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This is an update about information in the provider manual. For access to the latest manual, go online to www.anthem.com/inmedicaiddoc.

Submit prior authorizations online with Interactive Care Review

Anthem Blue Cross and Blue Shield is pleased to now offer Interactive Care Review (ICR), a Web Portal providers can use to request prior authorization for Hoosier Healthwise, Hoosier Care Connect and Healthy Indiana Plan (HIP) services. **ICR is accessible via Availity at no cost to providers.**

ICR was developed to give providers a convenient way to request prior authorization and receive information regarding their requests. Many Indiana providers (facilities and professionals) are already using ICR for commercial membership.

ICR will accept the following types of requests for Indiana Medicaid members:

- Inpatient
- Outpatient
- Medical/surgical
- Behavioral health

Additional ICR features

- Requesting and servicing physicians and facilities can use the Authorization Inquiry feature to find information on prior authorization requests, which were initiated via phone or fax.
- Decision letters are viewable for requests submitted via ICR.
- For some services, an approval can be obtained instantaneously.
- Providers can print their cases to keep in a patient file.
- Medical records and clinical information can be submitted via ICR, reducing the need for faxing.
- Providers can find out if a service requires prior authorization by entering member, service and servicing provider information.

If you have any questions about ICR or upcoming training sessions, please contact your network representative.

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Providers who are contracted with Anthem Blue Cross and Blue Shield to serve Hoosier Healthwise, Healthy Indiana Plan and Hoosier Care Connect through an accountable care organization (ACO), participating medical group (PMG) or Independent Physician Association (IPA) are to follow guidelines and practices of the group. This includes but is not limited to authorization, covered benefits and services, and claims submittal. If you have questions, please contact your group administrator or your Anthem network representative.