



Interactive Care Reviewer

Providers and Facilities can initiate online prior authorization requests for **HealthLink** members more efficiently and conveniently with our Interactive Care Reviewer (ICR) tool available through **ProviderInfoSource**.

Use this digital tool to initiate **HealthLink** inpatient and outpatient medical and behavioral health prior authorization requests online.

What benefits and efficiencies does the ICR provide?

- **Determine if a prior authorization is required.** For most requests, after entering patient, service, and provider details, a message will display indicating whether review is required.
- **Inquiry capability.** Ordering and servicing physicians and facilities can locate information on prior authorization requests for cases affiliated with their organization. This includes requests previously submitted via phone, fax, and ICR.
- **ICR reduces the need to fax.** The ICR allows submission of text detail as well as images along with the request. Therefore, requests can be submitted online, reducing the need to fax medical records.
- **No additional cost.** The ICR is a no-cost solution that is easy to learn and even easier to use.
- **The ICR tool is accessible almost anywhere.** Submit requests from any computer with internet access. (Note: We recommend you use Internet Explorer 11 or Chrome for optimal viewing.)
- **View a comprehensive list of your-preauthorization requests.** You have complete view of all the utilization management requests your organization submitted online, including the status of your organization's requests and specific views that provide case updates and a copy of associated letters.

How do you gain access to the ICR?

The ICR tool is accessible on the Availity Portal via ProviderInfoSource. Once your organization is registered on Availity, ask your Availity administrator to grant you the required ICR role assignment.

- **Do you create and submit prior authorization requests?** Ask for the **Authorization and Referral Request** role assignment
- **Do you check the status of the case or results of the authorization request?** Ask for the **Authorization and Referral Inquiry** role assignment

Once you have the role assignment, you can take the next steps to access the ICR tool by accessing **ProviderInfoSource**, select Utilization Management, select Interactive Care Reviewer. Then select **Patient Registration > Authorizations & Referrals** from Availity's home page and from the *Authorization & Referral* screen, select **Authorizations** to submit or update a case and **Authorization/Referral Inquiry** to check the status of a case.

Note: If your organization has not yet registered for Availity, you will not have access to ICR.

Whom can you contact with questions?

For questions regarding our ICR tool, please contact your local Network Experience Consultant. For questions regarding Availity registration, call **800-AVAILITY (800-282-4548)**. Availity Client Services is available Monday to Friday from 8 a.m. to 8 p.m. ET (excluding holidays).