

Submit behavioral health authorizations via our online Interactive Care Reviewer tool

This communication applies to the Medicaid, Medicare Advantage and Medicare-Medicaid Plan (MMP) programs for Anthem Blue Cross (Anthem).

Effective September 1, 2020, Anthem 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, call one of our Medi-Cal Customer Care Centers:

- Medi-Cal Managed Care (outside L.A. County): **1-800-407-4627**
- Medi-Cal Managed Care (inside L.A. County): **1-888-285-7801**
- Cal MediConnect Plan: **1-855-817-5786**
- Medicare Advantage: Call the number on the back of the member ID card.

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

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Blue Cross of California is contracted with L.A. Care Health Plan to provide Medi-Cal Managed Care services in Los Angeles County.

Anthem Blue Cross Cal MediConnect Plan is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.

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