Introducing Interactive Care Reviewer (ICR), our self-service provider web tool

With ICR, your practice can initiate medical and behavioral health precertification requests online more efficiently and conveniently, plus inquire to find information on a precert previously submitted. Our tool offers a streamlined precertification process, using cutting-edge IBM Watson™ technology. Access our ICR via the Availity Web Portal to request and follow up on precertification requests for inpatient and outpatient services for many members covered by Anthem plans.

Here are just a few benefits and efficiencies your office may experience:

- **Inquiry capability** — Ordering and servicing physicians and facilities can inquire to find information on any precert they are affiliated with and the precertification request was previously submitted via phone, fax, ICR or other online tool. *
- **Reduced need to fax** — Submit online precertification requests without the need to fax medical records. ICR allows both text detail and photo and image attachments to be submitted along with the request.
- **No additional cost** — You get access to a no-cost solution that’s easy to learn and even easier to use.
- **Access almost anywhere** — Submit your requests from any computer with internet access. For optimal viewing, you must have a browser that supports 128-bit encryption, including Internet Explorer 8, Chrome, Firefox or Safari.
- **Comprehensive view of all precertification requests** — You have a complete view of your UM requests submitted online, including status of your requests with views of case updates. Cases now include an imaged copy of the associated letters.

ICR is our secure, online provider utilization management tool — register today!
How does a provider gain access to our Interactive Care Reviewer (ICR)?

Access our ICR tool via the Availity Web Portal. If your organization has not yet registered for the Availity Web Portal, go to availity.com and click on Get Started under Register Now, then follow the registration wizard. If your organization already has access to the Availity Web Portal, your Primary Access Administrator can grant you access to Authorizations and you can start using our tool right away.

How can providers learn more about our Interactive Care Reviewer (ICR) tool?

Attend informational webinars to learn more about the features and benefits of our tool and how to navigate within it. To learn more about ICR and/or register for a FREE webinar, go to https://www144.livemeeting.com/lrs/1100001891/Registration.aspx?pageName=83vbvn5cvr00ngx4

Who can providers contact with questions?

For questions regarding our ICR, please contact your local Network Management consultant. For questions on accessing our tool, call Availity Client Services at 800-AVAILITY (800-282-4548) or email questions to: support@availity.com. Availity Client Services is available Monday-Friday, 8 a.m. to 7 p.m. ET (excluding holidays) to answer your registration questions.

*Applies to a provider’s patients who are members covered by our affiliated health plans in CA, CO, CT, GA, IN, KY, ME, MO, NH, NV, OH, WI, VA, and portions of NY.

†Note: ICR is not currently available for Medicare Advantage, Medicaid, Federal Employee Program® (FEP), BlueCard®, and some National Account members; requests involving transplant services; or services administered by AIM Specialty Health®. For these requests, follow the same precertification process that you use today.