

Interactive Care Reviewer’s new copy feature decreases time to submit authorization request

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A new copy feature that will significantly speed up your authorization workflow is now available on Interactive Care Reviewer (ICR). Submit multiple requests in a fraction of the time it takes to create an entire case. You can choose to create a duplicate case or select specific elements of a case to copy for a different patient. The copy feature will be particularly useful for facility staff requesting multiple authorizations for inpatient emergent/urgent admissions and providers who request multiple authorizations for the same services.

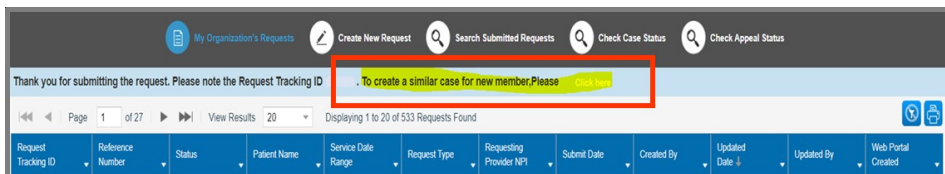
You have the option to immediately copy a new case just submitted from the ICR dashboard.

Select **Click here** from the blue bar message located at the top of the dashboard.

Article Attachments

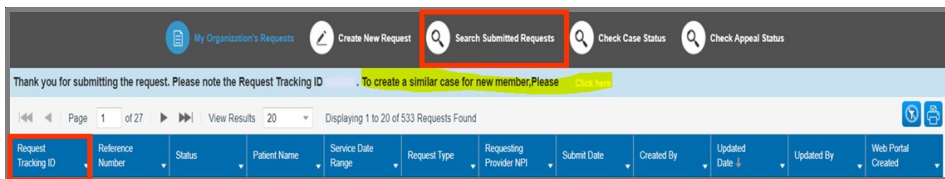
[ICR Image 1.jpg](#)
image/jpeg - 57.9 KB

[ICR image 2.jpg](#)
image/jpeg - 57.53 KB



Or copy a case that has been submitted within 45 days.

To locate a submitted case to copy select the **Request Tracking ID** link from your ICR dashboard or choose **Search Submitted Requests** from the ICR navigation menu. Then select the **Copy Case** button from the ICR Case Overview screen.



The case type, request type, place and type of service is duplicated onto the new case. You will be given the option to select the following case details to copy:

- Diagnosis Code and Procedure Code
- Inpatient length of stay
- Requesting provider and contact information
- Servicing facility
- Inpatient length of stay
- Servicing provider

You only need to key in the patient details* and include the clinical details to complete the new case.

**Please note: To copy a commercial case the patient needs to be enrolled in the same state and health plan. Federal Employee Program (FEP) requests can be for any state.*

Want to learn more about the new ICR copy feature?

[Register here](#) to attend our monthly live webinar sessions:

Introduction to Interactive Care Reviewer.

Or, view and download the illustrated job aid titled *Interactive Care Reviewer Copy Feature*.

Find the job aid on the **Custom Learning Center**: From Availity's home page select **Payer Spaces > Anthem > Custom Learning Center > Resources**. To narrow the results, apply the Interactive Care Reviewer filter.

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URL: <https://providernews.anthem.com/nevada/article/interactive-care-reviewers-new-copy-feature-decreases-time-to-submit-authorization-request-3>

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