covermymeds® | NantHealth® | NaviNet®

NAVINET USER GUIDE

CONFIDENTIAL

TABLE OF CONTENTS

covermymeds®

NantHealth® | NaviNet®

OVERVIEW

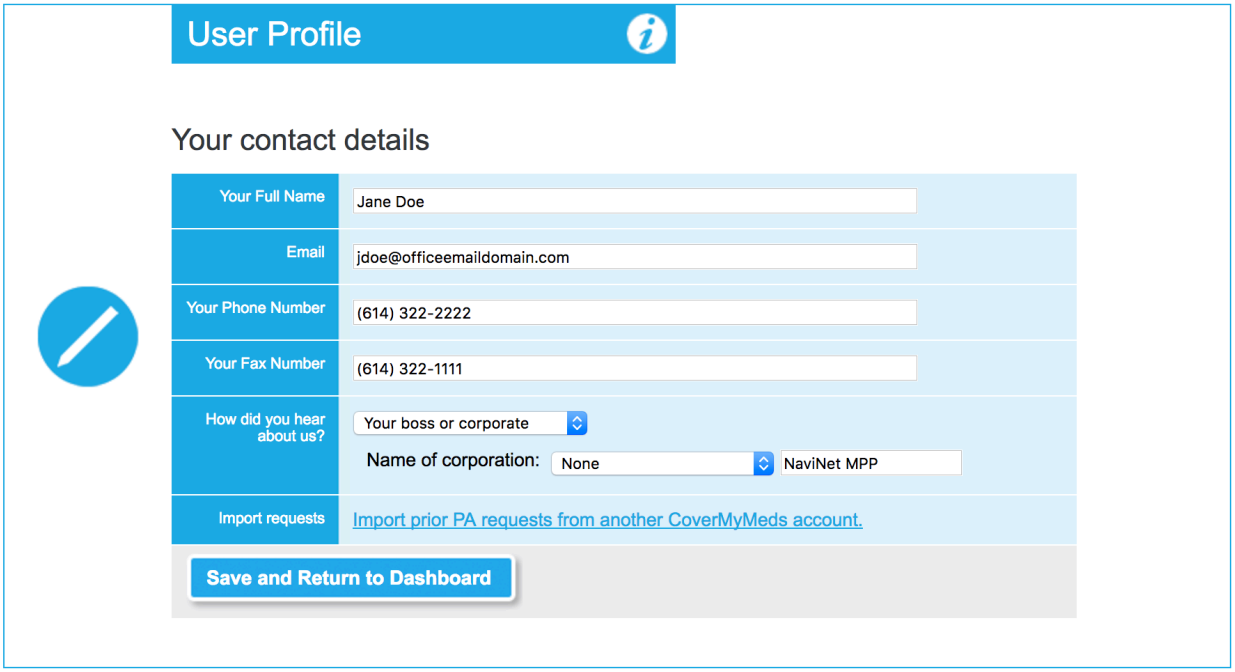
NaviNet has partnered with CoverMyMeds to create Drug Authorizations, an all-payer, HIPAA compliant solution that allows you to quickly find, fill out and submit prior authorization (PA) requests for all medications. Forms are available for Medicare, Medicaid and most commercial insurance plans.

USE COVERMYMEDS TO:

- Quickly find the correct form for your patient's plan
- Electronically complete the request
- Submit the request to the patient's insurance plan with the prescriber's digital signature
- Easily manage follow-up for all your requests

ACCOUNT SETUP

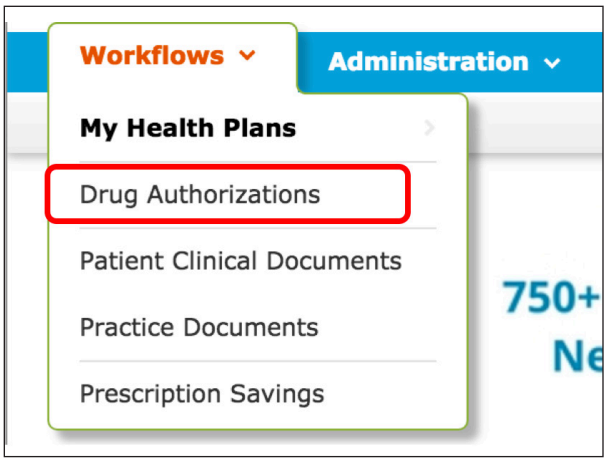
Simply log-in to your NaviNet portal and click on **"Drug Authorizations"** under the **"workflows"** tab. You will see a pop up appear that will ask you to **"'verify your profile information."** Click **"edit,"** add your contact information and click **"save and return to dashboard."** Once your information is confirmed, you can start submitting prior authorizations.

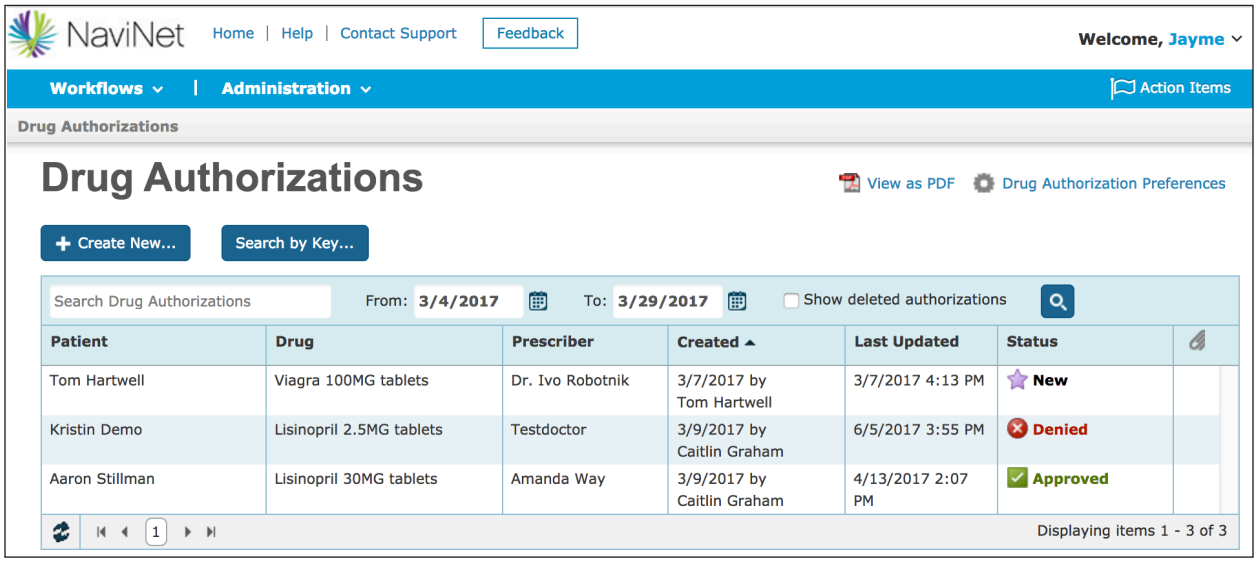


DRUG AUTHORIZATIONS HOMEPAGE

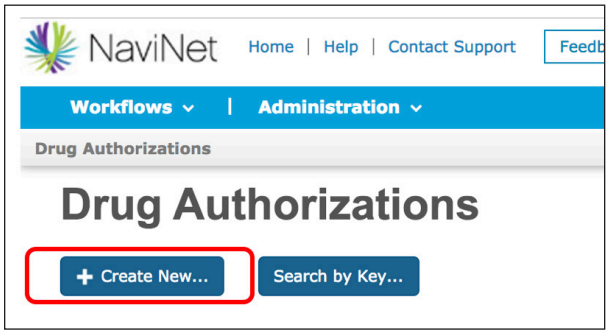
When a PA is needed, log in to your NaviNet account and select **"Drug Authorizations"** under the **"Workflows"** tab.

All PA requests created in NaviNet are stored on the Drug Authorizations Homepage. The Homepage consists of a series of columns that will allow you to sort through your PA requests based on the patient, drug, prescriber, date created, last updated and status. You can filter your results 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 right of the search field.





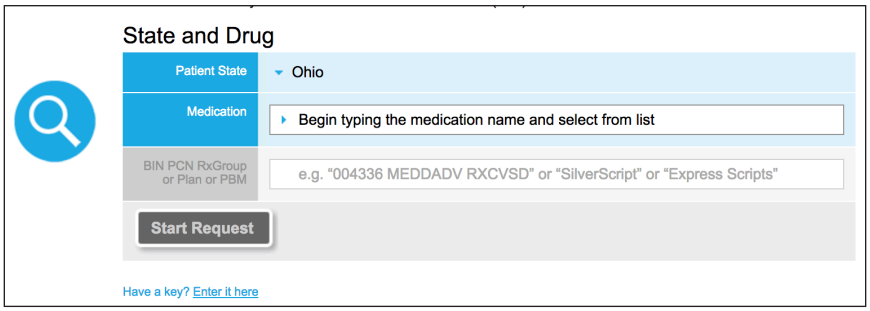
STARTING A REQUEST



To create a new PA request, click **"Create New"** from your Homepage.

Once you have reached the "find the request you need" page, complete the following to find the appropriate PA form:

1. Select your Patient's State. The state defaults to your state. If the patient has out of state health insurance, you will need to change the state by clicking the blue arrow for a drop-down menu.
2. In the Medication field, type only the name of the requested medication and select the strength from the drop-down menu.
3. In the remaining field, enter one of the following information: health plan name, prescription benefits manager name, form name or BIN number.
4. You will be presented with the best form options. If you need more information before selecting your form, click **"More Info."**
5. When you've located the form you need, click on the image of the form and click **"Start Request"** to begin filling out the prior authorization.



COMPLETING THE REQUEST FIELDS

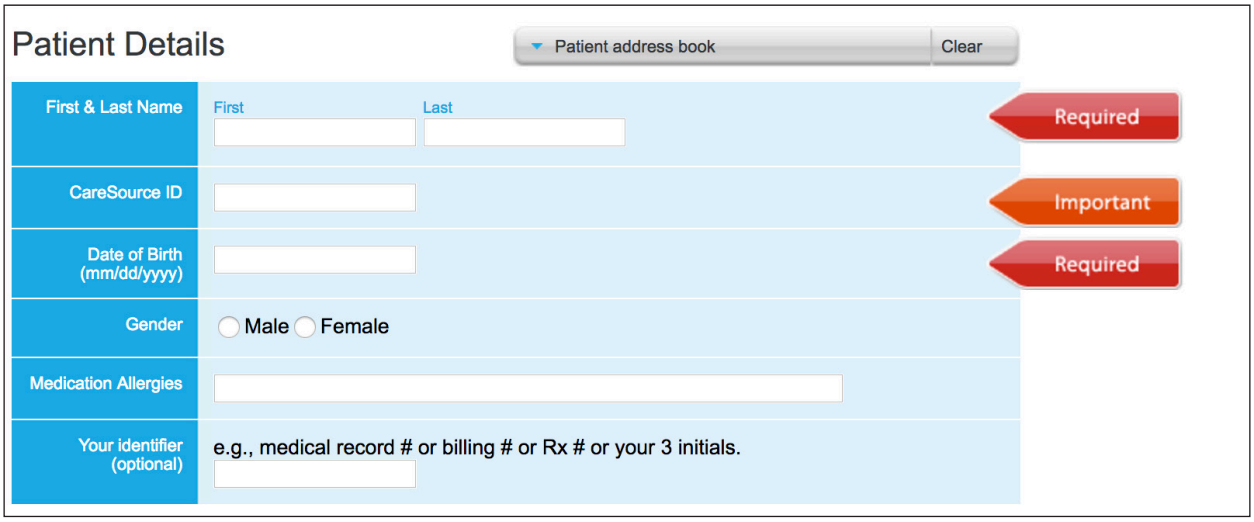
Once you've selected the PA form, complete Patient details, Prescriber details, Medical details and Rationale sections. Be sure to click **"Save"** whenever you complete a section of the form.

REQUIRED AND IMPORTANT TAGS

There are **"Required"** and **"Important"** tags on the plans' requests to ensure the request is completed. Completing all the questions, especially the ones with tags, will help the plan come to an appropriate determination.

The red **"Required"** are required to identify the patient in order to share the request with another health care professional or to send the request to the plan for review.

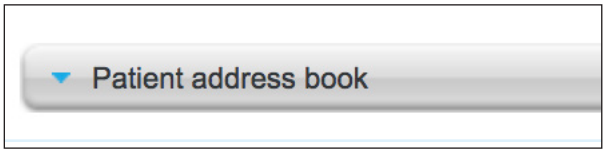
The orange **"Important"** tags indicate fields most commonly used by the plan to make a determination.



ADDRESS BOOK

In Drug Authorizations, address books are used to store patient, prescriber and pharmacy information for future PA requests.

TO STORE AN ENTRY INTO THE ADDRESS BOOK, ENTER INFORMATION INTO THE APPROPRIATE FIELDS AND CLICK "SAVE" IN THE LEFT PANEL.



To store multiple entries, follow the steps below:

1. Type the contact's information into the provided fields and click **"Save"** on the left panel.
2. Click **"Clear"** on the left side of the gray Address Book bar and start typing information for the next contact
3. Repeat this process until you've entered all desired entries.

TO RETRIEVE A STORED ENTRY, BEGIN TYPING INTO THE NAME FIELD.

The address book will change to **"Do you mean:"** and list entries matching the name entered.

TO SELECT THE ENTRY DISPLAYED

Click the name displayed and select from the drop-down menu. Click **"Clear"** to search for another entry. Alternatively, you can retrieve a full list of entries by leaving the fields blank and clicking the gray **"Address Book"** bar.

SENDING A REQUEST TO THE PLAN

Once the PA request is complete, click **"Send to Plan"** in the left panel.

FOR PLANS THAT SUPPORT A FULLY ELECTRONIC PROCESS

You will receive a pop-up box confirming the prior authorization has been sent.

FOR PLANS THAT DO NOT YET SUPPORT AN ELECTRONIC PROCESS

You will be given a preview image of the form you completed. For most requests, the plan's fax number will auto-populate, as well as your own contact information. If any fields are blank, be sure to enter in the appropriate information.

SIGNATURES

Some PA's require an authorized signature before they can be sent to the plan. This can be completed electronically through Drug Authorizations.

From the **"Send Request to Plan"** screen, type your name and sign the request on the dotted line. Sign by holding down the left mouse button and moving the curser to form a signature. You may click **"Reset"** and re-sign until you are content with the signature.

Drug Authorizations automatically stores the signature after the request is sent. It will be available in your **"Stored Signatures"** the next time you send a request to the plan.

CONFIRMATION

After confirming the office contact information and applying the signature (if needed), click the **"Fax"** button at the bottom of the page. Once a PA request has been successfully sent to the plan, they will contact you directly with their determination, usually by fax. On average, it takes one to three business days to come to a determination.

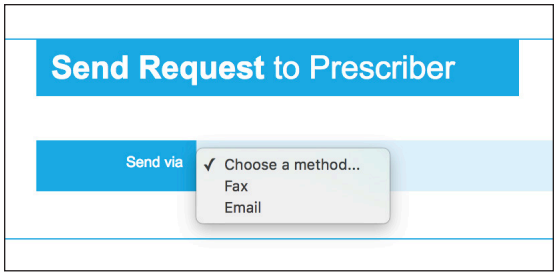
SENDING A REQUEST TO A PROVIDER

In addition to being able to send a PA request to the plan, requests can also be sent to the prescribing physician or another health care professional for completion via email or fax.

To email or fax a PA request to another health care provider, first open an existing request or create a new request and enter at least the patient's first and last name, and their date of birth. Add other details as available.

EMAIL

To send the request via email, click **"Send to Prescriber"** and choose **"Email"** as the method. Enter the email address for the provider. If the email address matches a provider already using Drug Authorizations or CoverMyMeds, the provider will receive an email with a link to access the request and instructions to view it by going to their homepage. If you are emailing to a non-Drug Authorizations or CoverMyMeds user, the email will request that the recipient create an account.

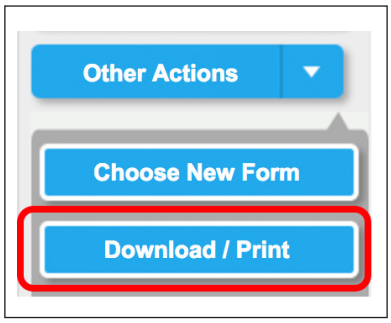


FAX

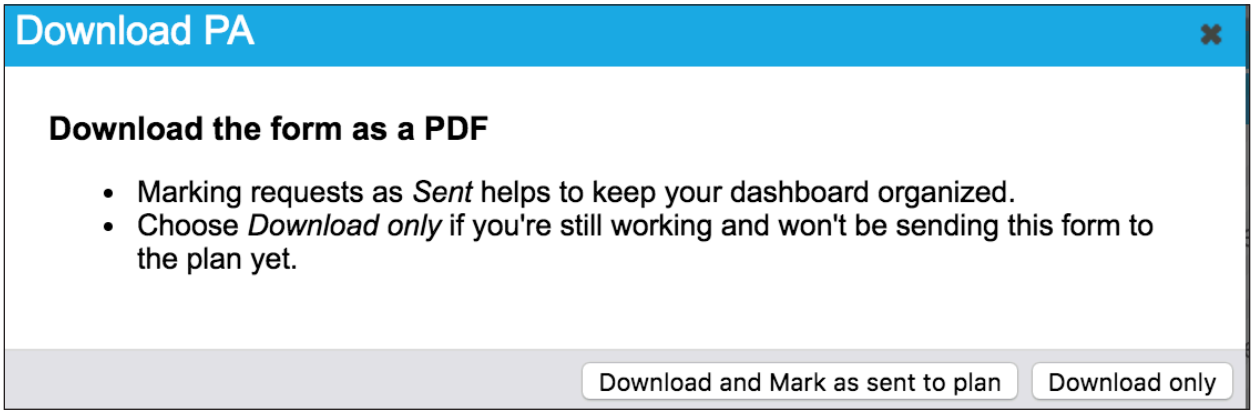
To send the request via fax, click **"Send to Prescriber"** on the left panel and choose **"Fax"** as the method. Complete any empty fields on the fax screen and edit the **"Message"** text box if needed, then click **"Fax".** You can also view or print the fax by clicking Preview.

DOWNLOAD/PRINT A REQUEST

If a physical copy of a PA request is needed, it can be downloaded and printed out.



- On your Homepage, click on the request you would like to download/print
- Once opened, click **"Other Actions"** on the left panel and select **"Download/Print."**
- Select **"Download only"** if printing for patient's records
- Select **"Download and mark as sent to plan"** if printing to manually fax the request to the plan using your office fax machine.



1. You may also print a list of all your PA requests listed on your homepage. Click **"View as PDF"** and a PDF will open, allowing you to view and print.
2. The phone and fax number for the plan are located on the request page next to the form image. The file will open in a PDF that you can view and print.

RENEWING A REQUEST

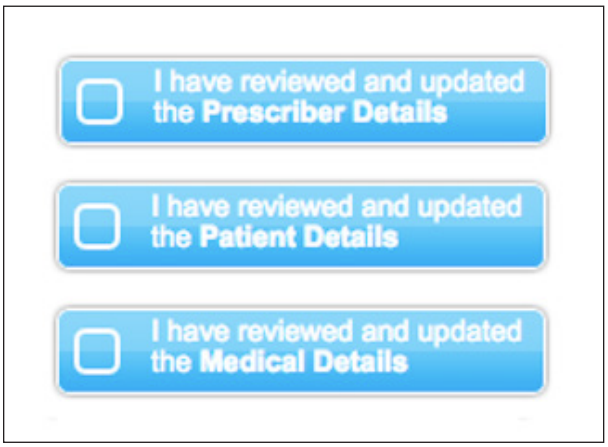
The Renew feature allows you to quickly create new PA requests using imported information from previous requests. With a click of a button, you are automatically given the most up-to-date form, with all the information from the previous request replicated onto a new request.

On your homepage, locate and click the request you wish to renew. Once opened, click **"Other Actions"** on the left panel and select **"Renew."** On a request that has received a determination, open the existing request from your homepage and select **"Renew"** on the left panel.

! Review and verify all fields are up-to-date by checking the blue confirmation boxes below.

A pop-up box will appear with information from the previously submitted form. You should confirm that the drug dosage, prescription and insurance coverage noted in the form title and patient still reflect the information you need to create your renewal.

When you are ready to renew the PA, click **"Create Renewal."** A new form will be generated with information from the previous form. You will be required to review each section of the request and verify that all patient, prescriber and medical information is up-to-date. Do this by clicking the blue confirmation boxes along the right side of the screen. All boxes must be checked before a renewed PA request can be submitted to the plan. Make sure to look for blank fields, in case a form has been updated. Once each box has been checked, click **"Send to Plan"** in the left panel and submit as usual.

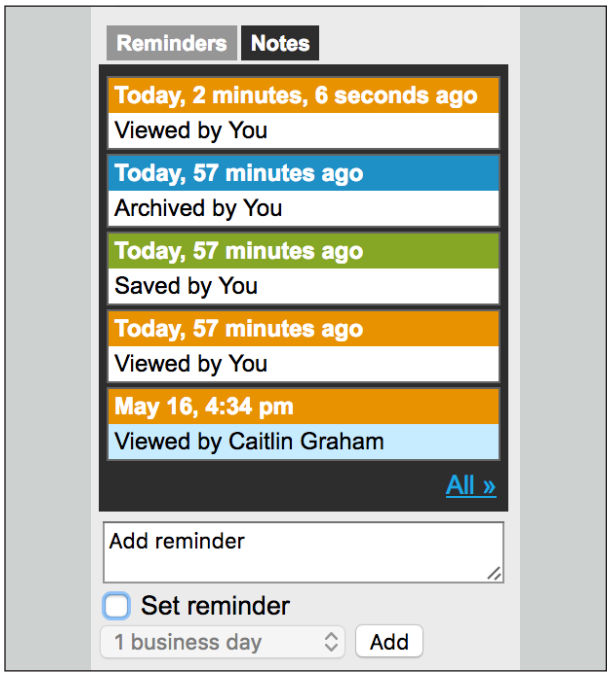


NOTES AND REMINDERS

Notes and Reminders help manage and track the activity of a PA request. The system automatically records notes for actions such as sending and sharing a request. You can also find fax statuses and confirmations in the **"Notes"** section.

To Access the notes for a PA request:

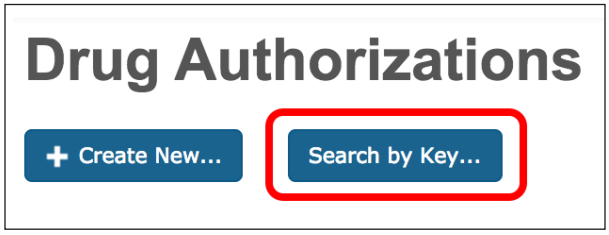
1. On your homepage, open the request you would like to view.
2. Locate the **"Notes"** section in the left panel.
3. View the request history, including date, time and action taken.
4. Click **"All"** at the bottom of the notes to find and print a fax confirmation sheet and view fax transmission statuses.
5. Add your own notes by entering information in the text field at the bottom of the left panel and clicking **"Add."**



USING A KEY

When a request needs to be shared with another health care provider through Drug Authorizations or CoverMyMeds, a key is sent to give them access. The key is a unique, alphanumeric code attached to all requests created in Drug Authorizations or CoverMyMeds. Keys can be entered by users with or without a NaviNet or CoverMyMeds account.

If you have received a key from a pharmacy or another health care professional, use the following steps to access the request:



1. Go to http://www.navinet.net and login to your NaviNet account.
2. Navigate to the Drug Authorizations Homepage and click **"Search by Key."**
3. Enter the Key, Patient's Last Name, and Patient's Date of Birth.
4. Click **"Enter key."**

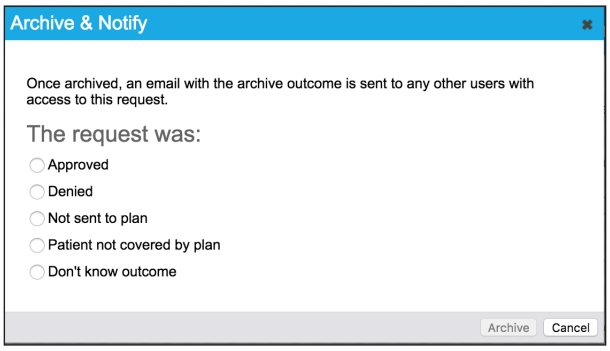
Once you've logged into your account and entered a key, the request will be linked to your account and accessible from your homepage.

USING ARCHIVE AND NOTIFY

Requests should be archived when the plan has sent notification of the determination. Archiving will aid in knowing where each request is in the PA process.

To Archive a request:

1. Go to your Homepage and open the request you would like to archive.
2. On the left panel, click **"Archive."**
3. Choose an outcome of Approved, Denied, Not sent to plan or Don't know outcome. If Denied is selected, a dropdown menu will appear to select the reason for the denial. If the given reasons aren't sufficient, you may type the reason in the **"Other"** field. A dropdown menu will also appear when **"Not sent to plan"** is selected.



Once an outcome is selected and the "Archive" button is clicked, you will be taken from the request and returned to your homepage. The status next to the PA request will change to the determination you selected.

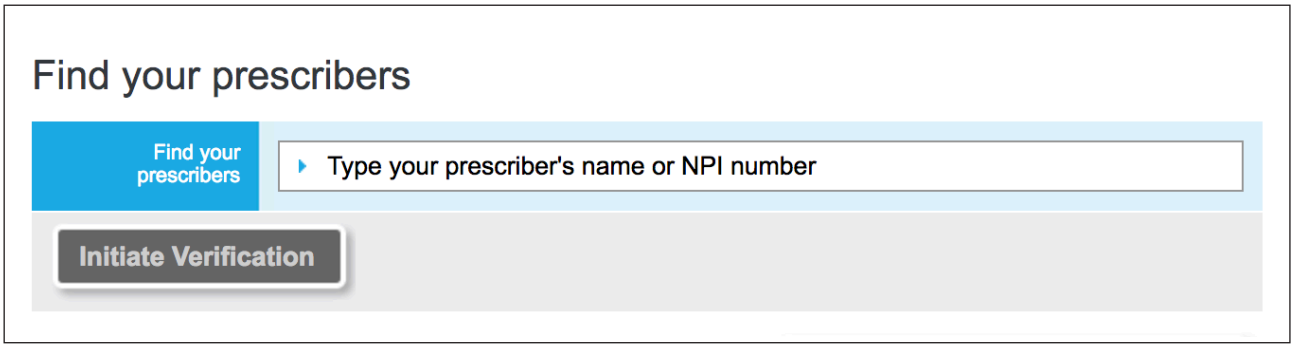
PRESCRIBER VERIFICATION

Prescriber verification allows access to two benefits within Drug Authorizations:

- A completely electronic process offered by select plans, called electronic prior authorization (ePA). With ePA, determinations are often received faster than traditional PA requests. Some plans will deliver the determination through Drug Authorizations instead of by fax or phone.
- Nearly 50 thousand pharmacies use Drug Authorizations and CoverMyMeds to load PA requests directly into prescribers' homepages without the need to enter a key or create a request themselves.

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 drop down list



(Continue to next page)

PRESCRIBER VERIFICATION CONTINUED

2. You will be given a list of fax numbers, including the one the prescriber has on file with the NPI registry

Verification code will be faxed to the selected number.

I don't have access to any of the above fax numbers.

Please provide your primary office number: Phone Number (555) 555-5555
If this is not a direct phone line, please include additional instructions such as "Ask for Mary Jones" or "Dial ext. 278":

Additional instructions for phone contact (no fax numbers please)

a. If you have access to that fax, select it and click **"Add Prescriber."** Repeat until all prescribers have been located.

b. If you don't have access to those fax numbers or no fax numbers are displayed, click **"I don't have access to the above fax numbers".** Enter the best contact phone number and additional instructions on how we can reach you. Repeat adding prescribers until all have been located.

3. Click **"Initiate Verification"**

a. When you receive the verification code via fax, go back to the **"Prescriber"** screen and click the **"Enter Code"** button to input that verification code. From there, your prescriber will be verified.

b. If you don't have access to the fax number, CoverMyMeds will attempt to verify the prescriber using other sources. If we need additional information, we will contact you at the phone number you provided.

If your prescribers have been verified and a pharmacy sends you a PA request, they will show up on your homepage in bold with a status of **"New."** Click on the patient's name to complete and submit the request.