Anthem Blue Cross and Blue Shield

**Expanded Membership available for Prior Authorization via IRC**
(VA only)

Your practice can now initiate precertification and prior authorization requests online more efficiently and conveniently with the Interactive Care Reviewer (ICR). Access ICR via the Availity Web Portal to experience a streamlined process to request inpatient and outpatient medical and behavioral health procedures for Medicare Advantage members.

**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 Availity, go to [www.availity.com](http://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.

**Who can providers contact with questions?**
For questions regarding our ICR, please contact your local Network Relations representative. For questions on accessing our tool via Availity, call Availity Client Services at 1-800-AVAILITY (1-800-282-4548). Availity Client Services is available Monday-Friday, 8 am to 7 pm ET (excluding holidays) to answer your registration questions.

Here are a few benefits and efficiencies:

**Automated routing to ICR** - From the Availity Web Portal, you will automatically be routed to ICR to begin your precertification or prior authorization request when you go to Patient Registration|Authorizations & Referrals, then Authorizations. There is no need for you to remember the migration date.

**Determine if a precertification or prior authorization 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 precertification or prior authorization they are affiliated with.

**Easy to use** – submit both outpatient and inpatient requests online for medical and behavioral health services, using the same, easy to use functionality.

**Reduce the need to fax** – Submit online 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** – 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. Use browser Internet Explorer 11, Chrome, Firefox or Safari for optimal viewing.

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 include an imaged copy of the associated letters.

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