

## Point of Care secure portal being retired November 30, 2020

Published: Nov 1, 2020 - Administrative

We are targeting **November 30, 2020**, to retire Virginia's Point of Care secure provider portal. The Availity Portal will become your exclusive, secure multi-payer portal to access many of Anthem's online tools and resources. At this time, you will no longer be able to access the Payer Spaces link on Availity that redirects you to Point of Care.

Authorization requests and inquiries have been the only remaining transactions available on Point of Care. On October 17, 2020, we introduced Interactive Care Reviewer (ICR) our medical and behavioral health online authorization tool for our members enrolled in Anthem's Commercial lines of business (this includes Commercial plans offered by our affiliate, HealthKeepers, Inc.); and on August 15, 2020, for members enrolled in the Blue Cross and Blue Shield Service Benefit Plan (commonly referred to as the Federal Employee Program® or FEP).

Interactive Care Reviewer is accessed through the Availity Portal. You can now check the status and update all authorizations that were previously submitted for these patients through Point of Care using the ICR tool.

### Take these steps to have access to ICR:

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

- **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

## Follow these steps to navigate to ICR through Availity to request and check the status of prior authorizations

1. Select Patient Registration from Availity's home page
2. Select Authorizations & Referrals
3. Select Authorizations (for requests) | Select Auth/Referral Inquiry (for inquiries)

### Are you new to ICR or need a refresher?

We offer training every month to familiarize new users with ICR features and navigation of the tool. [Register Here](#) to attend the webinar taking place on November 11.

### 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**

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**
3. Click **Apply** 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.

764-1120-PN-VA

**URL:** <https://providernews.anthem.com/virginia/article/point-of-care-secure-portal-being-retired-november-30-2020>

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November 2020 Anthem Provider News - Virginia

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