

Submit behavioral health authorizations via our online Interactive Care Reviewer tool

Summary of change: Effective September 1, 2020, Amerigroup is excited to announce an enhanced process for submitting behavioral health authorization requests via the Interactive Care Reviewer (ICR) tool. The enhanced ICR tool will provide the opportunity for quicker decisions and eliminate wait times associated with faxes and telephonic intake.

The ICR tool will use sophisticated clinical analytics to approve an authorization instantly for higher levels of care such as inpatient, intensive outpatient and partial hospitalization.

Benefits of the new ICR tool include:

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

To access the ICR tool, visit <https://www.availity.com>.*

If you have questions, contact your Provider Relations representative or Provider Services at **1-800-454-3730**.

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

<https://providers.amerigroup.com>

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.

Amerigroup STAR+PLUS MMP (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Texas Medicaid to provide benefits of both programs to enrollees.