

Interactive Care Reviewer (ICR) tool enhancements

Published: Jul 31, 2018 - Administrative

The Interactive Care Reviewer (ICR)* tool offers a streamlined process to request inpatient and outpatient procedures as well as locate information on previously submitted requests for BCBSGa members via the [Availity Portal](#).

As you know, the ICR tool provides many benefits including fax reduction, authorization determination and a comprehensive view of all your authorization requests. In addition to these benefits, the ICR tool has recently completed some enhancements to improve convenience and efficiency.

Enhancements to the ICR tool include:

- **Increase in saved Favorites:** The number of favorites that can be saved increased to 25 for all provider types including requesting, servicing, facility DME, and refer to providers.
- **Changes to ICR Dashboard tabs:** The **Authorization Referral Inquiry** tab at the top of the dashboard changed to **Check Case Status** tab. The **Search Organization Requests** changed to **Search Submitted Requests**.
 - **Check Case Status:** The ability to view any cases submitted that are associated with the tax IDs on the request. This includes submission by phone, fax, and etc.
 - **Search Submitted Requests:** The ability to search for any ICR case requested by your organization or a request that your organization is associated with. This includes requests with a status of review not required.
- **Changes to Check Case Status tab:** The **Search by Reference Referral Number** changed to **Search by Reference/Authorization Request Number**.
 - **Search by Reference Authorization Request Number:** The ability to search by reference request number or authorization request number and a tax ID associated with the case.

To learn more about the ICR tool attend one of the monthly ICR webinars by registering [HERE](#).

***Note:** ICR is not currently available for Federal Employee Program® (FEP), BlueCard®, and some National Account members; requests involving transplant services; or services administered by AIM Specialty Health® or OrthoNet. For these requests, follow the same authorization process that you use today.

URL: <https://providernews.anthem.com/georgia/article/interactive-care-reviewer-icr-tool-enhancements>

Featured In:

August 2018 BCBSGa Provider Newsletter

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), which underwrites or administers the PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by Compcare or WCIC; Compcare Health Services Insurance Corporation (Compcare) underwrites or administers the HMO policies and Wisconsin Collaborative Insurance Company (WCIC) underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association. Use of the Anthem websites constitutes your agreement with our Terms of Use.
