April 2021

Interactive Care Reviewer

Summary: Beginning July 1, 2021, practices can initiate online prior authorization requests for Healthy Blue members more efficiently and conveniently with our Interactive Care Reviewer (ICR) tool available through the Availity Portal.

Use this digital tool to initiate Healthy Blue inpatient and outpatient medical and behavioral health prior authorization requests online.

What benefits and efficiencies does the ICR provide?

- **Determine if a prior authorization is required.** For most requests, after entering patient, service, and provider details, a message will display indicating whether review is required.

- **Inquiry capability.** Ordering and servicing physicians and facilities can locate information on prior authorization requests for cases affiliated with their organization. This includes requests previously submitted via phone, fax, and ICR.

- **Request and check the status of clinical appeals.** Use ICR to request a clinical appeal for eligible denied authorizations and access letters associated with the appeal. Now instead of making a phone call or sending a fax. Save time by making a request and checking the status online.

- **ICR reduces the need to fax.** The ICR allows submission of text detail as well as images along with the request. Therefore, requests can be submitted online, reducing the need to fax medical records.

- **No additional cost.** The ICR is a no-cost solution that is easy to learn and even easier to use.

- **The ICR tool is accessible almost anywhere.** Submit requests from any computer with internet access. (Note: We recommend you use Internet Explorer 11, Chrome, Firefox or Safari for optimal viewing.)

- **View a comprehensive list of your preauthorization requests.** You have complete view of all the utilization management requests your organization submitted online, including the status of your organization's requests and specific views that provide case updates and a copy of associated letters.

Note: Availity, LLC is an independent company providing administrative support services for Healthy Blue providers on behalf of Blue Cross and Blue Shield of North Carolina.

https://provider.healthybluenc.com

How do you gain access to the ICR?

The ICR tool is accessible via the Availity Portal. Once your organization is registered on Availity, ask your Availity administrator to grant you the required ICR role assignment.

- **Do you create and submit prior authorization requests?** Ask for the *Authorization and Referral Request* role assignment.

- **Do you check the status of the case or results of the authorization request?** Ask for the **Authorization and Referral Inquiry** role assignment.

Once you have the role assignment, you can take the next steps to access the ICR tool by selecting **Patient Registration > Authorizations & Referrals** from Availity's home page. Then from the *Authorization & Referral* screen, select **Authorizations** to submit or update a case and **Authorization/Referral Inquiry** to check the status of a case.

> *Please note: If your organization has not yet registered for Availity, you will not have access to ICR.*

How can you learn more about ICR?

Attend one of the ICR monthly webinars for new users. Register for the next webinar here: **https://bit.ly/3cDVzay**.

Additionally, there are on-demand video courses and reference guides describing ICR navigation and features. To locate these self-service options, you can visit the Healthy Blue **Custom Learning Center,** which you can access through Payer Spaces on Availity.

Whom can you contact with questions?

For questions regarding our ICR tool, please contact your local Network Relations representative or call Healthy Blue Provider Services at **844-594-5072**. For questions regarding Availity registration, call **800-AVAILITY** (**800-282-4548**). Availity Client Services is available Monday to Friday from 8 a.m. to 8 p.m. ET (excluding holidays).