

Submit and inquire about behavioral health prior authorizations through the Interactive Care Reviewer on the Availity Portal

The preferred method to submit behavioral health authorization requests is through the Interactive Care Reviewer (ICR) via the Availity* Portal. To submit inpatient or outpatient prior authorizations, log into Availity at <https://provider.healthybluela.com/sp/pages/la/prior-auth-info/> and access the ICR.

Accessing the ICR

Access the ICR via the Availity Portal: <https://www.availity.com/>. Choose **Authorizations & Referrals** under the *Patient Registration* link on the top navigational bar.

Advantages of using the ICR

The ICR improves the efficiency of the authorization process:

- Authorizations are in one place and are accessible at any time by any staff member.
- No fax needed. Reduced paperwork.
- Users can quickly check authorization status online and update requests.
- Proactive communication is conducted via email updates.
- Users can attach and submit clinical notes and supporting images.
- The ICR provides the ability to inquire on authorization requests submitted via phone, fax, ICR, or other online tool.

For additional instructions on using the ICR, please see the [Interactive Care Reviewer](#) training on our provider website located under *Other Trainings & Tutorials*.

Behavioral health authorization fax numbers

The preferred method to submit behavioral health authorization requests is through the ICR via the Availity Portal. However, you may continue to submit requests via fax if necessary:

- Inpatient fax number — **844-432-6027**
- Outpatient fax number — **844-432-6028**

What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at **844-521-6942**.

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