



Interactive Care Reviewer Resources located on the Custom Learning Center

Find resources that will familiarize you with navigating Interactive Care Reviewer (ICR), the Healthy Blue online medical and behavioral health self-service authorization tool that is accessed through the Availity Portal.

To get started using ICR, you may need some tips on how to navigate the application to submit and check the status of authorizations or request an appeal for an eligible denied authorization. The **Custom Learning Center on Availity Payer Spaces** has both courses and resources that will help you get up and running quickly.

Access to the Custom Learning Center requires Availity registration. You need to have your own unique user ID and password.

Note:

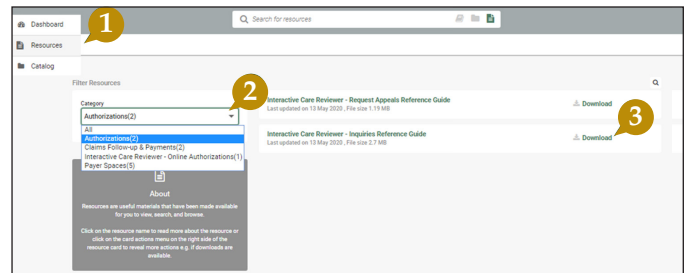
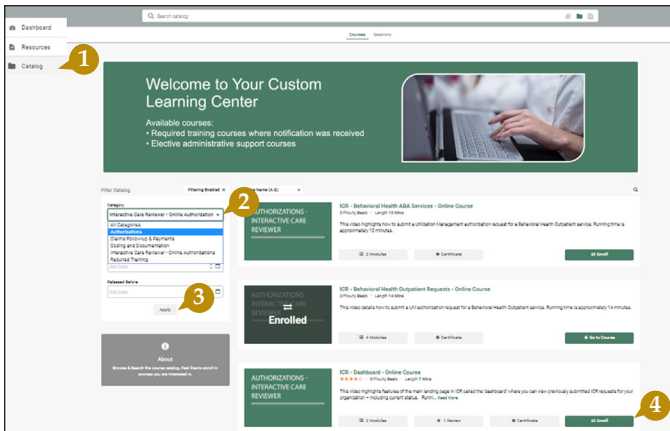
Availity is an independent company providing administrative support services for Healthy Blue providers on behalf of Blue Cross and Blue Shield of North Carolina.

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Follow these steps to access ICR courses and resources:

From Availity's home page, select Payer Spaces > Healthy Blue tile > Applications > Custom Learning Center.

Additionally, illustrated reference guides that you can print are located on **Custom Learning Center Resources**.



1. Select **Catalog** from the menu located on the upper left corner of the Custom Learning Center screen.
2. Use the catalog filter and select **Interactive Care Reviewer-Online Authorizations** or **Authorizations** from the *Category* menu.
3. Select **Apply**.

1. Select **Resources** from the menu located on the upper left corner of the screen.
2. Use the catalog filter and select **Authorizations or Interactive Care Reviewer-Online Authorizations** from the *Category* menu.
3. Select **Download** to view and/or print the reference guide.

There are two pages of online courses consisting of on-demand videos and reference documents. Find the course(s) you want to take, then:

4. Select **Enroll**, and choose **Start** to take the course immediately, or to save for later, select **Return to Dashboard**.