

Interactive Care Reviewer (ICR) FAQ

Interactive Care Reviewer (ICR)

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What is ICR and the ICR landing page/dashboard?

What is ICR?

The Interactive Care Reviewer (ICR) is our online application that allows providers and facilities to submit initial and concurrent authorization requests for behavioral health (BH) services including acute inpatient stays, residential and rehabilitation stays, intensive outpatient (IOP) and partial hospitalization programs (PHP), electroconvulsive therapy (ECT), and psychiatric testing. Additionally, ICR has an inquiry feature to locate and review case information on any authorization associated with the tax ID/organization.

Why should I use ICR?

ICR improves the efficiency of the authorization process since all authorizations are in one place and can be accessed by any staff member at any time. ICR allows users to inquire about prior authorization requests submitted via phone, fax, ICR, or other online tools. Using ICR means you no longer must request authorizations by phone or fax since you can create the request, attach, and submit clinical notes and supporting images, make updates, and get responses from ICR.

How do I get access to ICR and create an account?

ICR is an application you will access through the Availity Portal, so your provider/facility organization needs to be registered with Availity.

*****Please note: The person starting the registration process agrees to be the *Administrator* for your organization and will administer the addition of new users within your facility.*****

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

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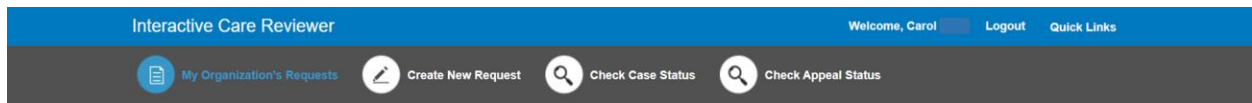
The person selected to be your Availity Administrator must first register your provider organization for the Availity Portal— <https://www.availity.com> —by taking the following steps:

1. From the Availity website, select the **REGISTER** link to open the *Registration Details* landing page.
2. Select the appropriate organization type link to be directed to the *Registration Form* to create an account.
3. Once the organization account is active, your Availity Administrator will register users and assign users to the appropriate roles to access applications. To access ICR, users will need either the **Authorization & Referral Request** role (to create and update authorizations) or the **Authorization & Referral Inquiry** role (to look up and review authorization status).

What is the ICR landing page/dashboard?

The dashboard displays your organization's requests submitted, requests not yet submitted, cases requiring additional information, and cases where a decision has been rendered. The dashboard has four tabs:

1. **My Organization's Requests** — This is your home page and will display the dashboard.
2. **Create New Request** — This is used to start a new inpatient or outpatient request.
3. **Check Case Status** — View any cases submitted under your organization's tax ID and cases affiliated with your tax ID including ICR, phone, and fax requests.
4. **Check Appeal Status** — Check the status of a clinical appeal.



How do I request a new authorization?

This feature is only available for users who have the Authorization & Referral Request role assignment.

To create a new authorization request, select **Create New Request** from the ICR dashboard tab, located at the top of the ICR screen. ICR will guide you through the necessary steps to determine if an authorization request requires review. The *Request Summary* screen will let you know if the case requires a review. If the case requires review, you will continue to *Clinical Details* and then to the *Case Overview* where you will have the opportunity to review the case, make any changes, and submit.

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The screenshot shows the top navigation bar of the ICR interface. It includes four main actions: 'My Organization's Requests', 'Create New Request', 'Check Case Status', and 'Check Appeal Status'. Below this is a horizontal menu with six tabs: 'Patient Details' (active), 'Service Details', 'Provider Details', 'Request Summary', 'Clinical Details', and 'Case Overview'. A note below the tabs states: 'In addition to the subscriber ID, please enter at least ONE of the following patient identifiers from patients First Name, Last Name or Birth Date. Patient Birth Date is recommended.'

Time saver tip

Profile template: Profile templates can be used to select a standard profile, for example BH Intensive Outpatient Treatment (IOP). Choosing a standard profile will auto-populate the following mandatory fields for you: Request Type, Case Type, Place of Service, Type of Service, and Level of Service.

1. **Patient Details:** Complete all the required fields in this section and choose **Find Patient**. If the information is correct, select **Confirm Patient**.
 - a. **Please note:** When entering the request, in addition to entering the subscriber ID, please enter at least **one** of the following patient identifiers: patient first name, last name, or birth date. Birth date is recommended. Additionally, the subscriber ID must be entered exactly as it appears on the member's health plan assigned ID card.
 - b. **Please note:** The admit date cannot be changed once the case has been decided. All services requested on this entry must be within the dates provided.
2. **Service Details:** Complete all required fields in this section by providing the patient's diagnosis and information about the service to be provided. (If you didn't select an authorization profile, the Place of Service, Type of Service, and Level of Service will be required in addition to the other required diagnosis and services fields.)
 - a. **Outpatient** — Complete all indicated fields on the Diagnosis screen and the Services screen.

After you enter each code, select the plus sign, labeled *Add Service*. The codes and their descriptions will be added to the bottom of your screen. Once you have entered all the codes affiliated with the case, choose **Next**.

The screenshot shows a table for entering service details. The table has three main columns: 'Service From *', 'Service To *', and 'Quantity *'. The 'Service From' column contains the date '08/02/2020'. The 'Service To' column contains the date '08/09/2020' and a calendar icon. The 'Quantity' column contains a text input field and a dropdown menu labeled 'Visit(s)'. Below the table is a blue button with a plus sign and the text '+ Add Service'.

- b. **Inpatient** — You will be asked to complete diagnosis and length of stay fields.
 - i. **Please note:** Urgent level of service is only an option for a Future Admission. If the date of admission is the Current Date or a Past Date, the options are Elective or Emergency.

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- c. You also have the option of uploading attachments, images, and photos to support the information you included on the template. Select **Choose File** to upload the information. **Please note:** If the authorization request is for medical services and you elected to skip the form or were not given a template option, you are required to include notes by either entering your notes in the allotted text box or uploading notes as an attachment to be able to submit the case.

The screenshot shows a web form with two main sections. The top section is titled "Attachments, Images and Photos" and includes a "Choose File" button, a "No file chosen" status, and a "Description" field. Below this is an "Upload" button, which is highlighted with a red box. The bottom section is titled "Clinical Notes" and contains a large text area for entering notes. Below the text area is an "Add Note" button, also highlighted with a red box, and a "Next" button below it.

6. **Case overview:** This allows you to view all the details of the request entered before submitting your request:
 - a. To modify information, select the title of the page to go back to edit fields. Select **Submit** once you have reviewed and completed your request.

The screenshot shows a navigation bar with six tabs: "1 Patient Details", "2 Service Details", "3 Provider Details", "4 Request Summary", "5 Clinical Details", and "6 Case Overview". The "Case Overview" tab is selected. Below the navigation bar is a list of details sections: "Patient Details", "Service Details", "Provider Details", and "Clinical Details". Each section has a right-pointing arrow. To the right of the list are three icons: a refresh icon, a print icon, and a share icon. Below the list is a "Submit" button, which is highlighted with a red box.

- b. **Please note:** Once the request has been submitted, the new request will show up at the top of your dashboard with a status of *Review in Progress*. The blue bar will display confirmation that your request was submitted and include a tracking ID for your request. Please note the request tracking ID, so if you have any questions about the case at a later date, you can reference that number.

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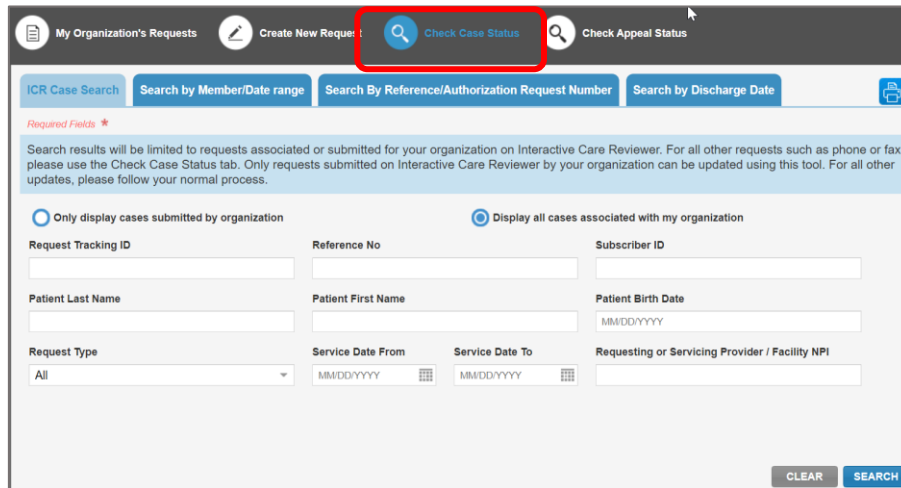
The screenshot shows the ICR dashboard with a navigation bar at the top containing 'My Organization's Requests', 'Create New Request', 'Check Case Status', and 'Check Appeal Status'. Below the navigation bar is a message: 'Thank you for submitting the request. Please note the Request Tracking ID 434344 . To create a similar case for new member, Please Click here'. Below this is a pagination control showing 'Page 1 of 1' and 'View Results 20'. A table of requests is displayed with the following columns: Request Tracking ID, Reference Number, Status, Patient Name, Service Date Range, Request Type, Line of Business, State Sold, Requesting Provider NPI, Submit Date, Created By, Updated Date, and Updated By. The table contains one row of data.

Request Tracking ID	Reference Number	Status	Patient Name	Service Date Range	Request Type	Line of Business	State Sold	Requesting Provider NPI	Submit Date	Created By	Updated Date	Updated By
434344	UM74025080	Review In Progress	Doe, Joseph A	07/06/2021 - 07/07/2021	Inpatient	Local Commercial	OH	2222222222	2021-07-06 02:52:38 PM	Nurse, John	2021-07-06 02:52:49 PM	Nurse, John

How do I check the status of a case?

1. Select **Check Case Status** from the ICR top navigation bar menu. You can locate cases submitted by your organization or cases associated with your organization's tax ID(s).

Select the ICR tab to locate any case submitted through ICR. Or you can choose any of the following search options to find cases submitted through ICR, phone, and fax: Member/Date Range, Reference Number, or Discharge Date.



The screenshot shows the ICR search interface. The 'Check Case Status' button in the top navigation bar is highlighted with a red box. Below the navigation bar are four search tabs: 'ICR Case Search', 'Search by Member/Date range', 'Search by Reference/Authorization Request Number', and 'Search by Discharge Date'. A 'Required Fields' section contains a message: 'Search results will be limited to requests associated or submitted for your organization on Interactive Care Reviewer. For all other requests such as phone or fax, please use the Check Case Status tab. Only requests submitted on Interactive Care Reviewer by your organization can be updated using this tool. For all other updates, please follow your normal process.' Below this are two radio buttons: 'Only display cases submitted by organization' and 'Display all cases associated with my organization'. The search form includes fields for Request Tracking ID, Reference No, Subscriber ID, Patient Last Name, Patient First Name, Patient Birth Date, Request Type, Service Date From, Service Date To, and Requesting or Servicing Provider / Facility NPI. There are 'CLEAR' and 'SEARCH' buttons at the bottom right.

How do I view a decision? (Inpatient or outpatient)

1. Once ICR complete your search (described in How do I Check the Status of a Case?), select the request tracking ID of the case to open the Case Overview. Select **Expand All** to view the case. You can also view and download decision letters associated with the case.
2. Newly submitted requests will have a *Review In Progress* status on your organization's ICR dashboard. Look for cases that are last updated by system and where status is no longer *Review In Progress*. Those cases with updates or a decision can be viewed by selecting the **Request Tracking ID**.

Time saver tip

If you have entered an email address on the *Provider Details* page, you will receive emails when there is activity on a case.

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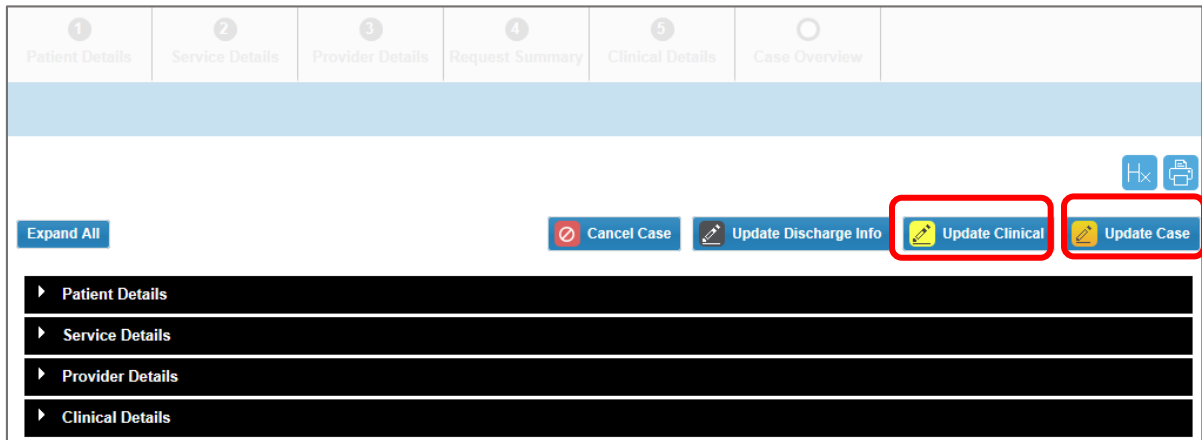
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How do I update a submitted request? (Concurrent review)

This feature is only available for users with the Authorization & Referral Request role.

1. To update a case, click on the request tracking number from the ICR dashboard or locate the case by selecting **Check Case Status** from the ICR menu. You will land on the *Case Overview*.
2. If the case is eligible to update, you will be given the choices to select *Update Case* or *Update Clinical*. To add only clinical notes, select **Update Clinical**. If you want to make changes to the diagnosis/procedure codes and the clinical notes, select **Update Case**.



3. Before the case opens, you may be required to respond to two Y/N questions:
 - a. You are getting ready to update the case; would you like to proceed?
 - b. Have services been rendered?
4. After you make the updates to the case, you will navigate to the Case Overview. If everything looks good — select **Submit Update**.
5. After submitting a modified request, you will be navigated back to the ICR dashboard where that request will be viewable in a *Review in Progress* status and the *Last Updated By* and the *Last Updated Time* will reflect the changes.

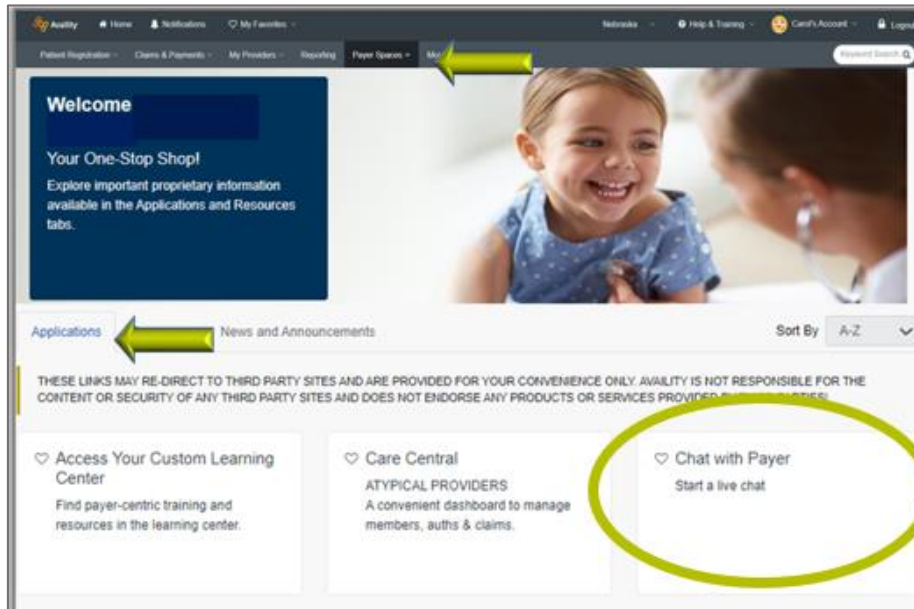
How do I access the chat function for support or authorization questions?

1. *Chat with Payer* is a digital alternative to making a phone call to get questions answered through a real-time, online discussion.

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2. To begin a chat, complete all fields on the pre-chat form. Choose **Authorizations** from the *Topic for Chat* drop-down menu. Once all fields are completed, the window to chat with an agent opens.

Chat With Payer

Organization* Tax ID*

Select a Provider* NPI*

Topic for Chat* Service Date* Patient ID*

Patient First Name* Patient Last Name* Date of Birth*

Chat with Payer Disclaimer

You are about to be re-directed to a third-party site away from Avality's secure site, which may require a separate log-in. AVALITY provides the link to this site for your convenience and reference only. AVALITY cannot control such sites, does not necessarily endorse and is not responsible for their content, products, or services. You will remain logged in to AVALITY.

Verification of Benefits or coverage is not a guarantee of eligibility or payment. Actual payment is based on terms and conditions of the plan. All claims are subject to review upon submission. All benefits reflect in network benefits, unless otherwise requested.

ICR enhancements for BH information:

1. Fill out the seven questions.

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2. Select the parent checkbox on the left of the screen before filling out the remaining questions. Please see screenshot with parent checkbox circled.

BH Initial Review

Risk of Harm To Self Risk Rating(Check all that apply)

Not present

Ideation

Plan

Means

Prior Attempt

Risk of Harm To Others Risk Rating(Check all that apply)

Not present

Ideation

3. Agree to the *Disclaimer* by checking box next to *Disclaimer* and select **Next**.
4. After hitting **Next**, a box titled *Data Tool Questions* may pop up. These will only be visible in the event the enhancement was unable to be approved based on the information submitted.
5. Once the information has been entered and **Submit** is selected, ICR will return the user to the dashboard.

Helpful tips:

- If you receive the “System Temporarily Unavailable” message on a consistent basis, your organization’s firewall may be blocking the site. Please contact your IT department and ask them to review internet filters and add the provider website as a trusted site to bypass the proxy.
- Clear your cache if there seem to be missing fields or if you continue to have errors.
- **Please note: The admit date cannot be changed once the case has been decided. All services requested on this entry must be within the dates provided.** You can submit your requests from any computer with internet access. **We recommend you use Chrome, Firefox, or Edge for optimal viewing.**

Training

Follow these instructions to access ICR on-demand training through the Availity Custom Learning Center:

1. From Availity’s homepage, select **Payer Spaces**.
2. Your health plan’s name tile > Applications > Custom Learning Center tile.
3. From the *Courses* screen, use the filter catalog and select *Interactive Care Reviewer—Online Authorizations* from the menu. Then, select **Apply**.
4. You will find two pages of online courses consisting of on-demand videos and reference documents illustrating navigation and features of ICR. Enroll for the course(s) you want to take immediately or save for later.

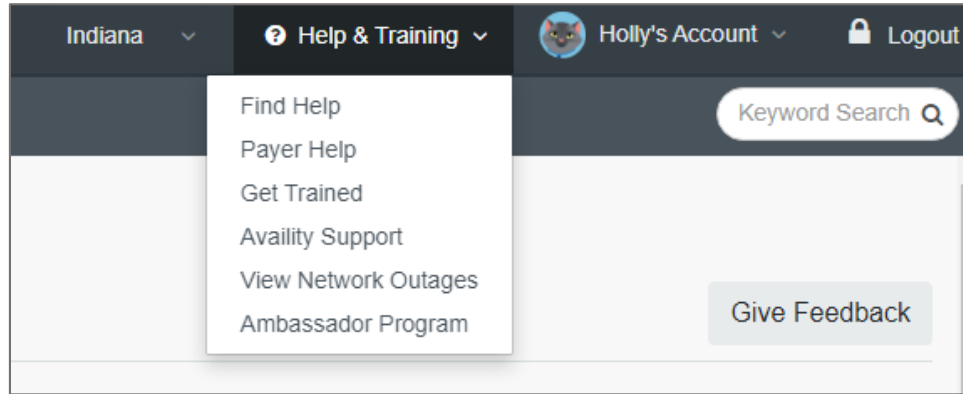
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How do I submit and get support for an issue with ICR/Availity?

1. Go to the Availity Provider Portal and select **Help & Training** from the drop down option on the top right of the screen. Select **Availity Support** to submit a support ticket. Shown below.



2. This ticket will go to Availity for triage. If Availity cannot resolve the issue and determines it is an Amerigroup issue, Availity will log a Salesforce ticket that will go to the Amerigroup ESolutions team for resolution.

OR

3. Ask questions and get support by contacting Availity Client Services, available 8 a.m. to 8 p.m. ET/7 a.m. to 7 p.m. CT — **800-AVAILITY (800-282-4548)**.