Interactive Care Reviewer

Authorization Inquiries Reference Guide

Interactive Care Reviewer (ICR) is our online authorization tool providers can access on the Availity Portal to create, submit and check the status of authorizations.

The purpose of this reference guide is to assist you with navigating ICR to locate and check the status of authorizations associated with your organization / tax id. After reviewing this document, you will be able to:

- Identify the Availity role assignment needed to access ICR Authorization Inquiry features.
- Access ICR through the Availity Portal.
- Identify the search options and data elements needed to locate authorizations associated with your organization.
- Download and print case information and PDFs of provider letters.

Listed below are some of the features and benefits that are available to you when you use ICR to locate and check the status of your organization's authorizations.

- The ICR gives a comprehensive view of all authorization requests affiliated with your tax id / organization, even those that were requested by fax or phone.
- Any staff member can access the application at any time if they have the appropriate Availity role assignment. There is no need to pick up the phone.
- If your email address was included on the submitted request, you will be notified via email that the case has been updated in ICR.
- You can view an imaged copy as well as download and print case information.

Availity role assignment
First, to access the inquiry feature on ICR you will need to have your Availity administrator assign you the **Authorization and Referral Inquiry** role.


Accessing ICR through the Availity Portal
Below is an illustrated overview of the actions you'll take to access the ICR tool from Availity to locate case information and status updates.

Select **Patient Registration** then **Authorization and Referrals** from Availity's home page, next choose **Auth Referral Inquiry**, then select the **Payer** and your organization. Accept the ICR disclaimer and you are ready to choose one of three search options – Member, Authorization Number or Date Range.
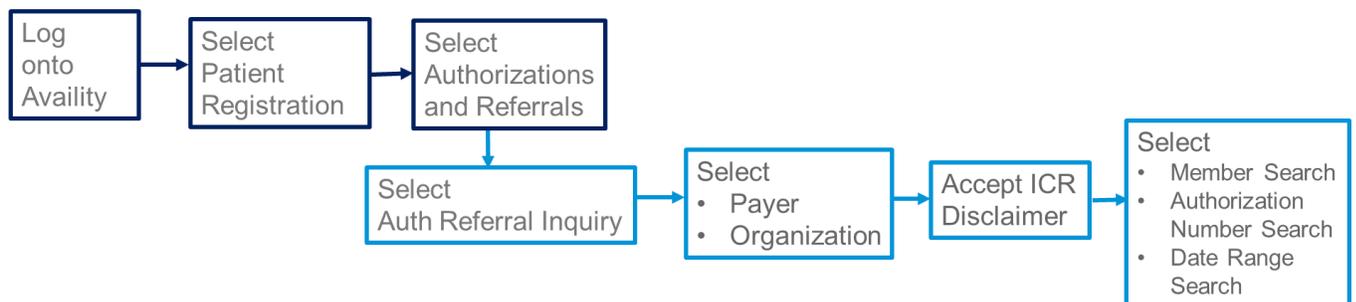
Illustrated below are the detailed steps you will take to access ICR after you logon to the Availity Portal with your unique user ID and password. First, from Availity's home page, select **Patient Registration** from the menu bar and choose **Authorizations and Referrals**.
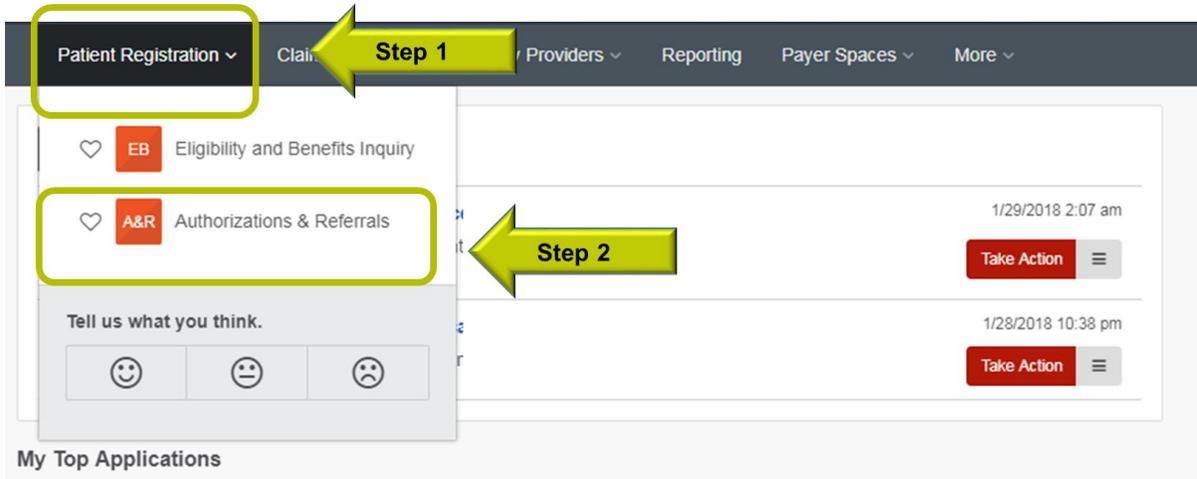
From the *Authorizations and Referrals* page, select **Auth/Referral Inquiry**. (You can select the heart located on the right side of the tile to save *Auth/Referral Inquiry* as a Favorite.)
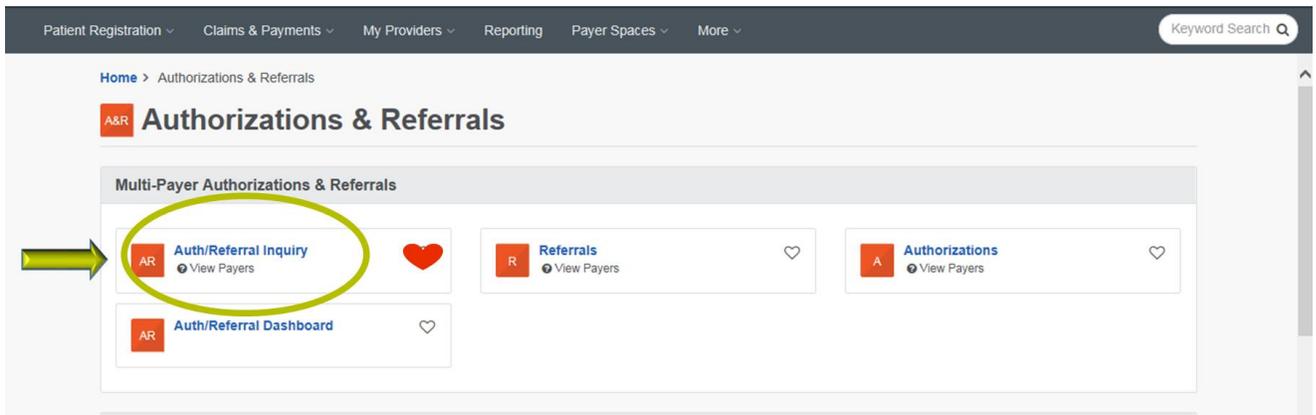
Next, you will land on Availity's *Authorization/Referral Inquiry* page. Here, choose the **Payer** drop down menu and select the line of business then select your **Organization**. Select **Submit** be routed to the ICR tool.

Before being able to conduct your search you will need to accept the ICR Terms of Use and Disclaimers. This action will take you to the ICR *Check Case Status* landing page.

Locating authorizations on ICR

Check Case Status is the landing page for those of you who only have the *Authorization and Referral Inquiry* role assignment. *Check Case Status* is the menu item on the ICR tool that you'll use to locate requests associated with your organization's tax ID that were submitted by ICR, phone or fax.

You have three choices to conduct your search: by member, by reference authorization request number or by date range. Each search option has required fields and will give you one or more results.

First, let's look at *Search by Member*. You need to complete all the required fields which are identified by the asterisk. Searching by member requires the most information of the three options. This is a good option when you want to view multiple authorizations for one member or don't have the authorization number.

Type the subscriber ID in the field as it's listed on the member ID card. Next, enter the patient date of birth and service dates, then select the provider tax ID from the drop-down. Last select the *Identifier Type*. You have two options from which to choose, the NPI or the facility Medicare ID.

> *Here's a tip: If you conduct a search for a provider group that has one tax ID and more than one NPI, your results will only show the authorization affiliated with the NPI you select. You will have to do another search to find a case associated with another NPI.*

Your second option is to *Search by Reference Authorization Request Number*. You will only get one result choosing this search option since you are using the authorization number. Type the authorization number in the allocated field, then select the provider tax ID from the drop-down menu.

To **Search by Date Range**, enter a 30 day or less date span. For example, your search can be January 1 to January 30, but you won't get a result if you search January 1 through February 3. You may pull up several results if there are multiple cases affiliated with your tax id within the date range you select. After choosing the dates, select the tax id from the drop-down and select one of the identifier types: NPI or Facility Medicare ID.

If you can't find an authorization using the *Check Case Status* option, don't give up you may be able to find requests that were submitted through ICR within **Search Submitted Requests**. You'll see this option on ICR's top navigation bar. Here you also can locate an ICR request that has been archived. ICR will archive any submitted cases that were last updated more than 90 days in the past with the last date of service also being in the past. Additionally, cases in a *not submitted* status will be archived if the last update was made more than 30 days in the past.

The results for any searches you conduct will appear on the lower half of your screen. Scroll down to ensure that you see all the search results. (If your search contains multiple results, to find an authorization for a particular patient you can sort by the *Patient* column.)

Select the **Request Tracking ID** for the case you want to review.

After selecting the **Request Tracking ID** number, ICR will take you to the *Case Overview* screen. Here is where you can access the details of the case information and view case status. You can expand each of the sections to review the details - Patient, Services, Providers associated with the case, and Clinical notes and images. Select the blue printer icon located on the upper right section of the screen to print and save a PDF of all the case information.
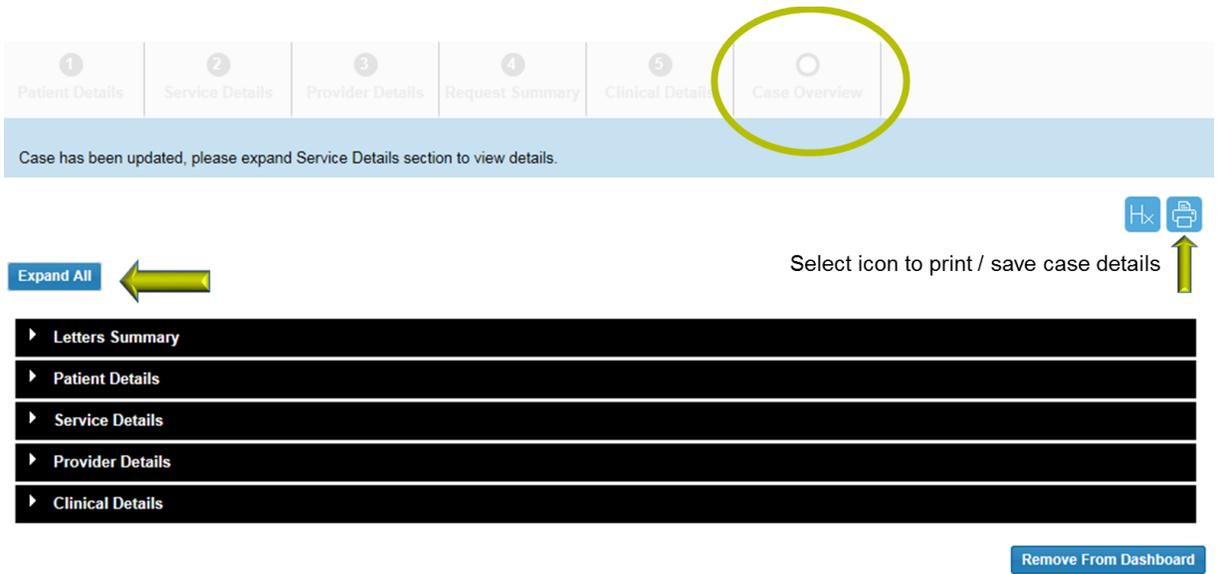
Below, the **Service Details** section is expanded. Here you can see the line item decision for the requested service.
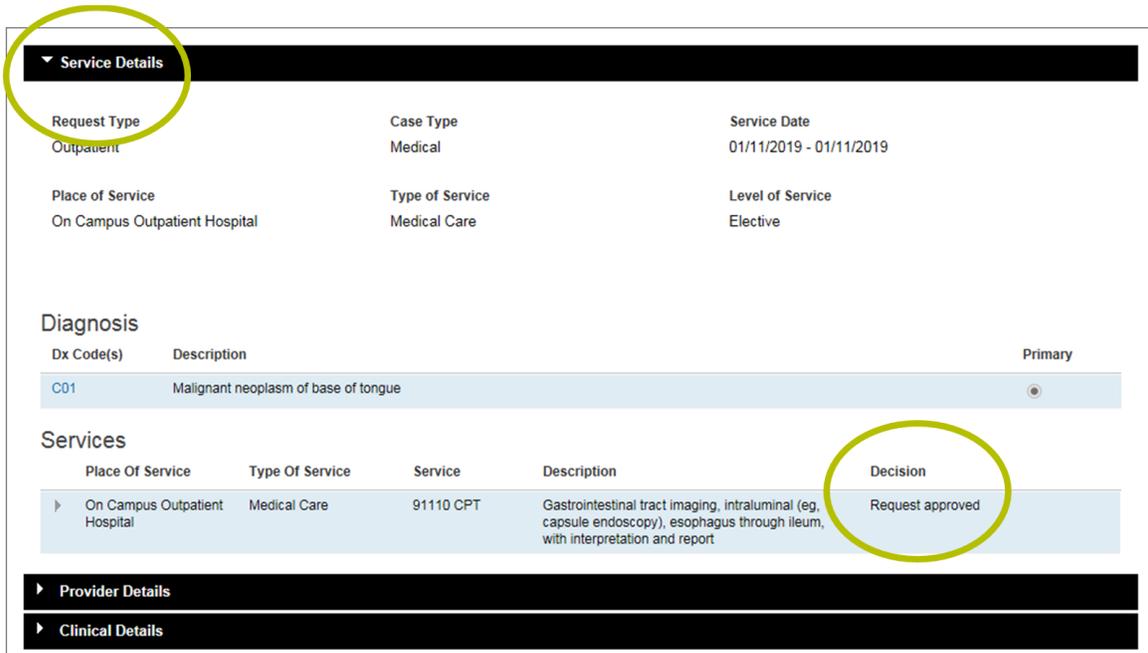
Any letters sent to providers associated with the case are viewable in the *Letter Summary* section once they are available. Expand the section and select the link to open, save or print a PDF of the letter.

Check Appeals Status

Select **Check Appeal Status** from the ICR navigation bar to check the status of your request to appeal a denied authorization.

Type the **Appeal Case ID** and **Member ID** in the allocated fields. (You will find the Appeal Case ID on the acknowledgement letter mailed to your organization. Key in the case ID exactly as it appears on the letter, including dashes.)

The results of the search include status of the appeal and a link to a PDF of the acknowledgement letter.

Helpful tips

To conclude, here are some additional tips that will assist you with accessing and navigating the ICR application.

- 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 anthem.com as a trusted site to bypass the proxy.
- For optimal viewing, use Explorer 11, Chrome, Firefox or Safari.
- Be sure to allow pop-ups on the Availity Portal so the ICR Terms of Use and Disclaimers is available.
- If there seem to be missing fields or if you continue to have errors, clear your internet browser cache.

Contacts

Do you have questions about your Availity Portal registration or setting up your organization on Availity?

- Call Availity Client Services: **1-800-282-4548** (1-800-AVAILITY)

Now it's your turn!

Your Availity administrator can grant you access to **Auth Referral Inquiry**, and you can start using ICR right away.