

Interactive Care Reviewer: Anthem's online prior authorization tool targeting September 12 launch for our Commercial membership; Available now for Federal Employee Program members

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On **September 12, 2020**, we are introducing Interactive Care Reviewer (ICR) for our members enrolled in Anthem's **Commercial lines of business. (This includes Commercial plans offered by our affiliate, HealthKeepers, Inc.)** You will access ICR through the Availity Portal.

At this time, ICR will be available as your self-service online authorization tool for **new** medical and behavioral health prior authorization requests. You will be able to submit authorization requests, check case status, update cases and request clinical appeals.

Beginning September 12, you will no longer be able to use Point of Care to initiate authorization requests for these members.

On August 15, 2020, we introduced ICR for members enrolled in the **Blue Cross and Blue Shield Service Benefit Plan (commonly referred to as the Federal Employee Program® or FEP)**. ICR is now your exclusive online tool for these authorization requests.

On October 17, 2020, the Point of Care secure web portal will be retired. You will be able to check status and update all authorizations that were previously submitted through Point of Care using the ICR tool.

Ask your Availity administrator to grant you the required ICR role assignment now so you can begin using the tool immediately when it becomes available.

- *Do you create and submit prior authorization requests?*

Authorization and Referral Request role assignment

- *Do you check the status of the case or results of the authorization request?*

Authorization and Referral Inquiry role assignment

When ICR is launched, follow these steps to navigate to ICR through Availity to request and check the status of prior authorizations

- Select Patient Registration from Availity’s home page
- Select Authorizations & Referrals
- Select Authorizations (for requests) | Select Auth/Referral Inquiry (for inquiries)

Register for our September webinar

We offer training every month to familiarize new users with ICR features and navigation of the tool. [REGISTER](#) to attend a September webinar.

Additional ICR resources are available through the Custom Learning Center

Follow the steps outlined below to access self-paced videos located on the Custom Learning Center. From Availity’s home page, select **Payer Spaces | Anthem tile | Applications | Custom Learning Center**

STEP	INSTRUCTIONS
1	Select Catalog from the menu located on the upper left corner of the Custom Learning Center screen.
2	Use the catalog filter and select Interactive Care Reviewer-Online Authorizations or Authorizations from the Category menu.
3	Click Apply and then enroll for the courses (videos) you want to view.

Illustrated reference guides that you can print are located on **Custom Learning Center Resources**. Select **Resources** from the menu located on the upper left corner of the screen. Use the catalog filter and select **Authorizations or Interactive Care Reviewer-Online Authorizations** from the **Category** menu. Select **Download** to view and/or print the reference guide.

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URL: <https://providernews.anthem.com/virginia/article/interactive-care-reviewer-anthems-online-prior-authorization-tool-targeting-september-12-launch-for-our-commercial-membership-available-now-for-federal-employee-program-members>

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