

Targeting August to launch Interactive Care Reviewer, Anthem's online prior authorization tool for Federal Employee Program

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We are targeting **August 15, 2020**, to introduce Interactive Care Reviewer (ICR) – Anthem Blue Cross and Blue Shield's online authorization tool for members enrolled in the Blue Cross and Blue Shield Service Benefit Plan (commonly referred to as the Federal Employee Program® or FEP). You will access ICR through the Availity Portal. At this time, ICR will become your exclusive online tool for all new FEP medical and behavioral health inpatient and outpatient authorization requests and inquiries.

You may already be using ICR for your patients enrolled in Medicare Advantage and Anthem HealthKeepers Plus (Medicaid). Additionally, we plan to introduce ICR for our members enrolled in Anthem's Commercial lines of business. (This includes Commercial plans offered by our affiliate, HealthKeepers, Inc.) The ability to request and check case status of your medical and behavioral health authorizations using one online application should further streamline your authorization workflow process.

In the coming months, please continue to check Point of Care and Availity News and Announcements for new updates we may post regarding this transition to ICR.

Are you new to ICR?

Get a head start now and ask your Availity administrator to grant you the required ICR role assignment.

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

Beginning on August 15, follow these steps to navigate to ICR through Availity:

Select Patient Registration from Availity's home page

Select Authorizations & Referrals

Select Authorizations (for requests) | Select Auth/Referral Inquiry (for inquiries)

ICR training is offered monthly

Register for one of our free webinars created to familiarize new users with ICR features and navigation.

Can't make it to the webinar?

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 | Your Custom Learning Center**

- Select Catalog from the menu located on the upper left corner of the Custom Learning Center screen
- Use the catalog filter and select **Interactive Care Reviewer-Online Authorizations** or **Authorizations** from the **Category** menu
- 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.

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URL: <https://providernews.anthem.com/virginia/article/targeting-july-18-to-launch-interactive-care-reviewer-anthems-online-prior-authorization-tool-for-federal-employee-program-and-anthems-commercial-membership>

Featured In:**July 2020 Anthem Provider News - Virginia**

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