



Medicaid ■ Medicare Advantage

Interactive Care Reviewer benefits



Provider Services:

Medicaid: 1-800-454-3730

Medicare: 1-866-805-4589

Amerigroup members in the Medicaid Rural Service Area and the STAR Kids program are served by Amerigroup Insurance Company; all other Amerigroup members in Texas are served by Amerigroup Texas, Inc. Coverage provided by Amerigroup Inc. TXPEC-3729-20 | 510203MUPENMUB



To access the ICR

Providers who have an NPI can access the ICR via the Availity Portal (<https://www.availity.com>).

ICR is available online 24 hours a day, 7 days a week.

<https://providers.amerigroup.com/tx>

Tired of the cumbersome fax process?

It's time to move to the electronic Interactive Care Reviewer (ICR) tool.



Request Tracking ID	Reference Number	Status	Patient Name	Service Code Range	Request Type	Requesting Provider NPI	Submit Date	Created By	Update Date	System
	Review in Progress	10/08/2015 - 10/09/2015		Occupational	1072048020	2015-10-02	12:23:54 PM		2015-10-08	System
	See Details	10/08/2015 - 10/10/2015		Respiratory	1912007543	2015-10-07	10:41:44 AM		2015-10-07	System
	See Details	10/08/2015 - 10/10/2015		Respiratory	1912007543	2015-10-07	10:39:37 AM		2015-10-07	System
	See Details	10/08/2015 - 10/10/2015		Respiratory	1912007543	2015-10-07	10:36:40 AM		2015-10-07	System
	Review in Progress	09/30/2015 - 09/30/2015		Respiratory	1022006242	2015-10-01	11:04:08 AM		2015-10-06	System
	Review in Progress	09/30/2015 - 10/10/2015		Respiratory	1390714853	2015-10-06	09:53:39 AM		2015-10-06	System
	Approved	10/08/2015 - 10/08/2015		Occupational	1022006242	2015-10-05	12:19:30 PM		2015-10-05	System



What is ICR?

Physicians and facilities who have an NPI can submit physical and behavioral health outpatient and inpatient prior authorization (PA) requests for Amerigroup members via ICR, which is available on the Availity Portal.* ICR is not available to providers without an NPI. Ordering and servicing physicians and facilities can use the inquiry feature to find information on PA requests affiliated with their tax or organizational ID. ICR is also available for PA requests previously submitted via phone, fax, ICR or other online tool.

** Availity, LLC is an independent company providing administrative support services on behalf of Amerigroup.*



Benefits of ICR

Why start using ICR? Consider these benefits:

- No more faxing! ICR eliminates hard-to-read handwritten documents.
- ICR eliminates potential errors with missed information such as HIPAA qualifiers.
- With ICR, you can easily check benefits to determine if PA is required.
- With automated routing, there is no need to memorize fax numbers, prefixes or phone numbers.
- ICR provides a comprehensive view of all PA requests.
- You can check the status of the request without calling or faxing.
- ICR generates an immediate reference number for tracking.
- ICR offers templates to reduce your work when submitting multiple requests for the same service.
- Electronically filed cases are received and reviewed faster than faxes. The average savings is 15 minutes per case or 4 to 5 hours per week.
- You can securely submit clinical information online.
- Submit requests from anywhere, on any computer with Internet access. Use internet Explorer 11, Google Chrome, Firefox or Safari for optimal viewing.
- There is no additional cost to you or your practice.

The ICR tool will now utilize sophisticated clinical analytics in order to provide an immediate decision on an authorization for higher levels of care such as inpatient, intensive outpatient and partial hospitalization.

Benefits of the new ICR tool include:

- Reduction in administrative burden.
- Quicker access to care — 15 minutes for an immediate decision in some cases.
- Increased member focus.
- Prioritization of more complex cases.
- Reduced possibility of errors (such as illegible faxes).
- Increased time spent with patients.

