

Try the Interactive Care Reviewer Tool Today!



Interactive Care Reviewer (ICR) is a secure, online provider utilization management tool.

With ICR, your practice can initiate medical and behavioral health precertification requests online more efficiently and conveniently and inquire to find information on a previously submitted precertification. Our tool includes the ability to determine if precertification is required. Access ICR via the Availity Portal to initiate and follow up on precertification requests for inpatient and outpatient services for many Anthem Blue Cross and Blue Shield members.

ICR benefits include:

- **Free:** There is no additional cost to use.
- **Easy to use:** You can submit requests online using the same, easy-to-use functionality.
- **Access from almost anywhere:** Submit your requests from any computer with internet access. (Note: We recommend you use Internet Explorer 11, Chrome, Firefox or Safari for optimal viewing.)
- **Automated routing to ICR from the Availity Portal:** You will automatically be routed to ICR to begin your precertification or prior authorization request.
- **Inquiry capability:** Ordering physicians, servicing physicians and facilities can inquire to find information on any precertification they are affiliated with previously submitted via phone, fax or the ICR.
- **Determine if preauthorization is needed:** For most requests, when you enter patient, service and provider details, you will receive a message indicating whether or not review is required.
- **Reduces the need to fax:** Submit online precertification requests without the need to fax medical records. ICR allows both text detail and photo/image attachments to be submitted along with the request.
- **Receive viewable decision letter:** You can view, save or print decision letters.
- **Save favorites:** You can save 25 requesting providers, 25 servicing providers, 25 facility/durable medical equipment providers and 25 refer to providers.
- **Comprehensive view of all precertification requests:** You get a complete view of utilization management requests submitted online including the status of requests with views of case updates.



<https://mediproviders.anthem.com/wi>

How do I gain access to the ICR?



Access the ICR tool via the Availity Portal.

If your organization has not registered to use the Availity Portal, you can register at www.availity.com. You will select the **Register** button at the top right corner of the screen, then select your **Organization type** from the available options at the bottom of the screen and complete the registration wizard.

If your organization already has access to the Availity Portal, 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* and *Authorizations & Referrals*.

How can I learn more about the ICR tool?

Attend one of the ICR monthly webinars.

Register for the next webinar here:
tinyurl.com/ybby66sk



Questions

For questions regarding the 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 through Friday, 8 a.m. to 7 p.m. Eastern time (excluding holidays) to answer your registration questions.

Note: ICR is not currently available for Federal Employee Program, BlueCard® and some National Account members. It is also not available for requests involving transplant services or services administered by AIM Specialty Health or OrthoNet, LLC. For these requests, follow the same precertification process you use today.