

Interactive Care Reviewer (ICR) New Features

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Interactive Care Reviewer (ICR), Anthem's online authorization tool, is adding a new feature to further increase the efficiency of your authorization process. In mid-December, you can begin using ICR to request a clinical appeal for denied authorizations and check the status of a clinical appeal. This feature is available for authorization requests submitted through ICR, phone or fax.

Requesting a clinical appeal is easy:

Log on to ICR from the Availity Portal and locate the case using one of the search options, or from your ICR dashboard.

- Select the **Request Tracking ID** link to open the case. If the case is eligible for an appeal you will see the **Request Appeal** menu option on the **Case Overview** screen.
- Select **Request Appeal** to open the **Appeal Details** screen and complete the required fields on the appeal template. (You also have the option of uploading attachments and images to support your request.)
- Select **Submit**

Take the steps below to check the status of a clinical appeal:

Log on to ICR from the Availity Portal

- Select **Check Appeal Status** from the ICR top menu bar
- Type the **Appeal Case ID** and **Member ID** in the allocated fields
- Select **Submit**

The appeal status and detail of the decision will open on the bottom of the screen.

Need more information on how to navigate the new ICR Appeals feature?

Download the *ICR Clinical Appeals Reference Guide* located on the Availity Portal. Select: *Payer Spaces > Applications > Education and Reference Center > Communication and Education*. Find the link to the reference guide below the ICR menu.

Additional Training:

If you are new to ICR or want to get a refresher please attend our monthly ICR webinar. The next event is taking place on December 6 at 1:00 pm ET. [Register Here](#)

URL: <https://providernews.anthem.com/indiana/article/interactive-care-reviewer-icr-new-features>

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