriate determination.

The red “Required” tags are necessary for identifying the patient when sharing the request with other health care professionals or sending the request to the plan for review.

The orange “Important” tags indicate fields most commonly used by the plan to make a determination.

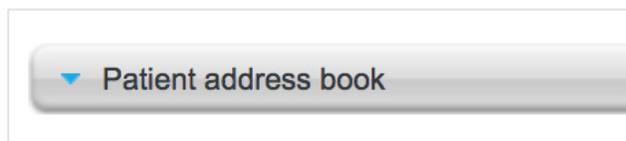
Address Book

Address books are used to store patient and prescriber information for future PA requests.

Retrieve a stored entry by following these steps:

1. Begin typing the desired name into the name field
2. Click the name displayed and select from the drop-down menu

You can also retrieve a full list of entries by leaving the fields blank and clicking the gray “Patient address book” bar.



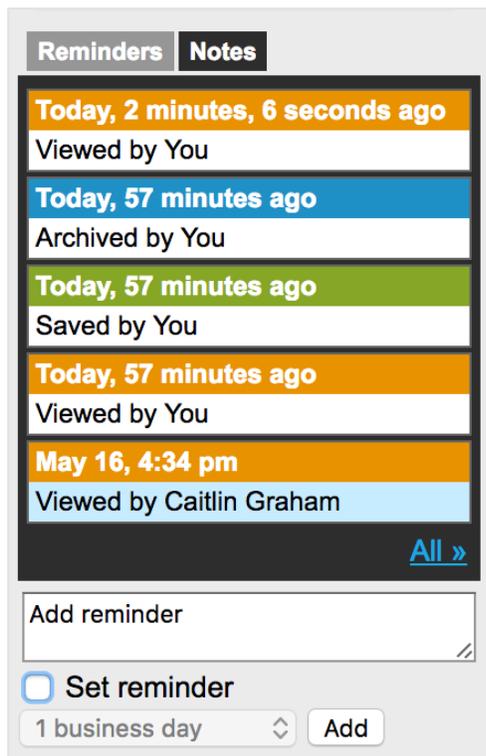
Sending a Request to the Plan

Once the PA request is complete, click “Send to Plan” in the upper left panel. The request will automatically be delivered to the plan for next steps.

When a PA request has been reviewed by the plan, a determination will be returned directly to your office.

Notes

Notes and Reminders, located on the bottom left panel, help manage and track the activity of a PA request. Drug Authorizations automatically records notes for actions such as sending and sharing a request.



You can also add your own notes to a request by following these steps:

1. Open the request and locate the “Notes” section
2. Type any notes for yourself or coworkers in the free text space
3. Click “Add”

Notes will be visible to anyone with access to the request.

Using Archive and Notify

Requests should be archived when the plan has sent a notification of the determination. Archiving requests helps to keep your homepage organized by updating its status.

Archive a request with these steps:

1. Open the request you would like to archive
2. On the left panel, click “Archive”
3. Select an outcome and click “Archive”

Archive & Notify

Once archived, an email with the archive outcome is sent to any other users with access to this request.

The request was:

- Approved
- Denied
- Not sent to plan
- Patient not covered by plan
- Don't know outcome

Archive Cancel

Prescriber Verification

Verifying your prescribers allows you to automatically receive all pharmacy-initiated requests for those prescribers directly in Drug Authorizations. You'll also receive email and fax notifications when a request is started by a pharmacy.

To verify a prescriber, click “Drug Authorizations Preferences” from your homepage. Then click “Prescribers” at the top of your screen and follow these steps:

1. Enter the prescriber’s NPI or name and select them from the drop down list
2. Select the listed fax number that you have access to or select “I don’t have access to the above fax numbers” to enter a phone number at which you can be reached (note: if you select this option, CoverMyMeds will attempt to verify the prescriber via sources other than fax. If additional information is needed, CoverMyMeds will contact you at the phone number you provide)
3. When you receive the verification code via fax, return to the “Prescriber” page and click “Enter Code” to enter the verification code

Requests initiated by pharmacies for verified prescribers will show up on your homepage in bold with a status of “New.” Click the patient’s name to complete and submit the request.

Support

Questions? We’re here to help. Click the chat box in the lower right-hand side of any open request or call us at 1-866-452-5017 to speak with a live PA expert. Support is available Monday–Friday, 8 a.m. – 11 p.m. ET and Saturday 8 a.m. - 6 p.m. ET.