Anthem Blue Cross and Blue Shield

Introducing the Interactive Care Reviewer: Register Today

(CT, ME, NH only)

Now your practice can initiate precertification and prior authorization requests online more efficiently and conveniently for Medicare Advantage members with the Interactive Care Reviewer (ICR). Access ICR via the Availity 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 the Interactive Care Reviewer (ICR)?
Access the ICR tool via the Availity 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.

Who can providers contact with questions?
For questions regarding 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, from 8 a.m. to 7 p.m. ET (excluding holidays) to answer your registration questions.

Here are a few benefits and efficiencies:
- **Automated routing to ICR** - From the Availity 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 Medicare Advantage precertification they are affiliated with.
- **Easy to use** – submit both outpatient and inpatient requests online for medical and behavioral health services for Medicare Advantage membership, 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.

*Note: ICR is not currently available for commercial membership, requests involving transplant services or services administered by AIM Specialty Health® or OrthoNet LLC. For these requests, follow the same preauthorization process you use today.*

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Indiana: Anthem Insurance Companies, Inc. In Georgia: Anthem Blue Cross and Blue Shield is the trade name of Blue Cross and Blue Shield of Georgia, Inc. Independent licensee of the Blue Cross and Blue Shield Association. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), which underwrites or administers the PPO and indemnity policies; CompCare Health Services Insurance Corporation (CompCare), which underwrites or administers the HMO policies; and CompCare and BCBSWI collectively, which underwrite or administer the POS policies. Independent licensees of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association.