Anthem Blue Cross and Blue Shield

Reminder: Expanded membership Now Available for Prior Authorization via ICR

(IN, KY, MO, OH, and WI only)

Now with Interactive Care Reviewer (ICR), your practice can initiate online prior authorization (PA) requests for even more members. Use ICR, accessed via the Availity Web Portal, to experience a streamlined precertification process when requesting inpatient and outpatient medical and behavioral health procedures for Medicaid members from Indiana, Kentucky and Wisconsin and Medicare Advantage members from Indiana, Kentucky, Missouri, Ohio and Wisconsin.

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

Saves you valuable time - In a recent survey, users of ICR say online PA management saves an average of 15 minutes per case versus using fax or telephone. They also noted completing online requests saves their office an average of 4 to 5 hours per week.

Multi-purpose - Submit both outpatient and inpatient PA requests online for medical and behavioral health services using the same, easy to use functionality for Medicaid, Medicare Advantage, local and some national account members*.

Determine if a PA is needed - For most requests, when you enter patient, service and provider details, you receive a message indicating whether or not review is required.

Inquiry capability - Ordering and servicing physicians and facilities can inquire to find information on any PA they are affiliated with and the PA request was previously submitted via phone, fax, ICR, or other online tool, (i.e., AIM Specialty Health®, OrthoNet LLC, eReview, etc.).

Reduce the need to fax - Submit online PA requests without the need to fax medical records. Our ICR allows both text detail and photo and image attachments to be submitted along with the request.

No additional cost - Access 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. Use browser Internet Explorer 11, Chrome, Firefox or Safari for optimal viewing.

Comprehensive view of all PA - You have a complete view of your organization’s UM requests submitted online, including status of the requests with views of case updates. Cases include an imaged copy of the associated letters.
Access our ICR tool via the Availity Web Portal. If your organization has not yet registered for Availity, go to www.availity.com and select Register in the upper right hand corner of the page. If your organization already has access to Availity, your Availity Administrator can grant you access to Authorization and Referral Request for submission capability and Authorization and Referral Inquiry for inquiry capability. You can then find our tool under Patient Registration|Authorizations & Referrals then choose the Authorizations or Auth/Referral Inquiry option as appropriate.

Anthem offers informational webinars to help you learn more about the features and benefits of our new tool and how to navigate within it. To register and to review the dates and times available, see more details here.

*Excludes: Federal Employee Program® (FEP®), BlueCard® and some National Account members; requests involving transplant services; services administered by vendors such as AIM Specialty Health; services administered by OrthoNet LLC (Indiana, Kentucky, Missouri, Ohio, Wisconsin, California, Colorado and Nevada). For these requests, follow the same precertification process that you use today.

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