

Interactive Care Reviewer Resources

located on the Custom Learning Center

Find resources that will familiarize you with navigating the Interactive Care Reviewer (ICR), our online medical and behavioral health self-service authorization tool that is accessed through the Availity* Portal.

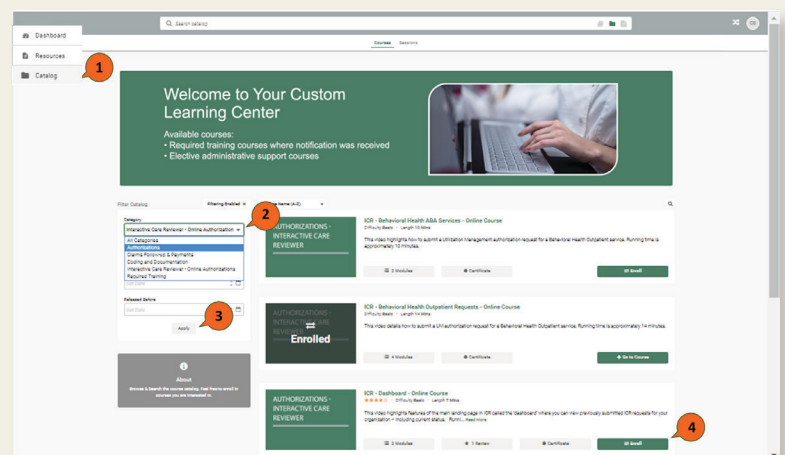
To get started using ICR, you may need some tips on how to navigate the application to submit and check the status of authorizations, or request an appeal following Health Plan guidelines. The Custom Learning Center on Availity Payer Spaces has both courses and resources that will help you get up and running quickly.

Access to the Custom Learning Center requires Availity registration. You need to have your own unique user ID and password.



Follow these steps to access ICR courses and resources:

From the Availity home page > Payer Spaces > Amerigroup Community Care tile > Applications > Access Your Custom Learning Center.



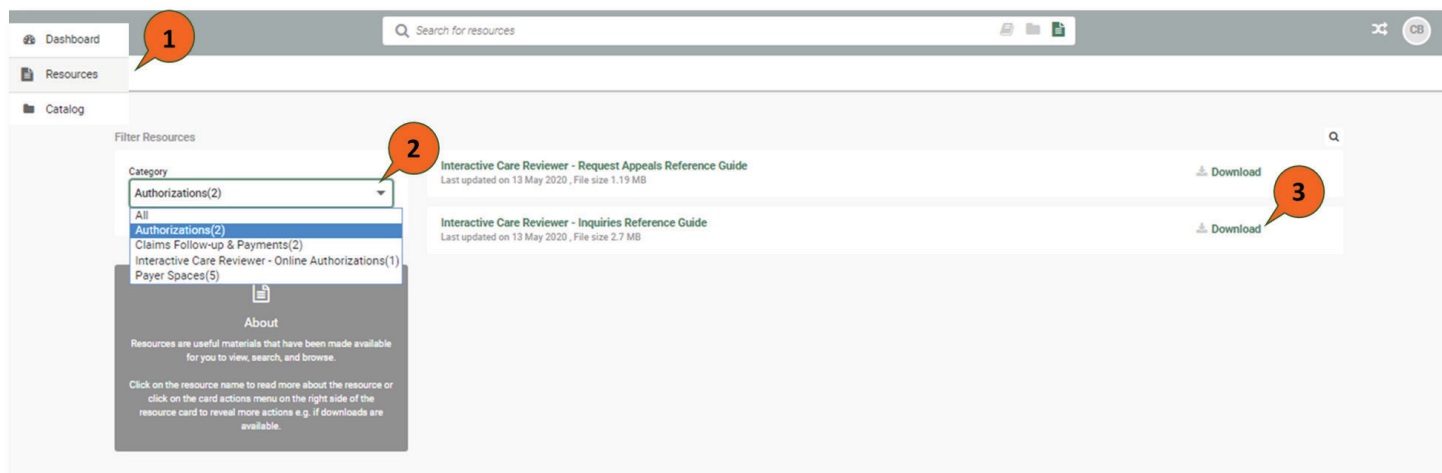
1. Select **Catalog** from the menu located on the upper-left corner of the *Custom Learning Center* screen.
2. Use the catalog filter and select **Interactive Care Reviewer-Online Authorizations** or **Authorizations** from the *Category* menu.
3. Select **Apply**.

There are two pages of online courses consisting of on-demand videos and reference documents. Find the course(s) you want to take then:

4. Select **Enroll** and choose **Start** to take the course immediately or to save for later, select **Return to Dashboard**.



Additionally, illustrated reference guides that you can print are located on Custom Learning Center Resources.



1. Select **Resources** from the menu located on the upper-left corner of the screen.
2. Use the catalog filter and select **Authorizations** or **Interactive Care Reviewer-Online Authorizations** from the **Category** menu.
3. Select **Download** to view and/or print a reference guide.

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