

Submit behavioral health authorizations via our online Interactive Care Reviewer tool

This communication applies to the Medicaid and Dual Advantage programs for Healthy Blue.

Effective June 15, 2020, Healthy Blue is excited to announce an enhanced process for submitting authorization requests via the Interactive Care Reviewer (ICR) tool. The enhanced ICR tool will provide the opportunity for quicker decisions and eliminate wait times associated with faxes and telephonic intake.

The ICR tool will use sophisticated clinical analytics to approve an authorization instantly for higher levels of care such as inpatient, intensive outpatient and partial hospitalization.

Benefits of the new ICR tool include:

- Reduction of administrative burden.
- Quicker access to care — 15 minutes for approval in some cases.
- Increased patient focus.
- Prioritization of more complex cases.
- Reduced possibility of errors (such as illegible faxes).
- Increased time spent with patients.

To access the ICR tool, visit <https://www.availity.com>.*

If you have questions, contact your Provider Relations representative or call Provider Services:

- Medicaid: **1-844-521-6942**
- Dual Advantage: Call the number on the back of members' ID cards

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