



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

ICR is available online 24/7.



Interactive Care Reviewer benefits

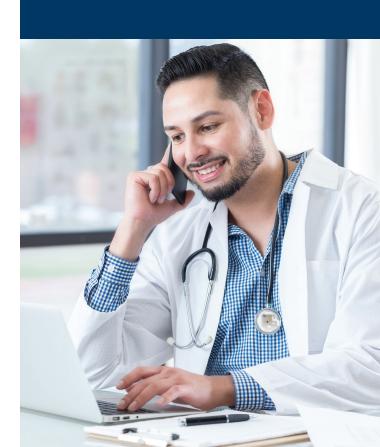
https://providerpublic.mybcbswny.com

Highmark Blue Cross Blue Shield of Western New York partners with Amerigroup companies to administer certain services to Medicaid Managed Care (MMC) and Child Health Plus (CHPlus) members. Please note, this information is specific to the MMC and CHPlus programs only.

Amerigroup Partnership Plan, LLC provides management services for Highmark Blue Cross Blue Shield of Western New York's managed Medicaid. Amerigroup Partnership Plan, LLC brinda servicios administrativos para Medicaid administrado de Highmark Blue Cross Blue Shield of Western New York.

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Tired of the cumbersome fax process?



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

	Interactive Ca	re Reviewer				W	icom Name I	.ogout Contact U	s Quick Links	
	My Organization's Requests Z Create New Request Q Search Submitted Requests Q Check Case Status									
44 4 Page	1 of 27	▶ View Resi	ilts 20 ~	533 Requests f	ound Displaying 1	to 20				⊗ (€
	Reference Number •	Status	Patient Name •	Service Date Range	Request Type	Requesting Provider NPI	Submit Date	Created By	Updated 4 Date	Updated By
		Review in Progress	200	10/09/2015 - 10/09/2015	Outpatient	1073549929	2015-10-08 12:22:54 PM	10000110	2015-10-08 12-23-52 PM	System
	-	See Details	April 1	10/09/2015 - 10/10/2015	Inpatient	1912007543	2015-10-07 10.41.44 AM		2015-10-07 10.54.43 AM	System
		See Details	-	10/09/2015 - 10/10/2015	Inpatient	1912007543	2015-10-07 10:30:37 AM	-	2015-10-07 10.35.34 AM	System
		See Details	-	10/09/2015 - 10/10/2015	Inpatient	1912007543	2015-10-07 10:06:40 AM		2015-10-07 10.17.39 AM	System
	10000	Review in Progress		09/30/2015 - 09/30/2015	Inpatient	1922090342	2015-10-01 11.54.06 AM		2015-10-08 11.07.34 AM	System
		Review In Progress		09/28/2015 - 10/12/2015	Inputient	1396714663	2015-10-06 09:53:39 AM		2015-10-08 09:54:29 AM	System
	-	Approved	200	10/06/2915 - 10/06/2915	Outpatient	1922098342	2015-13-05 12.19.38 PM	1000	2015-10-05 12-24-42 PM	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 Highmark Blue Cross Blue Shield of Western New York 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.



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 use 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.

