# Healthy Blue

# Interactive Care Reviewer benefits

## To access the ICR

Healthy Blue providers will access ICR through the Availity Portal (**availity.com**). Once logged in with your unique Availity user name and password, select Patient Registration > Authorization & Referrals.

To get started, your practice's Availity Administrator will need to grant ICR access to users. The users will need to be provided access to one or both of the following role(s):

- *Authorization and Referral Requests* (to submit new requests)
- *Authorization and Referral Inquiry* (to check authorization status)
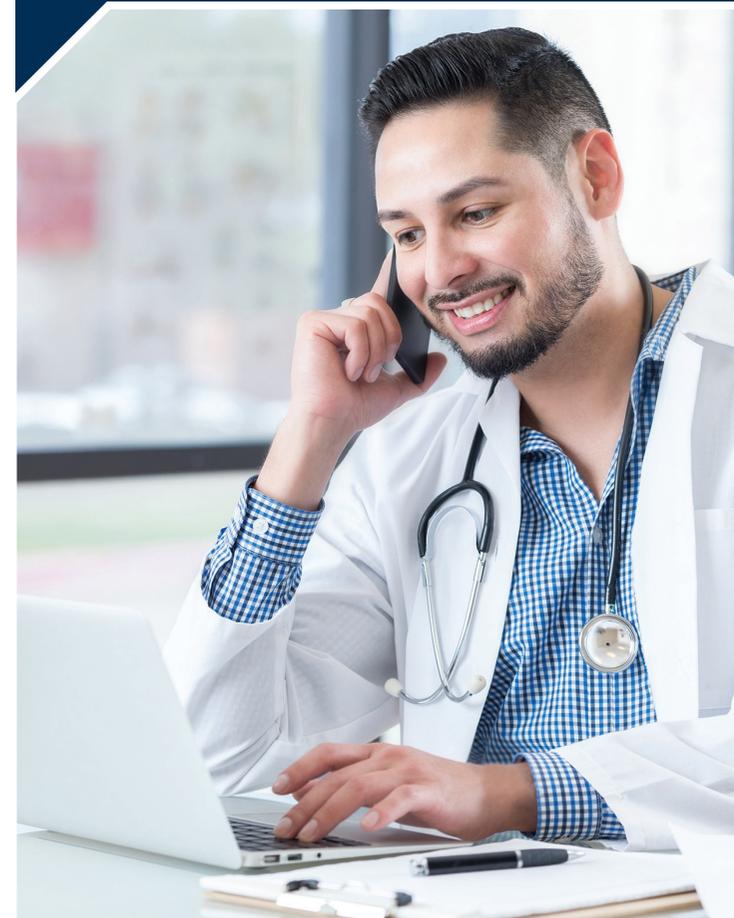
# Healthy Blue

**https://provider.healthybluemo.com**
**Provider Services: 833-405-9086**

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.

# Tired of the cumbersome fax process?

It's time to move to the electronic Interactive Care Reviewer (ICR) tool.



## What is ICR?

The Interactive Care Reviewer (ICR) tool is a new feature of the Healthy Blue behavioral health claims portal, Availity.* Providers and facilities who have an NPI can use the ICR to submit all behavioral health prior authorization (PA) requests to Healthy Blue. The ICR can be used to look up a practice's PA requests submitted by phone, fax, ICR, or other online tool.

*  Availity, LLC is an independent company providing administrative support services on behalf of Healthy Blue.

## Benefits of ICR

### Why start using ICR? Consider these benefits:

• No more faxing! ICR eliminates hard-to-read handwritten documents.

• ICR eliminates potential errors with missed information such as *HIPAA* qualifiers.

• With ICR, you can easily check benefits to determine if PA is required.

• With automated routing, there is no need to memorize fax numbers, prefixes, or phone numbers.

• ICR provides a comprehensive view of all your practice's PA requests.

• You can check the status of your requests without calling or faxing.

• ICR generates an immediate reference number for tracking.

• ICR offers templates to reduce your work when submitting multiple requests for the same service.

• Electronically filed cases are received and reviewed faster than faxes. The average time savings is 15 minutes per case or 4 to 5 hours per week.

• ICR is available 24 hours a day, 7 days a week.

• You can securely submit clinical information online.

• Submit requests from anywhere, on any computer with internet access. Use Internet Explorer 11, Google Chrome, Firefox, or Safari for optimal viewing.

• There is no additional cost to you or your practice.

The ICR tool will now use sophisticated clinical analytics in order to provide an immediate decision on an authorization for higher levels of care such as inpatient, intensive outpatient, and partial hospitalization.

### With the ICR you'll see:

• Reduced administrative burden.

• Quicker access to care for some services deemed eligible for our immediate decision.

• Increased patient focus.

• Prioritization of more complex cases.

• Reduced possibility of errors (such as illegible faxes).

• Increased time spent with patients.