

Interactive Care Reviewer Resources located on the Custom Learning Center

Find resources that will familiarize you with navigating the Interactive Care Reviewer (ICR), our online medical and behavioral health self-service authorization tool that is accessed through the Availity* Portal.

To get started using ICR, you may need some tips on how to navigate the application to submit and check the status of authorizations, or request an appeal following Health Plan guidelines. The Custom Learning Center on Availity Payer Spaces has both courses and resources that will help you get up and running quickly.

Access to the Custom Learning Center requires Availity registration. You need to have your own unique user ID and password.



Follow these steps to access ICR courses and resources:

From the Availity home page > Payer Spaces > Anthem Blue Cross and Blue Shield tile > Applications > Access Your Custom Learning Center.

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- 1. Select **Catalog** from the menu located on the upper-left corner of the *Custom Learning Center* screen.
- 2. Use the catalog filter and select **Interactive Care Reviewer-Online Authorizations** or **Authorizations** from the *Category* menu.
- 3. Select Apply.

There are two pages of online courses consisting of on-demand videos and reference documents. Find the course(s) you want to take, then:

 Select Enroll and choose Start to take the course immediately or to save for later, select Return to Dashboard.



Additionally, illustrated reference guides that you can print are located on Custom Learning Center Resources.

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	Resources are useful materials that have been made available for you to view, search, and browse.			
	Click on the resource name to read more about the resource or click on the card actions menu on the right rade of the resource card to reveal more actions e.g. if downloads are evaluable.			

- 1. Select **Resources** from the menu located on the upper-left corner of the screen.
- 2. Use the catalog filter and select **Authorizations** or **Interactive Care Reviewer-Online Authorizations** from the *Category* menu.
- 3. Select **Download** to view and/or print a reference guide.

* Availity, LLC is an independent company providing administrative support services on behalf of Anthem Blue Cross and Blue Shield.

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