



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

Interactive Care Reviewer

Submit and inquire about behavioral
health prior authorizations

Please note, this communication applies to Anthem HealthKeepers
Plus Medicaid products offered by HealthKeepers, Inc.



Course objectives

After completing this course, Anthem HealthKeepers Plus providers will be able to:

- List the benefits of using the Interactive Care Reviewer (ICR).
- Identify the products and services available within ICR for prior authorization (PA).
- Access ICR through Availity Essentials* .
- Create a PA request.
- Inquire about a previously submitted PA request.

Agenda

Agenda for this course:

- Review the benefits of using ICR for PA.
- Create and submit inpatient/outpatient requests.
- Inquire about an existing request.

ICR details

ICR brings improved efficiency to the PA process:

- Physicians and facilities can submit PA requests for behavioral health (BH) services, including acute inpatient stays, residential and rehabilitation stays, intensive outpatient and partial hospital programs, electroconvulsive therapy, transcranial magnetic stimulation, and psychiatric testing.
- Ordering and servicing physicians and facilities can use the inquiry feature to find information on any PA with which their tax ID/organization is affiliated.

Advantages of using the ICR

There are many advantages in using the ICR. The ICR improves the efficiency of the PA process:

- PAs are in one place and are accessible at any time by any staff member.
- No need to fax — reduced paperwork!
- Users can quickly check PA 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 PA requests submitted via phone, fax, ICR or other online tool.

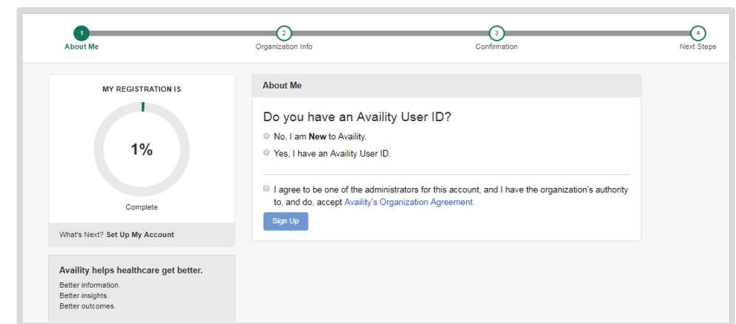
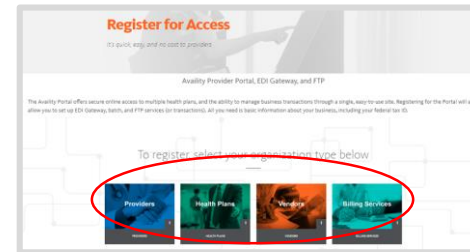
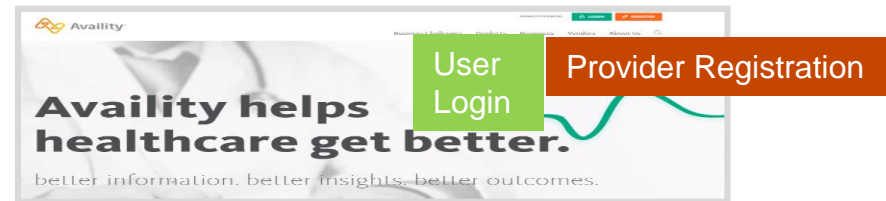
Accessing the ICR

Access the ICR via the [availity.com](https://www.availity.com).

1 Select the **REGISTER** link to be redirected to the *Registration details* landing page.

2 Select the appropriate organization type link, and you will be redirected to the *Registration Form*.

3 The person starting the registration process agrees to be the administrator for the organization and can now register for the Availity Portal.



Availity administrator: granting access to the Availity Portal

The organization's **availity.com** administrator can select **Maintain User** from their *Account Dashboard* located on the upper-right corner of the home page to add functionality to an existing user. To create a new access, the administrator selects **Add User**.

The screenshot displays the Availity portal interface. At the top, there is a navigation bar with the following items: Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar labeled 'Keyword Search' is located in the top right corner. Below the navigation bar, the page is divided into two main sections. On the left is the 'Notification Center', which contains two notification items, each with a red flag icon, a timestamp, and a 'Take Action' button. On the right is the 'My Account Dashboard', which is highlighted with a red border. This dashboard includes a user profile icon and a list of menu items: My Account, My Administrators, Maintain User, Add User, Maintain Organization, 'How To' Guide for Dental Providers, and Enrollments Center.

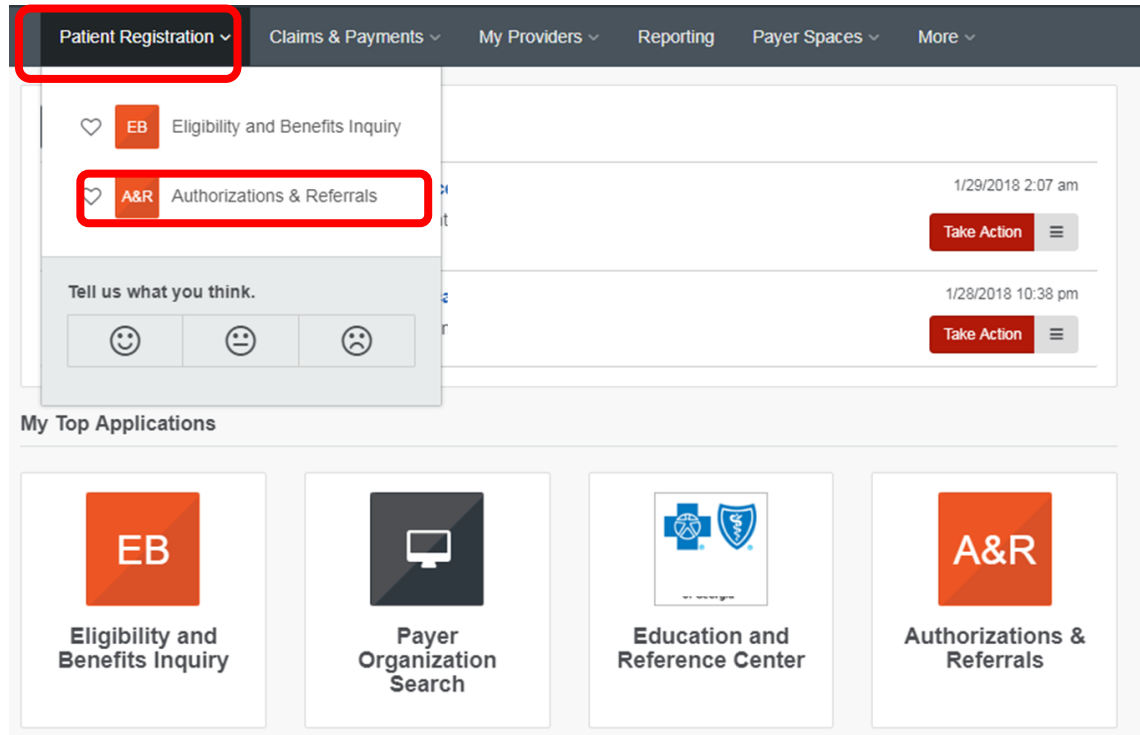
Availity administrator: granting access to the Availity Portal (cont.)

Assign users the roles of **Authorization and Referral Inquiry** and **Authorization and Referral Request**.

<input type="checkbox"/>	Role(s)
User Roles	
<input checked="" type="checkbox"/>	Base Role
<input checked="" type="checkbox"/>	Authorization and Referral Inquiry
<input checked="" type="checkbox"/>	Authorization and Referral Request
<input checked="" type="checkbox"/>	Claim Status
<input checked="" type="checkbox"/>	Claims Management

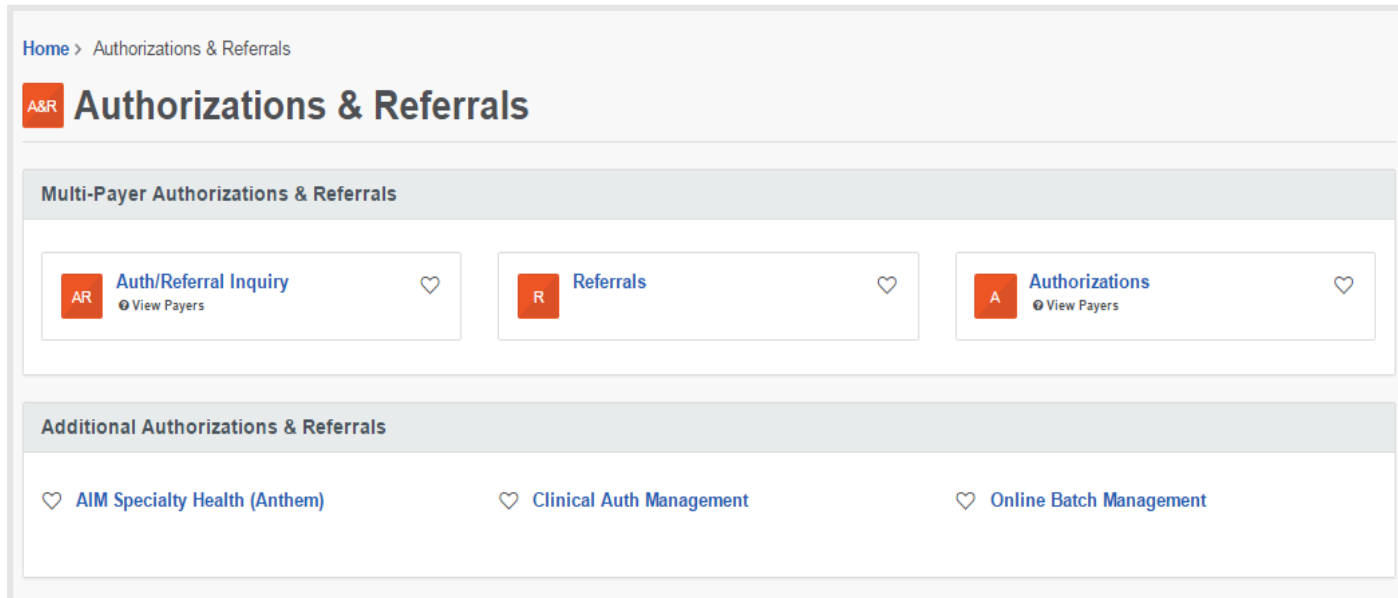
Accessing the ICR

To access the ICR from the **availity.com**, choose **Authorizations & Referrals** under the *Patient Registration* link on the top navigational bar.

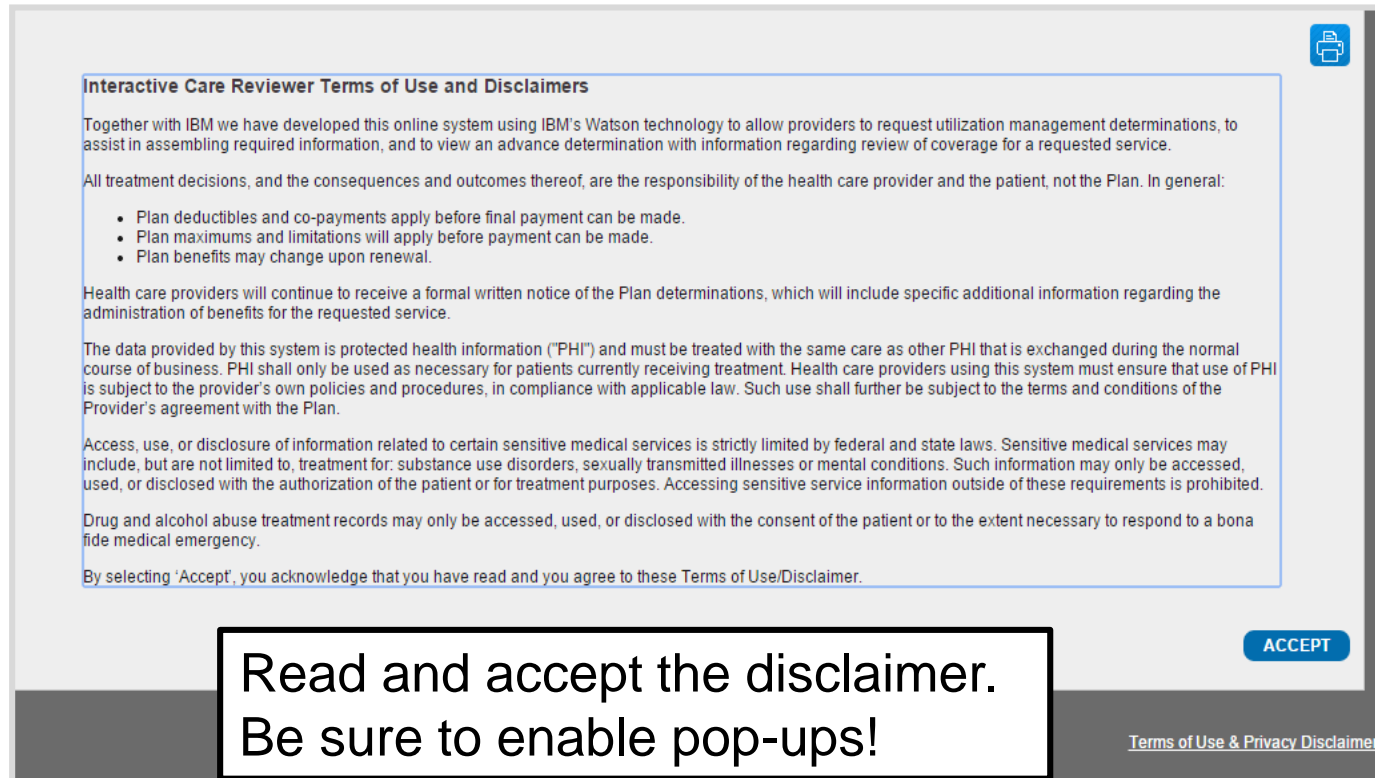


Accessing the ICR (cont.)

This is the initial landing page for setting up an authorization. If the user has not registered, they will need to select **I Need Access** to obtain the correct login information.



ICR Terms of Use and Disclaimers



Interactive Care Reviewer Terms of Use and Disclaimers

Together with IBM we have developed this online system using IBM's Watson technology to allow providers to request utilization management determinations, to assist in assembling required information, and to view an advance determination with information regarding review of coverage for a requested service.

All treatment decisions, and the consequences and outcomes thereof, are the responsibility of the health care provider and the patient, not the Plan. In general:

- Plan deductibles and co-payments apply before final payment can be made.
- Plan maximums and limitations will apply before payment can be made.
- Plan benefits may change upon renewal.

Health care providers will continue to receive a formal written notice of the Plan determinations, which will include specific additional information regarding the administration of benefits for the requested service.

The data provided by this system is protected health information ("PHI") and must be treated with the same care as other PHI that is exchanged during the normal course of business. PHI shall only be used as necessary for patients currently receiving treatment. Health care providers using this system must ensure that use of PHI is subject to the provider's own policies and procedures, in compliance with applicable law. Such use shall further be subject to the terms and conditions of the Provider's agreement with the Plan.

Access, use, or disclosure of information related to certain sensitive medical services is strictly limited by federal and state laws. Sensitive medical services may include, but are not limited to, treatment for: substance use disorders, sexually transmitted illnesses or mental conditions. Such information may only be accessed, used, or disclosed with the authorization of the patient or for treatment purposes. Accessing sensitive service information outside of these requirements is prohibited.

Drug and alcohol abuse treatment records may only be accessed, used, or disclosed with the consent of the patient or to the extent necessary to respond to a bona fide medical emergency.

By selecting 'Accept', you acknowledge that you have read and you agree to these Terms of Use/Disclaimer.

ACCEPT

[Terms of Use & Privacy Disclaimer](#)

Read and accept the disclaimer.
Be sure to enable pop-ups!

The ICR landing page/dashboard

The dashboard displays requests submitted, requests not yet submitted, cases requiring additional information and cases where a decision has been rendered.

Interactive Care Reviewer										Welcome Name Logout Contact Us Quick Links
My Organization's Requests		Create New Request		Search Submitted Requests		Check Case Status				
Page 1 of 27 View Results 20 533 Requests found Displaying 1 to 20										
Request Tracking ID	Reference Number	Status	Patient Name	Service Date Range	Request Type	Requesting Provider NPI	Submit Date	Created By	Updated Date	Updated By
		Review In Progress		10/09/2015 - 10/09/2015	Outpatient	1073549929	2015-10-08 12:22:54 PM		2015-10-08 12:23:52 PM	System
		See Details		10/09/2015 - 10/10/2015	Inpatient	1912007543	2015-10-07 10:41:44 AM		2015-10-07 10:54:43 AM	System
		See Details		10/09/2015 - 10/10/2015	Inpatient	1912007543	2015-10-07 10:30:37 AM		2015-10-07 10:35:34 AM	System
		See Details		10/09/2015 - 10/10/2015	Inpatient	1912007543	2015-10-07 10:06:40 AM		2015-10-07 10:17:39 AM	System
		Review In Progress		09/30/2015 - 09/30/2015	Inpatient	1922098342	2015-10-01 11:54:06 AM		2015-10-06 11:07:34 AM	System
		Review In Progress		09/28/2015 - 10/12/2015	Inpatient	1396714663	2015-10-06 09:53:39 AM		2015-10-06 09:54:29 AM	System
		Approved		10/06/2015 - 10/06/2015	Outpatient	1922098342	2015-10-05 12:19:36 PM		2015-10-05 12:24:42 PM	System

The ICR landing page/dashboard (cont.)

All columns have up and down arrows for quick sorting. Some also have a filter option (shown here).

The screenshot displays the 'Interactive Care Reviewer' dashboard. The main table has columns for 'Request Tracking ID', 'Reference Number', 'Status', and 'Patient Name'. A dropdown menu is open for the 'Status' column, showing options for 'Sort Ascending', 'Sort Descending', and 'Filters'. A green arrow points to the 'Filters' option. Another green arrow points to the 'See Details' link in the first row. The table contains several rows with various statuses like 'Cancelled - Request Withdrawn by Provider', 'TEST, MARY', 'Doe, Joe', 'Doe, Jacob', and 'TEST, BETTY'. To the right, there is a 'Check Case Status' search bar and a table with columns for 'Submit Date', 'Created By', 'Updated Date', and 'Updated By'. The top navigation bar includes 'Welcome, Carol Butz', 'Logout', 'Contact Us', and 'Quick Links'.

ICR dashboard tabs



My Organization's Requests



Create New Request



Search Submitted Requests



Check Case Status

Tabs across the top of the dashboard:

- **My Organization's Requests** is the home page of the application and displays the dashboard.
- **Create New Request** is used to start a new inpatient or outpatient request.
- **Search Submitted Requests** allows for the ability to search for any ICR case requested by your organization or any request with which your organization is associated. This includes requests with a status of *review not required*.

ICR dashboard tabs (cont.)



My Organization's Requests



Create New Request



Search Submitted Requests



Check Case Status

- **Check Case Status** allows for the ability to view any cases submitted associated with the tax ID(s) on the request. This includes submissions by phone, fax, etc.

Note: In order to view the PA/referral, the case must be associated with the tax ID listed under the organization you selected on [availity.com](https://www.availity.com).



Creating a new request

Creating a new request

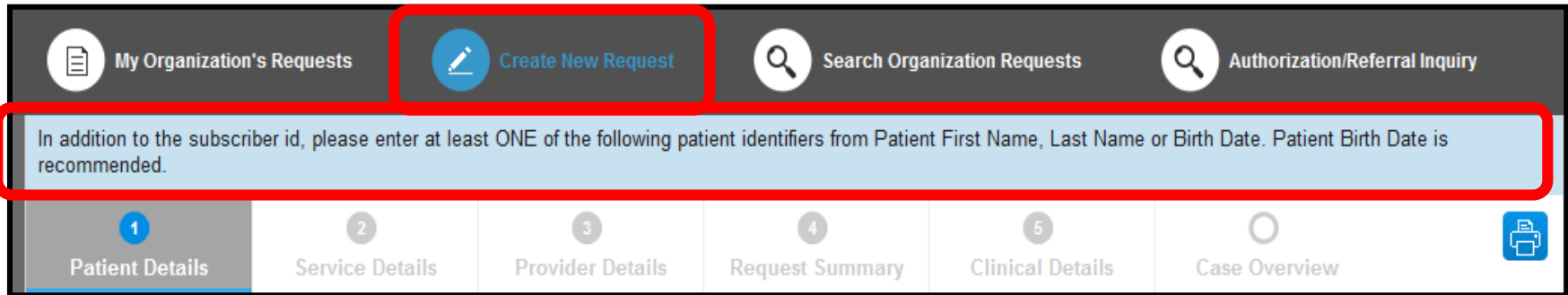
Do you want to verify if PA is required? The ICR gives you quick access to that information in most cases. Enter:

- Patient information.
- Diagnosis and procedure information.
- Provider details.

A message will appear indicating whether or not PA is required for most requests. This information can be printed or saved to a PDF and is available later via an ICR search.

Starting a new request on the ICR

- Select **Create New Request** from the ICR dashboard tab.
- Watch the blue bar for messaging. Errors turn the box red.
- Menu bar shows where you are.



The screenshot shows the ICR dashboard interface. At the top, there is a dark grey menu bar with four items: 'My Organization's Requests' (with a document icon), 'Create New Request' (with a pencil icon and highlighted by a red box), 'Search Organization Requests' (with a magnifying glass icon), and 'Authorization/Referral Inquiry' (with a magnifying glass icon). Below the menu bar is a light blue messaging bar, also highlighted by a red box, containing the text: 'In addition to the subscriber id, please enter at least ONE of the following patient identifiers from Patient First Name, Last Name or Birth Date. Patient Birth Date is recommended.' At the bottom, there is a white navigation bar with six tabs: 'Patient Details' (with a blue circle containing the number 1), 'Service Details' (with a grey circle containing the number 2), 'Provider Details' (with a grey circle containing the number 3), 'Request Summary' (with a grey circle containing the number 4), 'Clinical Details' (with a grey circle containing the number 5), and 'Case Overview' (with a grey circle). A blue printer icon is located on the right side of the navigation bar.

Patient details

Select from the Request Type and Case Type menus or save steps by selecting **Profiles**.

The screenshot shows a multi-step form for patient details. The first step, 'Patient Details', is active. A navigation bar at the top includes steps: 1 Patient Details, 2 Service Details, 3 Provider Details, 4 Request Summary, 5 Clinical Details, and Case Overview. Below the navigation bar is a light blue instruction box: 'In addition to the subscriber ID, please enter at least ONE of the following patient identifiers from patients First Name, Last Name or Birth Date. Patient Birth Date is recommended.' Below this is a red 'Required Fields' label with an asterisk and a red arrow pointing to a 'Profiles' button. The 'Profiles' button is circled in red. The main form area contains three dropdown menus: 'Request Type' (with 'Inpatient' selected), 'Case Type' (with 'Psychiatric' selected), and 'Admission Date' (with 'MM/DD/YYYY' selected). Below these are text input fields for 'Patient Last Name' and 'Patient First Name'. A red rounded rectangle highlights the 'Request Type' and 'Case Type' dropdown menus. A blue 'FIND PATIENT' button is located at the bottom right of the form.

1 Patient Details 2 Service Details 3 Provider Details 4 Request Summary 5 Clinical Details Case Overview

In addition to the subscriber ID, please enter at least ONE of the following patient identifiers from patients First Name, Last Name or Birth Date. Patient Birth Date is recommended.

Required Fields *

Profiles

Request Type *
Inpatient
Select One
Inpatient
Lab Only-Outpatient
Outpatient
Referral

Case Type *
Psychiatric
Select One
Maternity
Medical
Medical Injectable
Neonatal
OB/Global
Psychiatric
Rehabilitation
Substance Abuse
Surgical

Admission Date *
MM/DD/YYYY

Patient Last Name Patient First Name

FIND PATIENT


Patient details (cont.)

Complete all required fields, then select **Find Patient**.

1 Patient Details	2 Service Details	3 Provider Details	4 Request Summary	5 Clinical Details	6 Case Overview
-----------------------------	-----------------------------	------------------------------	-----------------------------	------------------------------	---------------------------

In addition to the subscriber ID, please enter at least ONE of the following patient identifiers from patients First Name, Last Name or Birth Date. Patient Birth Date is recommended.

*Required Fields **

 Profiles ▶

Request Type * Inpatient	Case Type * Psychiatric	Admit Date * 07/02/2018	
Subscriber ID * <input type="text"/>	Patient Date of Birth MM/DD/YYYY	Patient Last Name <input type="text"/>	Patient First Name <input type="text"/>

ID must be entered exactly as it appears on the members ID card.

FIND PATIENT

Profile templates

Click on the dot to view the *Standard Profile*.

Users will be able to see what will be populated on the *Patient Details* screen and on the *Service Details* screen.

Select Profile Close X

Standard Profile	(Inpatient, Outpatient, Lab Only, Office, DME, BH)	Profile Type	Procedure Code	View / Select
BH INP Detox		Inpatient		...
BH INP Psych		Inpatient		...
BH INP Residential Detox		Inpatient		...
BH INP Residential Psych		Inpatient		...
BH OP IOP		Outpatient		...
BH OP PHP		Outpatient		...
BH OP PHSA		Outpatient		...

Profile Details

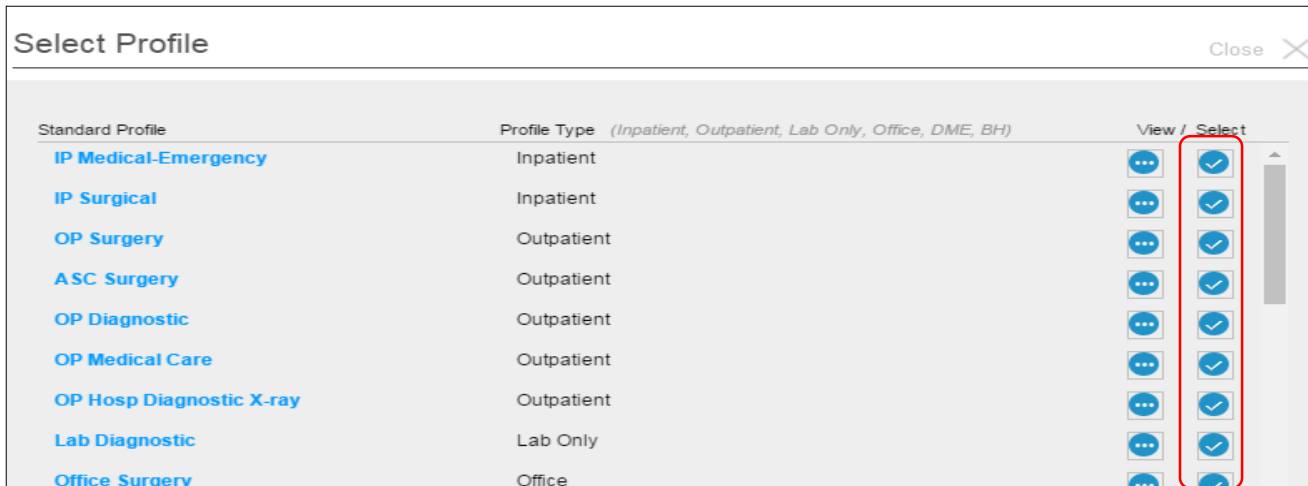
[Back to Profiles](#)

Profile Name
BH INP Psych

Request Type	Case Type	Place of Service	Type of Service	Level of Service	Select
Inpatient	Psychiatric	Inpatient Hospital	Psychiatric	Emergency	<input checked="" type="checkbox"/>

Profile templates (cont.)

Select the check mark to select a standard profile. This action will populate the mandatory *Request Type and Case Type* fields on the *Patient Details* screen and *Place of Service, Type of Service, and Level of Service* on the *Service Details* screen.



The screenshot shows a 'Select Profile' dialog box with a table of standard profiles. The table has three columns: 'Standard Profile', 'Profile Type (Inpatient, Outpatient, Lab Only, Office, DME, BH)', and 'View / Select'. The 'View / Select' column contains a series of blue checkmarks, indicating that all profiles are selected. A red box highlights the checkmarks in the 'View / Select' column.

Standard Profile	Profile Type (Inpatient, Outpatient, Lab Only, Office, DME, BH)	View / Select
IP Medical-Emergency	Inpatient	<input checked="" type="checkbox"/>
IP Surgical	Inpatient	<input checked="" type="checkbox"/>
OP Surgery	Outpatient	<input checked="" type="checkbox"/>
ASC Surgery	Outpatient	<input checked="" type="checkbox"/>
OP Diagnostic	Outpatient	<input checked="" type="checkbox"/>
OP Medical Care	Outpatient	<input checked="" type="checkbox"/>
OP Hosp Diagnostic X-ray	Outpatient	<input checked="" type="checkbox"/>
Lab Diagnostic	Lab Only	<input checked="" type="checkbox"/>
Office Surgery	Office	<input checked="" type="checkbox"/>

Patient details: date of service (inpatient — admit date)

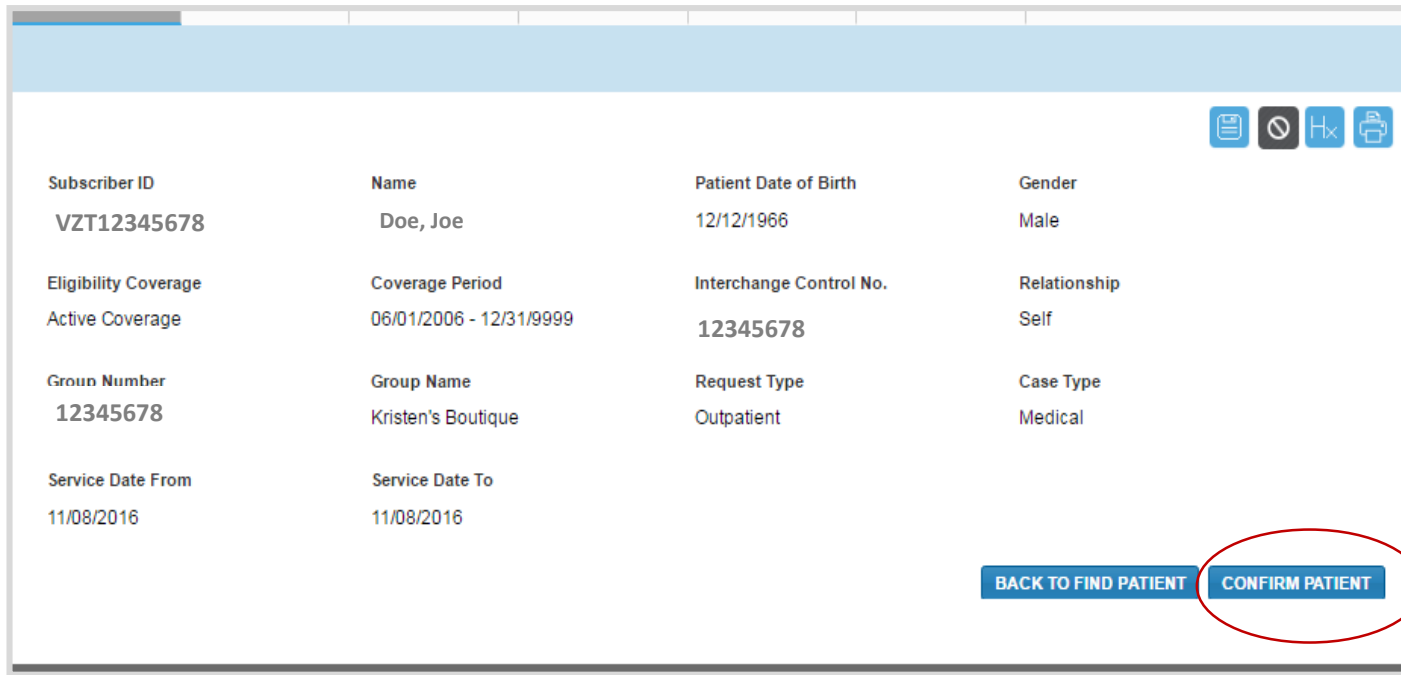
The admit date **cannot** be changed once the case is submitted!

The screenshot shows a web-based form for patient details. At the top, there are six tabs: 'Patient Details' (active), 'Service Details', 'Provider Details', 'Request Summary', 'Clinical Details', and 'Case Overview'. Below the tabs is a light blue banner with the text: "In addition to the subscriber ID, please enter at least ONE of the following patient identifiers from patients First Name, Last Name or Birth Date. Patient Birth Date is recommended." Below this is a red asterisk and the text "Required Fields *". On the right side of the form, there is a "Profiles" button with a user icon. The form contains several fields: "Request Type *" with a dropdown menu set to "Inpatient"; "Case Type *" with a dropdown menu set to "Psychiatric"; "Admit Date *" with a date input field showing "11/29/2016" and a calendar pop-up; "Subscriber ID *" with an empty text input field; "Patient Date of Birth" with a text input field containing the placeholder "MM/DD/YYYY"; and "Patient First Name" with an empty text input field. A blue "FIND PATIENT" button is located at the bottom right of the form. The calendar pop-up shows the month of November 2016, with the 29th highlighted in blue and the 10th highlighted in red.

S	M	T	W	T	F	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

Patient details

A message in the blue bar will indicate if the member's PA cannot be completed using the ICR.



The screenshot shows a patient details form with the following data:

Subscriber ID VZT12345678	Name Doe, Joe	Patient Date of Birth 12/12/1966	Gender Male
Eligibility Coverage Active Coverage	Coverage Period 06/01/2006 - 12/31/9999	Interchange Control No. 12345678	Relationship Self
Group Number 12345678	Group Name Kristen's Boutique	Request Type Outpatient	Case Type Medical
Service Date From 11/08/2016	Service Date To 11/08/2016		

At the bottom right of the form, there are two buttons: "BACK TO FIND PATIENT" and "CONFIRM PATIENT". The "CONFIRM PATIENT" button is circled in red.

Service details — outpatient examples

1 Patient Details 2 **Service Details** 3 Provider Details 4 Request Summary 5 Clinical Details Case Overview

Diagnosis Services

* Required Fields More Information

Request Type: Outpatient Case Type: Psychiatric Service Date: 06/13/2018 - 06/15/2018

Place of Service *: On Campus Outpatient Hospital Type of Service *: Intensive Outpatient Level of Service *: Elective

Source of Admission *: Direct Admit

Diagnosis Code(s) *	Description	Primary
F32.1 - ICD10	Major depressive disorder, single episode, moderate	

Next

1 Complete diagnosis fields.

2 Complete services fields.

Diagnosis **Services**

* Required Fields More Information

Place of Service: On Campus Outpatient Hospital Type of Service: Intensive Outpatient

Service From *: 06/13/2018 Service To *: 06/15/2018 Quantity *: 1 Visit(s)

Requested

Add Service +

Previous Next

Service details — outpatient examples (cont.)

Select plus sign again to enter that procedure to case before selecting the **Next** button.

The screenshot displays a software interface for entering service details. At the top, there are tabs for Patient Details, Service Details (selected), Provider Details, Request Summary, Clinical Details, and Case Overview. Below the tabs, there are buttons for Diagnosis and Services (circled in red). A table below shows service details for 'Therapeutic repetitive transcranial magnetic stimulation (TMS) treatment'. The table has columns for Place of Service, Type of Service, Procedure Code(s), and Description. Below the table, there is a form for entering service details. The form has columns for Service From, Service To, Quantity, Per Every, Duration, and Total. The 'Quantity' field is set to '1' and the 'Total' is '1 Visit(s)'. A red box highlights the 'Service From', 'Service To', 'Quantity', and 'Total' fields. The 'Add Service' button is also circled in red. At the bottom, there are 'Previous' and 'Next' buttons.

Place of Service	Type of Service	Procedure Code(s)	Description
Office	Professional	90867 CPT	Therapeutic repetitive transcranial magnetic stimulation (TMS) treatment, initial, including cortical mapping, motor threshold determination, delivery and management


Service From *	Service To *	Quantity *	Per Every	Duration	Total
01/19/2017	01/25/2017	1	Visit(s)		1 Visit(s)

Buttons: Add Service, Previous, Next

Service details: diagnosis (inpatient)

Urgent level of service is only an option for a future admission. If the date of admission is the current date (or in the past), options are elective and emergency.

If level of service is urgent:

1. Select **Level of Service**.
2. Select **Source of Admission**.
3. Type diagnosis code(s)
4. Select .

Service details: length of stay (inpatient)

The screenshot shows a navigation bar with five tabs: 1 Patient Details, 2 Service Details (selected), 3 Provider Details, 4 Request Summary, and 5 Clinical Details. Below the navigation bar is a section for 'Diagnosis' and 'Length of Stay'. The 'Length of Stay' field is highlighted with a red circle. Below this section is a form with the following fields:

From	Through	Days *	Level Of Care *
06/29/2018		2	Acute

A blue '+' button is located to the right of the form. Below the form are 'Previous' and 'Next' buttons, with the 'Next' button highlighted by a green box.





Length of stay:

1. Type number of days.
2. Select level of care.
3. Select **+**.





Provider details

1	2	3	4	5		
Patient Details	Service Details	Provider Details	Request Summary	Clinical Details	Case Overview	

* Required Fields [More Information](#)

Add from Favorites or Search for Provider

Add Requesting Provider	 
Add Servicing Provider	<input type="checkbox"/> Same as Requesting Provider  

Next

Complete required fields for all sections.

Search all or select from favorites.

Ordering provider

The *Ordering Provider Information* section appears for some specific outpatient requests. Examples include: *Place of Service — Home* or *Type of Service — Diagnostic Lab, Dialysis, Durable Medical Equipment, Home Health Care, Physical Therapy, Radiation Therapy*.

The screenshot shows a multi-step navigation bar with the following tabs: 1 Patient Details, 2 Service Details, 3 Provider Details (highlighted), 4 Request Summary, 5 Clinical Details, and Case Overview. Below the navigation bar is a light blue header area containing a red asterisk icon and the text '* Required Fields', an information icon, and the text 'More Information'. To the right of this header are four icons: a document, a clock, 'Hx', and a printer. Below the header is a section titled 'Add from Favorites or Search for Provider' with three rows of input fields:

Add Requesting Provider	<input type="checkbox"/> Same as Requesting Provider	★	🔍	
Add Servicing Provider	<input type="checkbox"/> Same as Servicing Provider	<input type="checkbox"/> Same as Requesting Provider	★	🔍
Add Ordering Physician	<input type="checkbox"/> Same as Servicing Provider	<input type="checkbox"/> Same as Requesting Provider		🔍

Next

Provider details

Search

Practitioner

*** Complete all required fields.**

Last Name * First Name * City State * Zip Code

full city name has to be exact match 5 digits only

or search by NPI

NPI

Select Search.

Select the appropriate provider type.

Page 1 of 1 | View Results 25 | Displaying 1 to 20 of 20 Requests Found

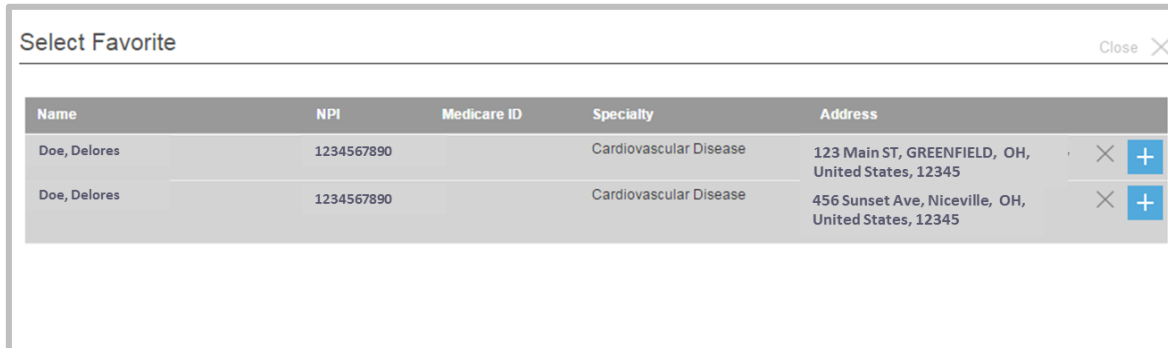
Name	NPI	Specialty	Address	Telephone	
Doe, Delores	1234567890	Cardiovascular Disease	123 Main ST, GREENFIELD, OH, United States, 12345	(555) 555-5555	<input type="checkbox"/> <input type="button" value="+"/>
Doe, Delores	1234567890	Cardiovascular Disease	456 Sunset Ave, Niceville, OH, United States, 12345	(999) 999-9999	<input type="checkbox"/> <input type="button" value="+"/>

If you are unable to locate your provider, please [click here](#) to manually enter your information

Favorites

ICR allows providers to save up to 25 favorites for:

- Requesting providers.
- Servicing providers.
- Facility durable medical equipment providers.
- Refer to providers.



The screenshot shows a 'Select Favorite' dialog box with a 'Close' button in the top right corner. The dialog contains a table with the following data:

Name	NPI	Medicare ID	Specialty	Address		
Doe, Delores	1234567890		Cardiovascular Disease	123 Main ST, GREENFIELD, OH, United States, 12345	×	+
Doe, Delores	1234567890		Cardiovascular Disease	456 Sunset Ave, Niceville, OH, United States, 12345	×	+

Provider details: contact information

1 Patient Details 2 Service Details **3 Provider Details** 4 Request Summary 5 Clinical Details 6 Case Overview

* Required Fields [More Information](#)

Add from Favorites or Search for Provider

Requesting Provider

Provider Type	Practitioner	First Name	Speciality		
	Doe	Delores	Cardiovascular Disease		
NPI	1234567890				
Address 1	Address 2	City	State	Zipcode	
123 Main St		Greenfield	OH	45215 1448	
Country	United States				

Contact Last Name *	Contact First Name *	Contact Telephone *	Ext	Fax Number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="(NNN) NNN-NNNN"/>

By inputting a fax number above, you agree to accept electronic health information (PHI), including decision letters (if applicable), at this fax number. Please insure fax machine is secure to receive PHI

Email Address Please add your e-mail address if you want to receive e-mail notification.

[Add Email](#)

Please note, the email notification will only reference the case tracking number and not the specific member details

Add Servicing Provider Same as Requesting Provider

[Next](#)

Request summary

The *Request Summary* page is where users will be able to verify whether the services require PA. If the services do not require PA, users can note the tracking ID and close out the request. If users need to search for it later, they can locate the request by the tracking ID or patient information.

From	Through	Days	Level of Care
06/29/2018	07/01/2018	3	Acute

Place of Service	Type of Service
Inpatient Hospital	Psychiatric

Review required for this request

Length of Stay Requested

Services

NEXT

Clinical details: provider form

The screenshot shows a web form with a navigation bar at the top containing five tabs: 1 Patient Details, 2 Service Details, 3 Provider Details, 4 Request Summary, and 5 Clinical Details. The 'Clinical Details' tab is highlighted with a red box. Below the navigation bar, there is a reminder message in a red-bordered box: "Reminder: Do not enter/upload session notes for Behavioral Health Treatment Facility Based Clinical Assessment Template". The form contains several input fields: Member Telephone Number, Member Alternate/Cell Phone Number, Treating/Attending Provider (with the name "Slavin, Douglas R"), Treating/Attending Provider Address (with the address "1100 GREEN ST SW, CONYERS, GA, 30012"), Treating/Attending Provider Phone Number (with the number "(404) 834-1513"), Caller (with the name "SUTTER MEDICAL CENTER SACRAMENTO"), Continued Stay Reviewer (marked with a red asterisk), Reviewer Phone Number (marked with a red asterisk), Reviewer Fax Number (marked with a red asterisk), and DSM-5 Diagnosis/Subtype/Specifier (marked with a red asterisk). Three callout boxes provide additional information: one explains that templates allow users to enter clinical detail previously provided via phone; another states that clinical information is mandatory for all PA requests; and a third instructs users to complete all required fields marked with a red asterisk.

1 Patient Details 2 Service Details 3 Provider Details 4 Request Summary 5 Clinical Details

Required Fields * Information Tool Tip

Reminder: Do not enter/upload session notes for Behavioral Health Treatment Facility Based Clinical Assessment Template

Member Telephone Number (NNN) NNN-NNNN Member Alternate/Cell Phone Number (NNN) NNN-NNNN

Treating/Attending Provider Slavin, Douglas R Treating/Attending Provider Address 1100 GREEN ST SW, CONYERS, GA, 30012 Treating/Attending Provider Phone Number (404) 834-1513

Caller SUTTER MEDICAL CENTER SACRAMENTO

Continued Stay Reviewer * Reviewer Phone Number * Reviewer Fax Number *

DSM-5 Diagnosis/Subtype/Specifier *

Templates allow users to enter clinical detail previously provided via phone.

Clinical information is mandatory for **all** PA requests.

Complete all required fields * on the template.

Clinical details: provider form (cont.)

The screenshot shows a multi-step form with tabs for Patient Details, Service Details, Provider Details, Request Summary, Clinical Details (active), and Case Overview. A blue banner at the top of the Clinical Details section reads: "Please enter either Clinical Notes and/or upload attachments/images/photos in order to submit the request". Below this, there are icons for help, close, zoom, and print. The "Attachments, Images and Photos" section includes a "Choose File" button (highlighted with a red box), a "Description" field, and an "Upload" button (with a red arrow pointing to it). The "Clinical Notes" section has a large text area. At the bottom right, there is a "Next" button and a "Add Note" button (with a red arrow pointing to it).

1 Patient Details 2 Service Details 3 Provider Details 4 Request Summary 5 Clinical Details Case Overview

Please enter either Clinical Notes and/or upload attachments/images/photos in order to submit the request

Required Fields * Information Tool Tip

Attachments, Images and Photos

Please attach only documentation that contains the minimum necessary personal health information (PHI) to support the review for this request. Please verify you are attaching image(s) for the correct patient before clicking upload.

Choose File

Allowed file types: jpeg/jpg, bmp, tiff, pdf, gif, doc, docx, xls, xlsx, txt

Description

Upload

Clinical Notes

Next

Add Note




Complete the *Clinical Notes* section if the form is not available or if you choose to skip the form.

Option to upload attachments, images and photos to support notes.

Select **Add Note** after manually typing information in the field.

Case overview

View all details of the request entered before submitting.

1 Patient Details	2 Service Details	3 Provider Details	4 Request Summary	5 Clinical Details	6 Case Overview	
Expand All						  
▶ Patient Details						
▶ Service Details						
▶ Provider Details						
▶ Clinical Details						
Submit						

Case overview (cont.)

To modify information, select the title of the page to go back and edit fields. Select **Submit** to do the final submission of the request.

The screenshot shows a web interface with six numbered tabs at the top: 1 Patient Details, 2 Service Details, 3 Provider Details, 4 Request Summary, 5 Clinical Details, and 6 Case Overview. The 'Case Overview' tab is active. Below the tabs is an 'Expand All' button and three utility icons (refresh, home, print). The main content area is divided into sections: 'Patient Details' (collapsed), 'Service Details' (expanded), 'Diagnosis', and 'Length of Stay'. The 'Service Details' section contains a table with the following data:

Request Type	Case Type	Service Date
Inpatient	Psychiatric	06/29/2018 - 07/01/2018
Place of Service	Type of Service	Level of Service
Inpatient Hospital	Psychiatric	Urgent
Source of Admission	Observation to Inpatient	

The 'Diagnosis' section has a table with columns: Dx Code(s), Description, and Primary.

The 'Length of Stay' section has a table with columns: From, Through, Days, Level of Care, and Decision.

From	Through	Days	Level of Care	Decision
06/29/2018	07/01/2018	3	Acute	Initial Request

Select **Expand All** to review all sections.

Select the arrow to expand one section.

Submitted request in ICR

Once a request has been submitted, the dashboard will appear and the new request will be viewable at the top with a *Review In Progress* status. Confirmation that it was submitted and the tracking ID will be viewable in the blue bar.

The screenshot displays a dashboard with a dark grey header containing navigation links: "My Organization's Requests", "Create New Request", "Search Organization Requests", and "Authorization/Referral Inquiry". Below the header is a light blue confirmation bar with the text: "Thank you for submitting the request. Please note the Request Tracking ID 280648".

Below the confirmation bar is a table with the following columns: Request Tracking ID, Reference Number, Status, Patient Name, Service Date Range, Request Type, Requesting Provider NPI, Submit Date, Created By, Updated Date, and Updated By. The table shows one row of data for a request with tracking ID 280648, reference number UM304634, and status "Review In Progress".

Request Tracking ID	Reference Number	Status	Patient Name	Service Date Range	Request Type	Requesting Provider NPI	Submit Date	Created By	Updated Date	Updated By
280648	UM304634	Review In Progress	Esser, Joe	11/08/2016 - 11/08/2016	Outpatient	1922098342	2016-11-28 09:35:58 AM	Butz, Carol	2016-11-28 09:36:20 AM	Butz, Carol

Viewing a decision — inpatient or outpatient

Submitted requests will have a *Review in Progress* status. If a user has entered an email address on the *Provider Details* page, they will receive emails when there is activity on a case. Look for cases that are last updated by system and where status is no longer *Review In Progress*. Those cases with updates or a decision can be viewed by selecting **Request Tracking ID**.

My Organization's Requests Create New Request Search Submitted Requests Check Case Status

Page 3 of 21 View Results 20 Displaying 41 to 60 of 419 Requests Found

Request Tracking ID	Reference Number	Status	Patient Name	Service Date Range	Request Type	Requesting Provider NPI	Submit Date	Created By	Updated Date	Updated By
280772	UM304398	Approved	Mouse, Mick	11/14/2016 - 11/14/2016	Outpatient	1982718490	2016-11-14 03:31:46 PM	Jackson, Jill	2016-11-14 03:31:51 PM	Jackson, Jill
280771	UM304397	Approved	Sick, Patience	11/14/2016 - 11/14/2016	Outpatient	1225158454	2016-11-14 03:19:04 PM	Nurse, Jane	2016-11-14 03:19:09 PM	System
280765	UM304391	Review In Progress	Doe, John	11/11/2016 - 11/11/2016	Outpatient	1922098342	2016-11-11 06:13:24 PM	Jackson, Jill	2016-11-11 06:13:29 PM	Jackson, Jill
280764	UM304390	Partial Decision	Duck, Donald	11/11/2016 - 11/11/2016	Outpatient	1871558510	2016-11-11 06:02:15 PM	Smith, Sally	2016-11-11 06:02:21 PM	Smith, Sally
280468		Not Submitted	Test, Mary	10/19/2016 - 10/21/2016	Inpatient	1487776985		Nurse, Jane	2016-11-11 05:48:21 PM	Nurse, Jane
280680		Not Submitted	Frozen, Elsa	11/29/2016 - 11/30/2016	Inpatient			Smith, Sally	2016-11-11 05:46:14 PM	Smith, Sally

Viewing a decision/request for additional information

To view status details, select the tracking number from the dashboard and then select **Expand All** to allow the case information to be viewable. View decision letters associated with your requests.

This Authorization request has been approved, as certification requirements have been met. No further action is required unless the services performed are different than those requested. You will be receiving an authorization letter.

Case has been updated, please expand Service Details section to view details.

1 Patient Details 2 Service Details 3 Provider Details 4 Request Summary 5 Clinical Details Case Overview

Reference Number: UM304372 Subscriber ID: Status: Approved Created By: Request Tracking ID: 280724

Case Overview Transaction History

Expand All Cancel Case Update Clinical Update Case

- Letters Summary
- Patient Details
- Service Details
- Provider Details
- Clinical Details


REMOVE FROM DASHBOARD



Provider letters





Provider letters associated with the request are viewable by expanding the **Letters Summary** section.

This Authorization request has been approved, as certification requirements have been met. No further action is required unless the services performed are different than those requested. You will be receiving an authorization letter.

Case has been updated, please expand Service Details section to view details.

1	2	3	4	5		
Patient Details	Service Details	Provider Details	Request Summary	Clinical Details	Case Overview	
Patient Name	Reference Number UM304372	Subscriber ID YRP824M55529	Status Approved	Created By	Request Tracking ID 280724	

 **Case Overview**  Transaction History

 Expand All  Cancel Case  Update Clinical  Update Case

▼ **Letters Summary**

[Letter - #UM304372- Requesting Provider - 11/10/2016](#)

▶ Patient Details

▶ Service Details

▶ Provider Details

▶ Clinical Details

[REMOVE FROM DASHBOARD](#)

Viewing a decision

Look at the *Procedure Code* section to view the decision, to see if additional information is needed or to see if the case is pending for other reasons.

The screenshot displays a 'Case Overview' interface. At the top, there is a 'Transaction History' button. Below it, there are three action buttons: 'Cancel Case' (with a red prohibition icon), 'Update Clinical' (with a yellow pencil icon), and 'Update Case' (with a yellow pencil icon). The main content area is divided into sections: 'Letters Summary', 'Patient Details', and 'Service Details'. The 'Service Details' section contains the following information:

Request Type	Case Type	Service Date	Level of Service
Outpatient	Medical	12/01/2016 To 12/31/2016	Elective

Below this, there is a 'Diagnosis Code(s)' section with a table:

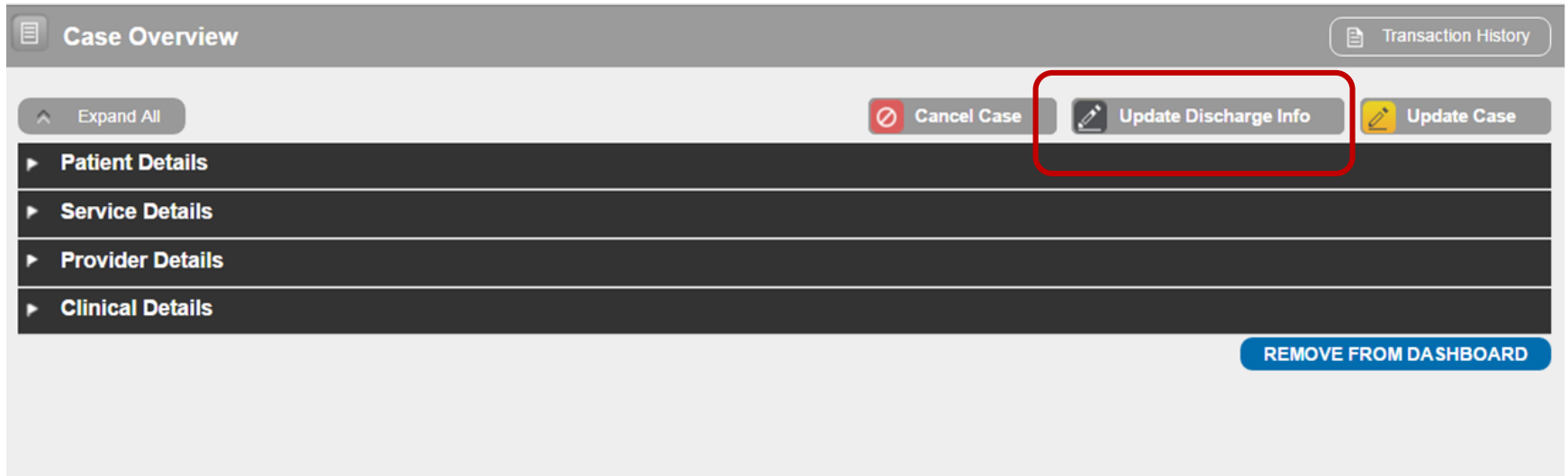
Diagnosis Codes	Description	Primary
M54.5 - ICD10	Low back pain	<input checked="" type="radio"/>

Finally, there is a 'Services' section with a table:

Type of Service	Procedure Code	Service Description	Decision
Durable Medical Equipment Rental	E0748 - HCPCS	Osteogenesis stimulator, electrical, noninvasive, spinal applications	Request approved

Discharge notes

You will have an option available to select **Update Discharge Info** if it applies to the case — This is also available for cases submitted by phone/fax.



The screenshot displays a 'Case Overview' interface. At the top left, there is a menu icon and the text 'Case Overview'. At the top right, there is a 'Transaction History' button. Below the header, there is an 'Expand All' button with an upward arrow. In the center, there are three buttons: 'Cancel Case' (with a red prohibition icon), 'Update Discharge Info' (with a pencil icon and highlighted by a red box), and 'Update Case' (with a yellow pencil icon). Below these buttons, there are four expandable sections: 'Patient Details', 'Service Details', 'Provider Details', and 'Clinical Details', each with a right-pointing arrow. At the bottom right, there is a blue button labeled 'REMOVE FROM DASHBOARD'.

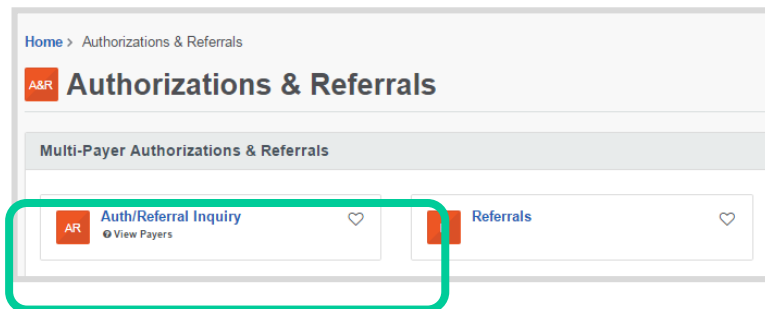
A photograph of a doctor in a white lab coat and stethoscope sitting at a desk. The doctor is holding a white coffee cup in their right hand and has their left hand on a laptop keyboard. On the desk, there are also a pair of glasses, a smartphone, and a notebook with a pen. The background is softly blurred, showing what appears to be a window with light coming through. A large blue semi-transparent rectangle is overlaid on the left side of the image, containing the text.

Inquiry features on the ICR

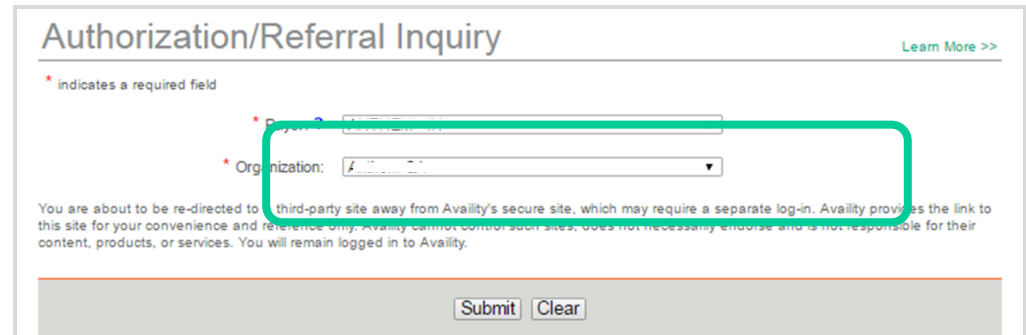
User access to the ICR — inquiry

To inquire on any PA submitted by phone, fax, ICR or other online tool, choose **Auth/Referral Inquiry** under the *Authorizations & Referrals* link. Then choose the payer and organization.

1



2



Search using Check Case Status

Ordering and servicing physicians and facilities can make an inquiry to view the details for the services using the **Check Case Status** option.

My Organization's Requests Create New Request Search Submitted Requests **Check Case Status**

Choose one of the search options below. Use the criteria in the selected option to narrow your search. Then click on the corresponding Search button. All search options on this page allow you to inquire on and view Authorizations and Referrals submitted via phone, fax or portal.

Search By Member Search By Reference/Authorization Request Number Search By Date Range

*Required Fields **
Search up to 12 months in the future or past. Date range searches are limited to a 30 day span per inquiry.

Subscriber ID * Patient Birth Date * Patient First Name

Authorization Type Service Start Date * Service End Date * Provider Tax ID *

Identifier Type *
Select One
If no results are returned using Medical NPI, selecting NPI

CLEAR SEARCH

IMPORTANT NOTE: Providers are not permitted to use or further disclose Protected Health Information about individuals that you are not currently treating. This applies to Protected Health Information accessible in any online tool, or sent in any other medium including mail, email, fax, or other electronic transmission.

Search by reference/authorization request number

My Organization's Requests Create New Request Search Submitted Requests **Check Case Status**

Choose one of the search options below. Use the criteria in the selected option to narrow your search. Then click on the corresponding Search button. All search options on this page allow you to inquire on and view Authorizations and Referrals submitted via phone, fax or portal.

Search By Member **Search By Reference/Authorization Request Number** Search By Date Range

*Required Fields **

Reference/Authorization Request Number *

Provider Tax ID *

CLEAR **SEARCH**

To search by reference/authorization request number, enter the complete reference/authorization request number, then select the provider tax ID from the drop-down box.

IMPORTANT NOTE: Providers are not permitted to use or further disclose Protected Health Information about individuals that you are not currently treating. This applies to Protected Health Information accessible in any online tool, or sent in any other medium including mail, email, fax, or other electronic transmission.

Search by date range

My Organization's Requests Create New Request Search Submitted Requests **Check Case Status**

Choose one of the search options below. Use the criteria in the selected option to narrow your search. Then click on the corresponding Search button. All search options on this page allow you to inquire on and view Authorizations and Referrals submitted via phone, fax or portal.

Search By Member Search By Reference/Referral Number **Search By Date Range**

*Required Fields **
Search up to 12 months in the future or past. Date range searches are limited to a 30 day span per inquiry.

Service Start Date * Service End Date * Authorization Type Provider Tax ID *

MM/DD/YYYY MM/DD/YYYY All

Identifier Type *

Select One

If no results are returned using Med NPI

To search by date range, enter a 30-day or less date span, then choose the provider tax ID from the drop-down box and identifier type.

CLEAR SEARCH

IMPORTANT NOTE: Providers are not permitted to use or further disclose Protected Health Information about individuals that you are not currently treating. This applies to Protected Health Information accessible in any online tool, or sent in any other medium including mail, email, fax, or other electronic transmission.

Search organization requests

Users will have the option to select ***Only display cases submitted by organization*** or ***Display all cases associated with my organization*** and complete one or more of the fields.

My Organization's Requests Create New Request **Search Submitted Requests** Check Case Status

Search results will be limited to requests associated or submitted for your organization on Interactive Care Reviewer. For all other requests such as phone or fax, please use the Authorization/Referral Inquiry tab. Only requests submitted on Interactive Care Reviewer by your organization can be updated using this tool. For all other updates, please follow your normal process.

Only display cases submitted by organization Display all cases associated with my organization

Request Tracking ID Reference No Subscriber ID

Patient Last Name Patient First Name Patient Birth Date (MM/DD/YYYY)

Request Type: All Service Date From (MM/DD/YYYY) Service Date To (MM/DD/YYYY) Requesting or Servicing Provider / Facility NPI

CLEAR SEARCH


What functions are available from the *Search Submitted Requests* tab?

- Locate a request that has a status of *Review Not Required*.
- Locate a request that is not submitted.
- Locate a request that has been archived.
- Update a request.

Search results



My Organization's Requests **Create New Request** **Search Submitted Requests** **Check Case Status**

Search results will be limited to requests associated or submitted for your organization on Interactive Care Reviewer. For all other requests such as phone or fax, please use the Authorization/Referral Inquiry tab. Only requests submitted on Interactive Care Reviewer by your organization can be updated using this tool. For all other updates, please follow your normal process.

Only display cases submitted by organization Display all cases associated with my organization 

Request Tracking ID **Reference No** **Subscriber ID**

Patient Last Name **Patient First Name** **Patient Birth Date**


Request Type **Service Date From**  **Service Date To**  **Requesting or Servicing Provider / Facility NPI**

Page 1 of 1 View Results 20 Displaying 1 to 1 of 1 Requests Found

Request Tracking ID	Reference No	Patient Name	Service Date Range	Request Submission Date	Requesting Provider NPI	Status
280667			11/08/2016 - 11/08/2016			Not Submitted

Behavioral health PA submission capabilities

- Submit PA requests for BH services including acute inpatient stays, residential and rehabilitation stays, intensive outpatient and partial hospital programs, electroconvulsive therapy, transcranial magnetic stimulation, applied behavioral analysis therapy, and psychiatric testing.
- Templates allow providers to enter clinical details previously provided via phone.
- Update cases or request an extension within the ICR tool.

A photograph of a doctor in a white lab coat and stethoscope sitting at a desk. The doctor is holding a white coffee cup in their right hand and has their left hand on a laptop keyboard. A pair of black-rimmed glasses and a pen are on the desk in front of the doctor. The background is softly blurred, showing another person in a white coat. A large blue semi-transparent rectangle is overlaid on the left side of the image, containing white text.

Adding clinical information to a BH inpatient continued stay request

Applicable to BH inpatient requests for Medicare and Medicaid

Qualifications for adding clinical to an ICR request

The ICR request must be:

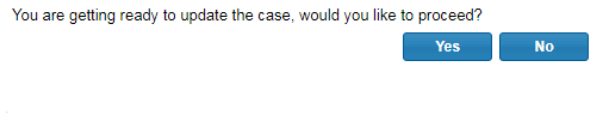
- A psychiatric or substance abuse inpatient case.
- In an approved or pending status.
- An ICR-created request (in other words, not phone or fax).

When clinical is able to be added to a request in ICR, this button will appear in the top right of the ICR screen if the request is opened from the dashboard or via *search submitted requests*.



How to add clinical to the request

After selecting the **Update Clinical** button, this message will be displayed to the user:



User should select **Yes**, and then they will be directed to the *Clinical Details Page*.

- User can attach a file(s) or add clinical notes into the **Clinical Notes** text box.
- User must provide their phone number and extension (if applicable).
- Select **Next** at the bottom of the screen when clinical has been added/attached.

Screen shot of Clinical Details page

Attachments, Images and Photos

Please attach only documentation that contains the minimum necessary personal health information (PHI) to support the review for this request. Please verify you are attaching image(s) for the correct patient before clicking upload.

Choose File No file chosen
Max file size: 10MB. Allowed file types: jpeg/jpg, bmp, tiff, pdf, gif, doc, docx, xls, xlsx, txt

Description

Upload

Clinical Notes

In order to submit a request, clinical information must be entered. Only pertinent clinical information for the request should be included in the clinical note.

Please verify you have added clinical information for the correct patient before clicking on 'Add Note'.

Add Note



Updated By

User Name	Contact Telephone *	Ext
dsf, sdf	(555) 555-5555	123

How to add clinical to the request

- After selecting **Next**, the user is presented with the *Case Overview Page*.
 - Scroll to the bottom of the *Case Overview Page* and select the **Submit Update** button.
- The user will then be directed back to the dashboard. The additional clinical will be sent to Utilization Management for evaluation.

A blue rectangular button with rounded corners and a white border, containing the text "Submit Update" in white, bold, sans-serif font.



ICR enhancements for BH

ICR enhancements for BH

UM Algorithm Initial Psych Review:

- Fill out the seven questions.
- Select the **parent** checkbox on the left of the screen before filling out the remaining questions.
- Agree to the *Disclaimer*.

Interactive Care Reviewer

Welcome, sdf dsf Logout Contact Us Quick Links

My Organization's Requests Create New Request Search Submitted Requests Check Case Status Check Appeal Status

Patient Name Subscriber ID Status Not Submitted Created by Request Tracking ID

1 Patient Details 2 Service Details 3 Provider Details 4 Request Summary 5 Clinical Details Case Overview

Required Fields * Information Tool Tip

Reminder: Do not enter/upload session notes for Behavioral Health Treatment

BH Initial Review

Risk of Harm To Self Risk Rating(Check all that apply)

- Not present
- Ideation
- Plan
- Means
- Prior Attempt

Risk of Harm To Others Risk Rating(Check all that apply)

- Not present
- Ideation
- Plan
- Means
- Prior Attempt

Psychosis Risk Rating: (0=None; 1= Mild or Mildly Incapacitating; 2= Moderate or Moderately Incapacitating; 3= Severe or Severely Incapacitating; N/A=Not Assessed)

- 0
- 1

ICR enhancements for BH (cont.)

BH Initial Review

Risk of Harm To Self Risk Rating(Check all that apply)

Not present

Ideation

Plan

Means

Prior Attempt

Risk of Harm To Others Risk Rating(Check all that apply)

Not present

Ideation

Plan

Means

Prior Attempt

Psychosis Risk Rating: (0=None; 1= Mild or Mildly Incapacitating; 2= Moderate or Moderately Incapacitating; 3= Severe or Severely Incapacitating; N/A=Not Assessed)

0

1

2

3

N/A

Substance Use (Risk Rating: (0=None; 1= Mild or Mildly Incapacitating; 2= Moderate or Moderately Incapacitating; 3= Severe or Severely Incapacitating; N/A=Not Assessed)

0

1

2

3

N/A

Disclaimer

I confirm that the information entered on this form is accurate and complete based on the records available at the time of this request. I understand the health plan or its designees may request medical documentation to verify the accuracy of the information reported on this form.

By submitting this request you are confirming that the information you have provided on this form is accurate and complete based on your clinical assessment of the patient and the records available to you as of the date of this request.

ICR enhancements for BH (cont.)

The screenshot displays the 'Interactive Care Reviewer' web application. At the top, a blue header contains the title and user information: 'Welcome, sdf dsf Logout Contact Us Quick Links'. Below this is a navigation bar with five icons and labels: 'My Organization's Requests', 'Create New Request', 'Search Submitted Requests', 'Check Case Status', and 'Check Appeal Status'. A table below the navigation bar lists columns: 'Patient Name', 'Subscriber ID', 'Status Not Submitted', 'Created by', and 'Request Tracking ID'. Below the table is a tabbed interface with seven tabs: 'Patient Details', 'Service Details', 'Provider Details', 'Request Summary', 'Clinical Details' (which is selected and highlighted in blue), 'Case Overview', and an unlabeled tab with a circle icon. Below the tabs, there are utility icons for 'Required Fields *', 'Information Tool Tip', and document actions (list, edit, print). A reminder message reads: 'Reminder: Do not enter/upload session notes for Behavioral Health Treatment'. The main content area is titled 'BH Initial Review' and contains two sections of checkboxes. The first section is 'Risk of Harm To Self Risk Rating(Check all that apply)' with options: 'Not present' (checked), 'Ideation', 'Plan', 'Means', and 'Prior Attempt'. The second section is 'Risk of Harm To Others Risk Rating(Check all that apply)' with options: 'Not present' (checked), 'Ideation', 'Plan', 'Means', and 'Prior Attempt'.

ICR enhancements for BH (cont.)

Psychosis Risk Rating: (0=None; 1= Mild or Mildly Incapacitating; 2= Moderate or Moderately Incapacitating; 3= Severe or Severely Incapacitating; N/A=Not Assessed)

0

1

2

3

N/A

Substance Use (Risk Rating: (0=None; 1= Mild or Mildly Incapacitating; 2= Moderate or Moderately Incapacitating; 3= Severe or Severely Incapacitating; N/A=Not Assessed)

0

1

2

3

N/A

Substance Use Screening (Check if applicable and give score)

CIWA:

COWS:

For substance use disorders, please complete the following additional information:
Current assessment of American Society of Addiction Medicine (ASAM) criteria

Dimension 1 (acute intoxication) and/or withdrawal potential) Risk Rating

Minimal/none-not under influence, minimal withdrawal potential

Mild-recent use but minimal withdrawal potential

Moderate-recent use, needs 24 hour monitoring

Significant-potential for or history of severe withdrawal, history of withdrawal seizures

Severe-presents with severe withdrawal, current withdrawal seizures

ICR enhancements for BH (cont.)

Dimension 2 (biomedical conditions and complications) Risk Rating

- Minimal/none-none or insignificant medical problems
- Mild-mild medical problems that do not require special monitoring**
- Moderate-medical condition requires monitoring but not intensive treatment
- Significant-medical condition has a significant impact on treatment and requires 24 hour monitoring
- Severe-medical condition requires intensive 24 hour medical management

Dimension 3 (emotional, behavioral or cognitive complications) Risk Rating

- Minimal/none-none or insignificant psychiatric or behavioral symptoms
- Mild-psychiatric or behavioral symptoms have minimal impact on treatment**
- Moderate-impaired mental status; passive suicidal/homicidal ideations; impaired ability to complete ADL's
- Significant-suicidal/homicidal ideations, behavioral or cognitive problems or psychotic symptoms require 24 hour monitoring
- Severe-active suicidal/homicidal ideations and plans, acute psychosis, severe emotional lability or delusions. Unable to attend to ADL's. psychiatric and/or behavioral symptoms require 24 hour medical management

Dimension 4 (readiness to change) Risk Rating

- Maintenance-engaged in treatment
- Action-committed to treatment and modifying behavior and surroundings**
- Preparation-planning to take action and is making adjustments to change behavior. Has not resolved ambivalence
- Contemplative-ambivalent, acknowledges having a problem and beginning to think about it, has indefinite plan to change
- Pre-Contemplative-in treatment due to external pressure, resistant to change

Dimension 5 (relapse, continued use or continued problem potential) Risk Rating

- Minimal/none-little likelihood of relapse
- Mild-recognizes triggers, uses coping skills**
- Moderate-aware of potential triggers for MH/SA issues but requires close monitoring
- Significant-not aware of potential triggers for MH/SA issues, continues to use/relapse despite treatment
- Severe-unable to control use without 24 hour monitoring, unable to recognize potential triggers for MH/SA despite consequences

ICR enhancements for BH (cont.)

Dimension 6 (recovery living environment) Risk Rating

Minimal/none-supportive environment

Mild-environmental support adequate but inconsistent

Moderate-moderately supportive environment for MH/SA issues

Significant-lack of support in environment or environment supports substance use

Severe-environment does not support recovery or mental health efforts; resides with an emotionally/physically abuse individual OR active user; coping skills and recovery require a 24 hour setting

Disclaimer

I confirm that the information entered on this form is accurate and complete based on the records available at the time of this request. I understand the health plan or its designees may request medical documentation to verify the accuracy of the information reported on this form.

By submitting this request you are confirming that the information you have provided on this form is accurate and complete based on your clinical assessment of the patient and the records available to you as of the date of this request

Next

ICR enhancements for BH (cont.)

BH Continued Stay Review

Risk of Harm To Self Risk Rating(Check all that apply)

Not present

Ideation

Plan

Means

Prior Attempt

Risk of Harm To Others Risk Rating(Check all that apply)

Not present

Ideation

Plan

Means

Prior Attempt

Psychosis Risk Rating: (0=None; 1= Mild or Mildly Incapacitating; 2= Moderate or Moderately Incapacitating; 3= Severe or Severely Incapacitating; N/A=Not Assessed)

0

1

2

3

N/A

Substance Use (Risk Rating: (0=None; 1= Mild or Mildly Incapacitating; 2= Moderate or Moderately Incapacitating; 3= Severe or Severely Incapacitating; N/A=Not Assessed)

0

1

2

3

N/A

Substance Use Screening (Check if applicable and give score)

Current treatment plan

Medications

Have medications changed (type, dose/and/or frequency) since admission?

Yes

No

Have any prn medications been administered?

Yes

ICR enhancements for BH (cont.)

Attending groups?

Yes

No

N/A

Family or other supports involved in treatment?

Yes

No

N/A

Member is improving in (check all that apply):

Thought Process

Yes

No

Affect

Yes

No

Mood

Yes

No

Performing ADL's

Yes

No

Impulse Control/Behavior

Yes

No

Sleep

Yes

No

Disclaimer

I confirm that the information entered on this form is accurate and complete based on the records available at the time of this request. I understand the health plan or its designees may request medical documentation to verify the accuracy of the information reported on this form.

By submitting this request you are confirming that the information you have provided on this form is accurate and complete based on your clinical assessment of the patient and the records available to you as of the date of this request

[Next](#)

ICR enhancements for BH (cont.)

Data Tool Questions: These will only be visible in the event the enhancement was unable to approve based on the information submitted.

Data Tool Questions

Diagnoses (psychiatric, chemical dependency and medical)

Precipitant to admission. Be specific. Why is the treatment needed now?

fight w spouse

Risk of Harm to Self:

If present, describe:

If prior attempt, date and description:

Risk of Harm to Others:

If present, describe:

If prior attempt, date and description:

Psychosis Risk:

If present, describe:

Psychosis Rating Symptoms

Hallucinations (auditory/visual)

Paranoia

Delusions

Command Hallucinations

Results of Depression Screening?

ICR enhancements for BH (cont.)

Substance Use Information

Substance Risk Rating

- Alcohol
- Marijuana
- Cocaine
- PCP
- LSD
- Methamphetamines
- Opioids
- Barbiturates
- Benzodiazepines
- Other

Urine Screening (UDS)

- Yes
- No
- Unknown

Urine Screening if YES

- Positive (If checked, list drugs):
- Negative
- Pending

Blood Alcohol Level (BAL)

- Yes
- No
- Unknown

Blood Alcohol Level (BAL) if YES, enter value

ICR enhancements for BH (cont.)

Substance Use:

If present, describe last use, frequency, duration, sober history:

last was before April 15

ASAM Criteria: Describe symptoms

Dimension 1 (acute intoxication) and/or withdrawal potential) (such as vitals, withdrawal symptoms):

Dimension 2 (biomedical conditions and complications)

Dimension 3 (emotional, behavioral or cognitive complications)

Dimension 4 (readiness to change)

Dimension 5 (relapse, continued use or continued problem potential)

Dimension 6 (recovery living environment)

If any ASAM dimensions have moderate or higher risk ratings, how are they being addressed in treatment or discharge planning?

should have all been low enough to meet

Treatment Plan Info

Previous treatment

Include provider name, facility name, medications, specific treatment/levels of care and adherence.

Current treatment plan

Standing medications:

Yes

As needed Medications Administered (not just ordered):

ICR enhancements for BH (cont.)

As needed Medications Administered (not just ordered):

Other treatment and/or interventions planned (including when family therapy is planned):

Support system

Include coordination activities with case managers, family, community agencies and so on. If case is open with another agency, name the agency, phone number and case number.

Readmission within last 30 days?

If yes and readmission was to the discharging facility, what part of the discharge plan did not work and why?

Discharge planning

Initial discharge plan

List name and number of discharge planner and include whether the member can return to current residence.

Planned discharge level of care:

Describe any barriers to discharge:

Expected discharge date:

By submitting this request you are confirming that the information you have provided on this form is accurate and complete based on your clinical assessment of the patient and the records available to you as of the date of this request

[Next](#)

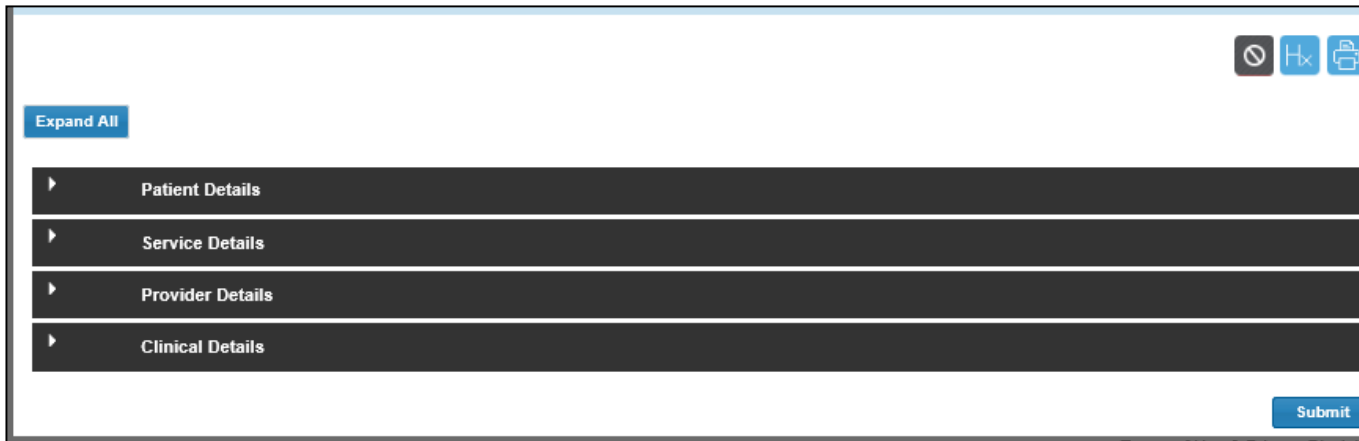
ICR enhancements for BH (cont.)

Additional clinical notes if available can now be attached.

The screenshot shows a web form interface with a light blue header. At the top left, there are links for "Required Fields" (with a red asterisk) and "Information Tool Tip" (with a blue 'i' icon). The main section is titled "Attachments, Images and Photos". Below this title, there is a "Reminder" in italics: "Do not enter/upload session notes for Behavioral Health Treatment". To the right of the reminder is a "Choose File" button and the text "No file chosen". Below the button, there is a line of text: "Max file size: 10MB. Allowed file types: jpeg/jpg, bmp, tiff, pdf, gif, doc, docx, xls, xlsx, txt". To the right of this text is a "Description" label and an empty text input field. Below the "Attachments" section is a section titled "Clinical Notes" with a large, empty text area. At the bottom of the form, there is a small line of text: "Please verify you have added clinical information for the correct patient before clicking on 'Add No".

ICR enhancements for BH (cont.)

Once the information has been entered and **Submit** is selected, ICR will return the user to the dashboard.



The screenshot displays a web form interface. In the top right corner, there are three icons: a dark square with a white circle and slash, a blue square with a white 'Hx' symbol, and a blue square with a white printer icon. Below these icons is a blue button labeled 'Expand All'. The main content area consists of four dark grey horizontal bars, each with a white right-pointing chevron on the left and a label in the center: 'Patient Details', 'Service Details', 'Provider Details', and 'Clinical Details'. At the bottom right of the form is a blue button labeled 'Submit'.

ICR additional information

Ask your Availity administrator to grant you the appropriate role assignment, then follow these instructions to access ICR through the [availity.com](https://www.availity.com):

Do you create and submit prior authorization requests?

Required role assignment: Authorization and Referral Request

Do you check the status of the case or results of the authorization request?

Required role assignment: Authorization and Referral Inquiry

Once you have the authorization role assignment, log onto [availity.com](https://www.availity.com) with your unique user ID and password, and follow these steps:

1. Select **Patient Registration** from Availity's homepage.
2. Select **Authorizations & Referrals**.
3. Select **Authorizations** (for requests) or select **Auth/Referral Inquiry** (for inquiries).

ICR additional information (cont.)

Training:

Follow these instructions to access ICR on-demand training through the Availity Custom Learning Center:

- From Availity's homepage, select Payer Spaces > HealthKeepers, Inc. > Applications > Custom Learning Center tile.
- From the *Courses* screen, use the filter catalog and select **Interactive Care Reviewer – Online Authorizations** from the menu. Then, select **Apply**.
- You will find two pages of online courses consisting of on-demand videos and reference documents illustrating navigation and features of ICR. Enroll for the course(s) you want to take immediately or save for later.

Wrapping up

Helpful tip:

- If you receive the *system temporarily unavailable* message on a consistent basis, your organization's firewall may be blocking the site. Please contact your IT department and ask them to review internet filters and add <https://providers.anthem.com/va> as a trusted site to bypass the proxy.
- Clear your cache if there seems to be missing fields or if you continue to have errors.
- Remember — admit date for inpatient requests cannot be changed once you submit.
- When you make a new member plan, make a new favorites list.
- You can submit your requests from any computer with internet access. We recommend you use Internet Explorer 11, Chrome, Firefox or Safari for optimal viewing.

Wrapping up (cont.)

Now it's your turn!

- Use ICR to determine whether PA is required, submit authorizations for many members covered by our plans and inquire to find details on submitted cases.

As a reminder:

- Access the ICR via **availity.com**. If your practice does not have access, go to [availity.com](https://www.availity.com) and select **Register**.
- Already use **availity.com**? Your Availity administrator can grant you access to **Authorizations and Referral Request** and/or **Authorization and Referral Inquiry**, and you can start using the ICR right away.

Contacts

If you have any questions about ICR, call Anthem HealthKeepers Plus Provider Services at **800-901-0020**.

For questions about Availity registration and access, contact Availity Client Services at: **800-AVAILITY (800-282-4548)**.

Thank you!





Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

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

<https://providers.anthem.com/va>

HealthKeepers, Inc. is an independent licensee of the Blue Cross Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. Anthem HealthKeepers Plus, offered by HealthKeepers, Inc., is a health plan that contracts with the Virginia Department of Medical Assistance Services to provide Medicaid benefits to enrollees.

AVAPEC-2566-20 Revised: November 2022 CC