

PSO talking points

What's changing?

Healthy Blue is re-developing their Interactive Care Reviewer (ICR) portal for Healthy Blue providers.

Why is this important?

In an effort to reduce administrative costs associated with faxes, providers can conveniently receive authorizations online.

ICR is already available; what is being enhanced?

Providers can now submit authorizations for higher levels of care (inpatient, partial hospitalization program, intensive outpatient program) and obtain an immediate authorization if criteria is met. The system will review the information entered and, using enhanced analytics, will automatically give the provider an authorization number and number of days approved.

Benefits of using the new enhancement along with the ICR portal:

- 24/7 access – System is available 24 hours a day, seven days a week.
- Quicker access to care – No need to use 30 minutes for phone calls or filling out fax forms.
- Reduced error rate – Avoid the illegibility of faxes when sending.
- Reduce administrative burden – Portal is easy to access and can save templates for future use.
- Receive an authorization in as little as 15 minutes.
- Providers can maximize their time spent with members.
- Reduce the risk for errors – Faxes can have missing *HIPAA* identifiers causing delays in processing.
- Submit concurrent review information via the portal.
- Submit discharge information via the portal.
- There is no additional cost to the practice.
- No need to memorize fax numbers.
- Receive a comprehensive list of all patients and authorizations.

<https://provider.healthybluemo.com>

Healthy Blue is a Medicaid product offered by Missouri Care, Inc., a MO HealthNet Managed Care health plan contracting with the Missouri Department of Social Services. Healthy Blue is administered statewide by Missouri Care, Inc. and administered in the Kansas City service region by Missouri Care, Inc. in cooperation with Blue Cross and Blue Shield of Kansas City. Missouri Care, Inc. and Blue Cross and Blue Shield of Kansas City are both independent licensees of the Blue Cross and Blue Shield Association.

BMOPEC-0597-21 May 2021