Interactive Care Reviewer tool: Register and start using today!

West Virginia | Mountain Health Trust

Beginning June 17, 2017, your practice can submit online preauthorization requests for Wellpoint members more efficiently and conveniently with our Interactive Care Reviewer (ICR) tool available through the Availity Web Portal (Availity). The ICR offers a streamlined process to request inpatient and outpatient procedures as well as locate information on previously submitted requests.

What benefits/efficiencies does the ICR tool provide?

- **You are automatically routed to our ICR tool.** Once the ICR tool is available, when you go to *Authorizations* in Availity, you are automatically routed to the ICR tool in order to begin your preauthorization request.

- You can determine if preauthorization is needed. For most requests, when you enter patient, service and provider details, you will receive a message indicating whether or not review is required.

- You have inquiry capability. Ordering and servicing physicians and facilities can locate information on preauthorization requests for those they are affiliated with; this includes requests previously submitted via phone, fax or the ICR tool.

- The ICR tool reduces the need to fax. The ICR tool allows text detail as well as images to be submitted along with the request. Therefore, you can submit requests online and reduce the need to fax medical records.

- There is no additional cost to you. The ICR tool is a no-cost solution that's easy to learn and even easier to use.

- You can access the ICR tool almost anywhere. You can submit your requests from any computer with internet access. (Note: We recommend you use Internet Explorer 11, Chrome, Firefox or Safari for optimal viewing.)

- You receive a comprehensive view of all your preauthorization requests. You have a complete view of all the utilization management requests you submit online, including the status of your requests and specific views that provide case updates and a copy of associated letters.

How do I gain access to the ICR tool?
You can access the ICR tool through Availity.

- If your organization has not yet registered for Availity:

  1. Go to **https://www.availity.com**.
  2. Select **Register** in the upper right-hand corner of the page.
  3. Then, select **PORTAL REGISTRATION Let's get started!** and follow the prompts of the online registration wizard.

- If your organization already has access to Availity:

Carelon Medical Benefits Management, Inc. is an independent company providing utilization management services on behalf of the health plan.

1. Your Availity administrator can grant you access to "authorization and referral request" for submission capability and "eligibility and benefits inquiry" for inquiry capability.
2. You can then find our tool in Availity under *Patient Registration* and *Authorizations & Referrals*.

Whom can I contact with questions?

- For questions regarding our ICR tool, please contact your local Provider Network Relations representative.

- For questions on accessing our tool via Availity, call Availity Client Services at **800-AVAILITY (800-282-4548).** Availity Client Services is available Monday through Friday from 8 a.m. to 7 p.m. ET (excluding holidays) to answer your registration questions.

Note: ICR is not currently available for requests involving transplant services or services administered by Carelon Medical Benefits Management, Inc. or OrthoNet LLC. For these requests, follow the same preauthorization process you use today.