



Provider Services  
1-866-231-0847



To access the  
ICR

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

ICR is available online 24/7.

[providerpublic.mycbswny.com](https://providerpublic.mycbswny.com)

Highmark Blue Cross Blue Shield (Highmark BCBS) partners with Wellpoint companies to administer certain services to Medicaid Managed Care (MMC), Health and Recovery Plan (HARP), Child Health Plus (CHPlus), and Essential Plan members. Please note, this information is specific to the MMC, HARP, CHPlus, and Essential Plan programs only. Wellpoint Partnership Plan, LLC provides management services for Highmark Blue Cross Blue Shield's managed Medicaid. Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Cross Blue Shield is an independent licensee of the Blue Cross Blue Shield Association.

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## Interactive Care Reviewer benefits



# 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	Requester Name	Request Range	Request Type	Requesting Provider ID	Submitted Date	Created By	Updated Date	Updated By
		Review in Progress		10/02/2015 - 10/02/2015	Outpatient	107144808	2015-10-02 12:22:24 PM		10/02/2015 12:23:02 PM	System
		See Details		10/02/2015 - 10/02/2015	Inpatient	1910207543	2015-10-07 10:47:44 AM		2015-10-07 10:54:47 AM	System
		See Details		10/02/2015 - 10/02/2015	Inpatient	1910207543	2015-10-07 10:38:27 AM		2015-10-07 10:38:34 AM	System
		See Details		10/02/2015 - 10/02/2015	Inpatient	1910207543	2015-10-07 10:38:27 AM		2015-10-07 10:38:34 AM	System
		Review in Progress		10/02/2015 - 10/02/2015	Inpatient	1020208042	2015-10-01 11:54:58 AM		2015-10-08 11:07:34 AM	System
		Review in Progress		10/02/2015 - 10/02/2015	Inpatient	1306714803	2015-10-06 09:53:38 AM		2015-10-06 09:54:20 AM	System
		Approved		10/02/2015 - 10/02/2015	Outpatient	1020208042	2015-10-05 12:18:38 PM		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 BCBS 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.



## 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 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.

