

INTERACTIVE CARE REVIEWER (ICR)

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USE ICR FOR ONLINE AUTHORIZATIONS

The ICR is the preferred method for the submission of preauthorization requests, offering a streamlined and efficient experience for providers requesting inpatient and outpatient medical or behavioral health services. Additionally, providers can use this tool to inquire about previously submitted requests regardless of how they were submitted (phone, fax, ICR or other online tool).



Submit authorizations:

- Submit medical and behavioral health outpatient and inpatient authorization requests
- Update submitted cases
- Upload clinical information



Inquire on authorizations:

- Look up information on cases that are affiliated with your tax ID/organization
- View case status
- Download notification letters

USE ICR FOR ONLINE AUTHORIZATIONS (CONT.)

Managing authorization requests online will save you time!



- Providers surveyed say managing authorization requests via ICR saves significant time.
- Saves an average of 15 minutes per case versus using fax or telephone.
- Saves their office an average of four to five hours per week.

Average time savings



15 minutes per case



Four to five hours per week

BENEFITS OF USING ICR

The ICR helps improve efficiency to the authorization process.

Authorizations are accessible in one place at any time by staff members you designate.

There is no need to fax! Reduced paperwork!

You can quickly check authorization status online and update requests.

You receive proactive contact via email updates.

You can attach and submit clinical notes and supporting images.

You have the ability to inquire on authorization requests submitted via phone, fax, ICR or other online tool.

ICR FEATURES



Landing page



Creating a new request



Checking status of request submitted via ICR



Checking status of request submitted via phone/fax



Updating submitted request



Profiles function



Data collection tool / immediate decision



Clinical notes / attachments



Provider letter

ACCESSING THE ICR

Access the ICR via the [Availity Portal](#).

- To add functionality to an existing user, Availity administrators should select **Maintain User** from the *My Account Dashboard*.
- To create new access, select **Add User**.

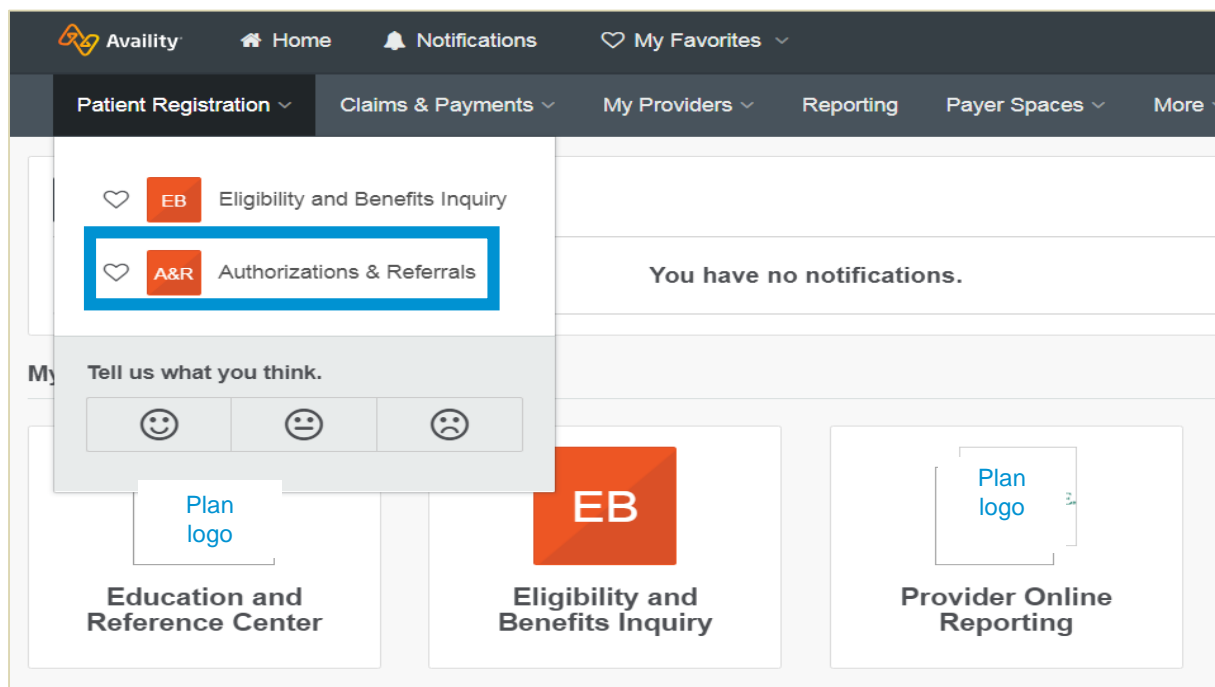
<input type="checkbox"/>	Role(s)
User Roles	
<input checked="" type="checkbox"/>	Base Role
<input checked="" type="checkbox"/>	Authorization and Referral Inquiry
<input checked="" type="checkbox"/>	Authorization and Referral Request
<input checked="" type="checkbox"/>	Claim Status
<input checked="" type="checkbox"/>	Claims Management

Assign users the roles of:

Authorization and Referral Inquiry
Authorization and Referral Request

ACCESSING THE ICR (CONT.)

- Under *Patient Registration* in the top navigational bar, select **Authorizations & Referrals**.



ONLINE AUTHORIZATION TOOLS

Routing from the Availity Portal to online authorization tools

- To continue routing to the ICR, complete the *Payer* and *Organization* drop down menus.

Authorizations [Learn More >>](#)

Includes notification, pre-certification, pre-authorization and prior approval

* indicates a required field

* Payer: ?

* Organization:

HELPFUL TIPS

If you receive a system temporarily unavailable error on a consistent basis, your organization's firewalls may be blocking the site. Please contact your IT department and ask that they review your internet filters and add **<https://provider.healthybluenc.com>** as a trusted site to bypass the proxy.

For optimal viewing, use Explorer 11, Chrome, Firefox or Safari.

If there are missing fields or if you continue to have errors, clear your internet browser cache.

WRAPPING IT UP

Want more training on how to navigate the ICR?

- Register to attend a free webinar offered each month. New users will be introduced to features and basic navigation.
- Select the following link to register for one of our upcoming webinars (<https://bit.ly/2NlrHe4>).

Questions about ICR?

- Contact Provider Services at **1-844-594-5072**.

Have a question about your Availity registration or setting up your organization?

- Contact Availity Client Services at **1-800-282-4548 (1-800-AVAILITY)**.



<https://provider.healthybluenc.com>

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