



An Anthem Company

Interactive Care Reviewer

Submit and inquire about behavioral
health prior authorizations



Course objectives

After completing this course, participants 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 the Availity* Portal.
- 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 Portal](#).

1

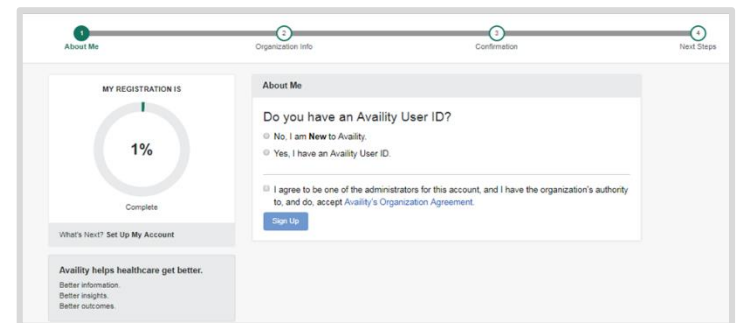
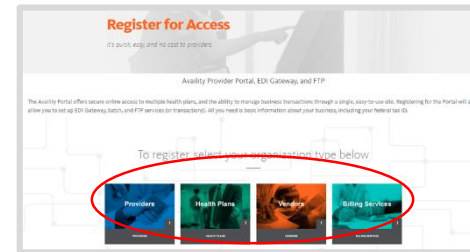
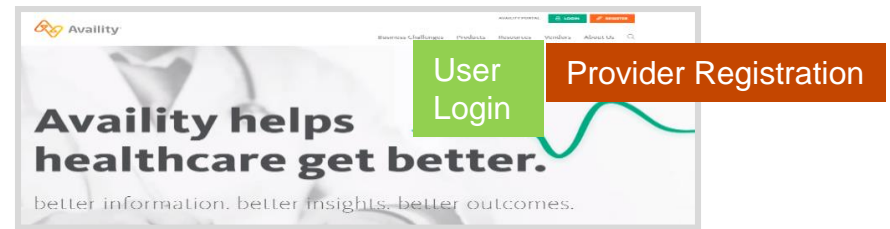
Select the **REGISTER** link to be redirected to the *Registration details* landing page.

2

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

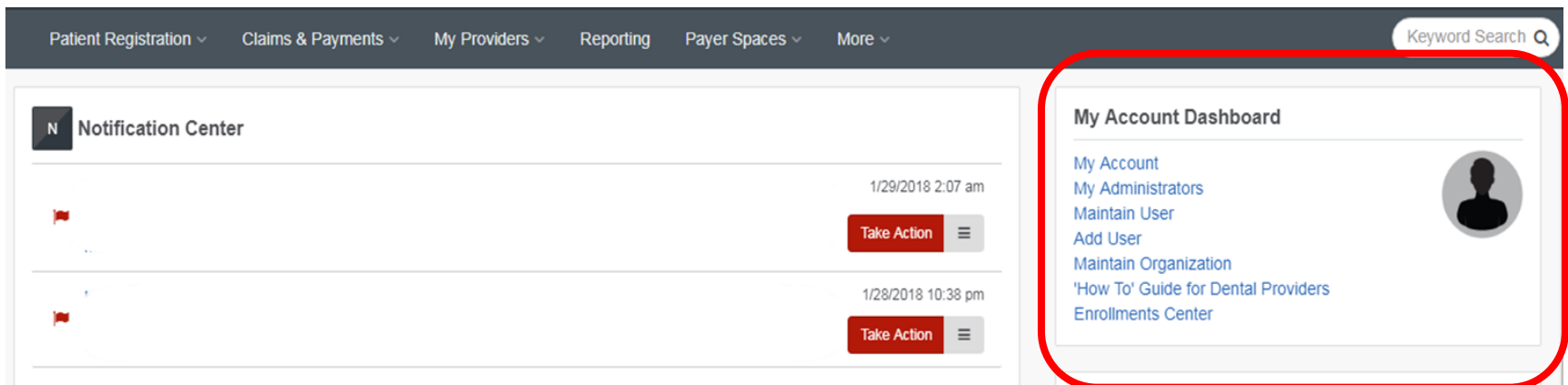
3

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 Portal 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**.



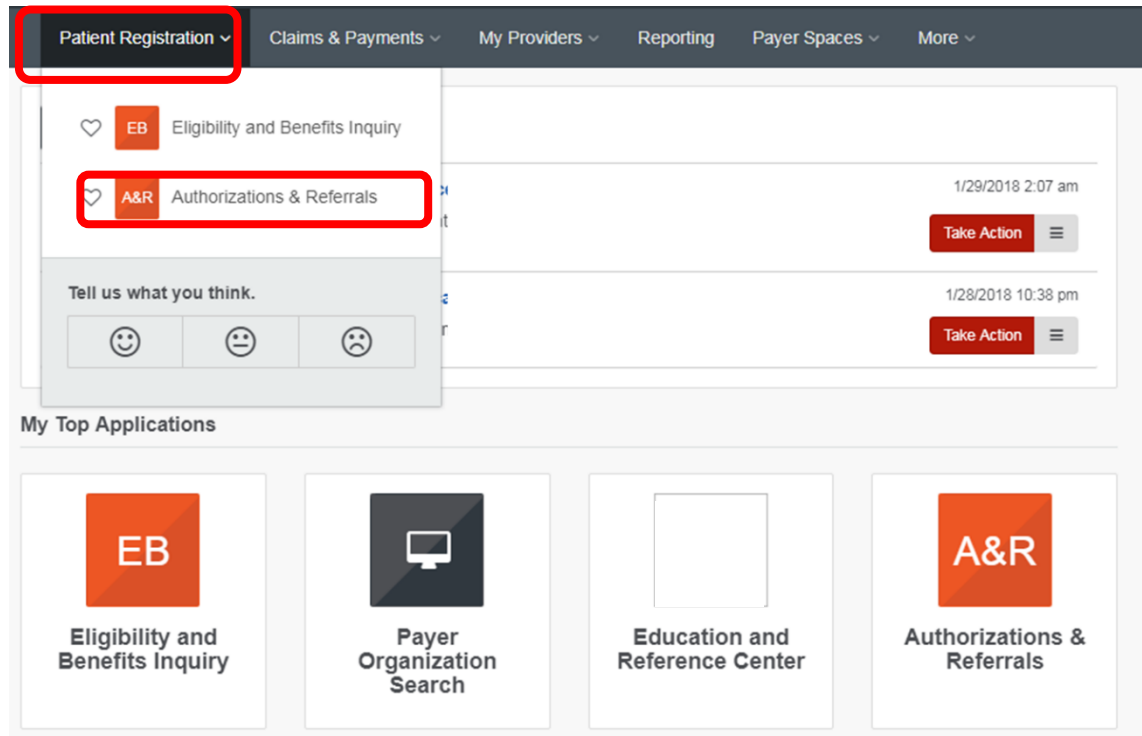
Availity administrator: granting access to the Availity Portal (cont.)

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

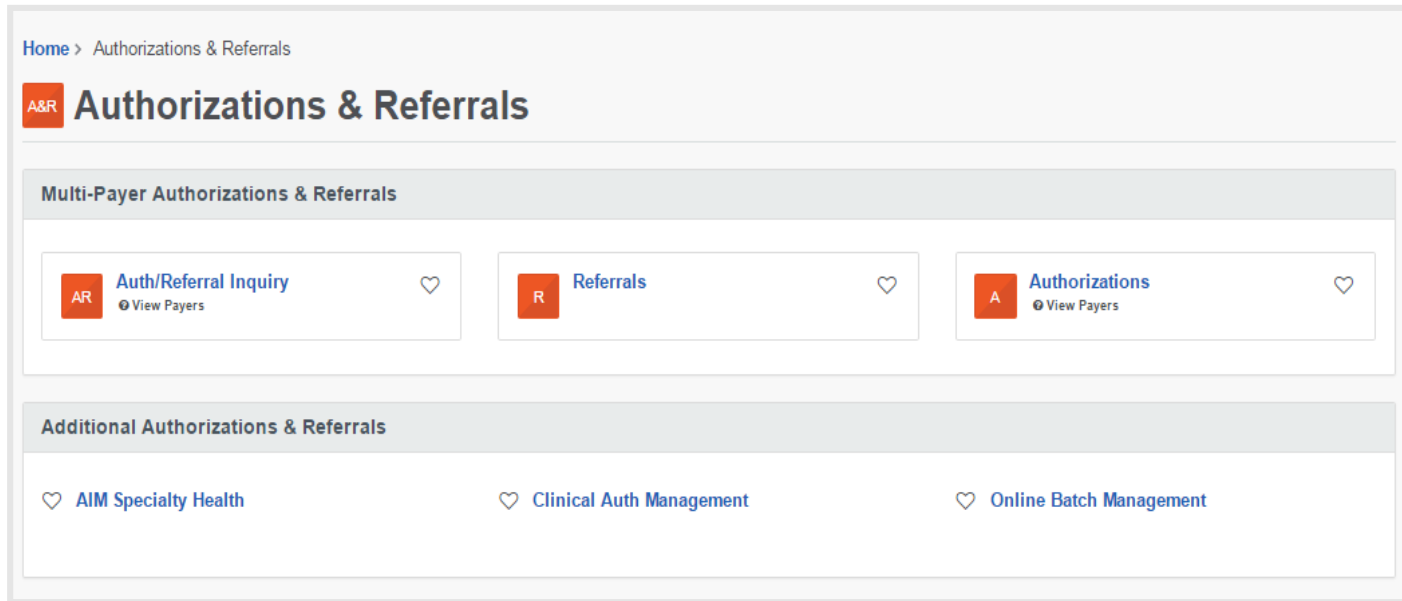
Accessing the ICR

To access the ICR from the Availity Portal, 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

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

[Terms of Use & Privacy Disclaimer](#)

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

WelcomeNameLogoutContact UsQuick Links

My Organization's Requests

Create New Request

Search Submitted Requests

Check Case Status

<<<<Page 1 of 27>>>>View Results20533 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. At the top, there's a navigation bar with 'Welcome, Carol Butz', 'Logout', 'Contact Us', and 'Quick Links'. Below this is a search bar labeled 'Check Case Status'. The main content area features a table with columns: 'Request Tracking ID', 'Reference Number', 'Status', and 'Patent Name'. The 'Status' column is highlighted, and a dropdown menu is open, showing options: 'See Details', 'Sort Ascending', 'Sort Descending', and 'Filters'. A green arrow points to the 'Filters' option. The table also has a 'Submit Date', 'Created By', 'Updated Date', and 'Updated By' column. The table is populated with several rows of data, including 'Doe, Judy', 'TEST, MARY', 'Doe, Joe', 'Doe, Jacob', and 'TEST, BETTY'.

Request Tracking ID	Reference Number	Status	Patent Name	Submit Date	Created By	Updated Date	Updated By
		See Details		2015-09-12 09:50:48 AM		2015-09-14 12:45:01 PM	System
		See Details		2015-09-12 09:13:54 AM		2015-09-14 07:50:47 AM	System
		Cancelled - Request Withdrawn by Provider	Doe, Judy	2015-09-12 10:20:04 AM		2015-09-12 01:46:02 PM	System
		See Details	TEST, MARY	2015-08-15 06:00:11 PM		2015-09-12 01:04:43 PM	System
		See Details	Doe, Joe	2015-09-12 09:03:19 AM		2015-09-12 12:56:45 PM	System
		See Details	Doe, Jacob	2015-08-15 05:55:06 PM		2015-09-12 12:53:45 PM	System
		See Details	TEST, BETTY	2015-09-12 09:25:33 AM		2015-09-12 12:51:38 PM	System

ICR dashboard tabs



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 in the Availity Portal.



Creating a new request

Creating a new request

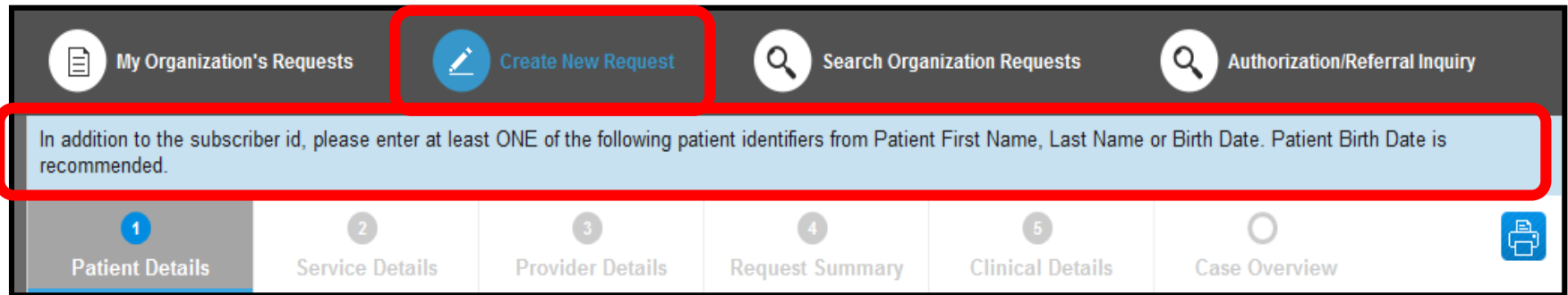
Do you want to verify if PA is required? The ICR gives you quick access to that information in most cases. Enter:

- 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 displays the ICR dashboard interface. At the top, there is a navigation bar with four main sections: '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 navigation bar, a blue messaging bar (also highlighted by a red box) contains 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 horizontal menu bar with six tabs: 'Patient Details' (marked with a blue circle containing the number 1), 'Service Details' (marked with a grey circle containing the number 2), 'Provider Details' (marked with a grey circle containing the number 3), 'Request Summary' (marked with a grey circle containing the number 4), 'Clinical Details' (marked with a grey circle containing the number 5), and 'Case Overview' (marked with a grey circle). A printer icon is located on the far right of the menu 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 titled 'Patient Details'. The first step is active, showing a tab bar with steps 1 through 6. Below the tabs is a light blue instruction box. A red arrow points from the 'Required Fields' label to the 'Profiles' button, which is circled in red. Below this, a red rounded rectangle highlights the 'Request Type' and 'Case Type' dropdown menus. The 'Request Type' dropdown is open, showing options: 'Inpatient', 'Lab Only-Outpatient', 'Outpatient', and 'Referral'. The 'Case Type' dropdown is also open, showing options: 'Psychiatric', 'Maternity', 'Medical', 'Medical Injectable', 'Neonatal', 'OB/Global', 'Psychiatric', 'Rehabilitation', 'Substance Abuse', and 'Surgical'. To the right of these dropdowns are fields for 'Admission Date' (MM/DD/YYYY), 'Patient Last Name', and 'Patient First Name'. A 'FIND PATIENT' button is at the bottom right.

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 *

- Select One
- Inpatient
- Lab Only-Outpatient
- Outpatient
- Referral

Case Type *

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

1

Patient Details

In addition to the Date is recommended

Required Fields *

Profile

Request Type *

Inpatient

Subscriber ID *

JRA473A07636

ID must be entered if the members ID card

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	✓
-----------	-------------	--------------------	-------------	-----------	---

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.

Select Profile Close X		
Standard Profile	Profile Type <small>(Inpatient, Outpatient, Lab Only, Office, DME, BH)</small>	View / Select
IP Medical-Emergency	Inpatient	 
IP Surgical	Inpatient	 
OP Surgery	Outpatient	 
ASC Surgery	Outpatient	 
OP Diagnostic	Outpatient	 
OP Medical Care	Outpatient	 
OP Hosp Diagnostic X-ray	Outpatient	 
Lab Diagnostic	Lab Only	 
Office Surgery	Office	 

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

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

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 * **Case Type *** **Admit Date ***

Inpatient Psychiatric 11/29/2016

Subscriber ID * **Patient Date of Birth**

MM/DD/YYYY

Patient First Name

FIND PATIENT

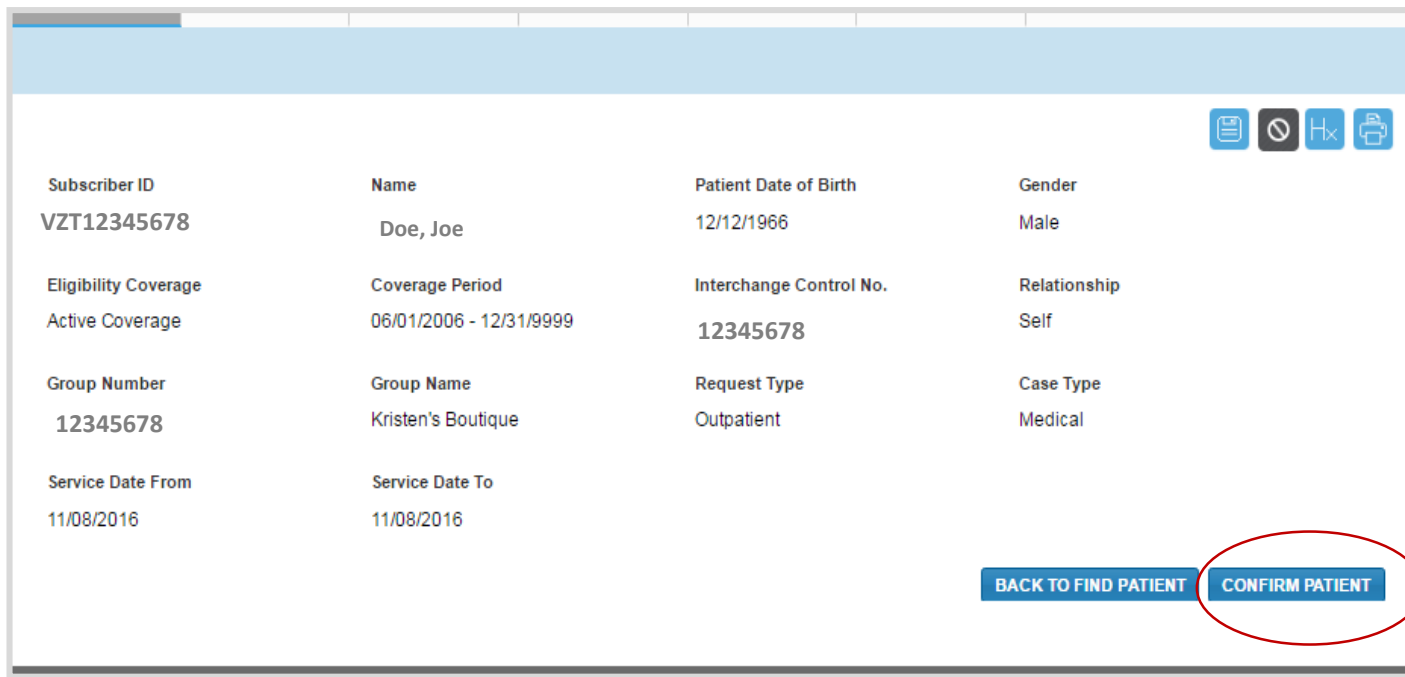
Calendar: November 2016

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

Today

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 a light blue header bar. In the top right corner of the header bar, there are four icons: a document, a circle with a slash, a magnifying glass, and a printer. The form contains the following information:

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

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 *: 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 shows a web-based medical form with several tabs at the top: Patient Details, Service Details (active), Provider Details, Request Summary, Clinical Details, and Case Overview. Below the tabs, there are two main sections: Diagnosis and Services. The Services section is highlighted with a red oval. Below this, there is a table with columns: Place of Service, Type of Service, Procedure Code(s), and Description. The table contains one row with the following data: Office, Professional, 90867 CPT, and Therapeutic repetitive transcranial magnetic stimulation (TMS) treatment; initial, including cortical mapping, motor threshold determination, delivery and management. Below the table, there is a section for 'Requested' services. This section contains a table with columns: Service From, Service To, Quantity, Per Every, Duration, and Total. The table contains one row with the following data: 01/19/2017, 01/25/2017, 1, Visits, and 1 Visit(s). The 'Add Service' button is circled in red. At the bottom right, there are 'Previous' and 'Next' buttons.

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

[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.

The screenshot shows a multi-step form with tabs: Patient Details, Service Details (highlighted with a red circle and a blue '2'), Provider Details, Request Summary, and Clinical Details. Below the tabs, there are two progress bars: 'Diagnosis' (highlighted with a red box) and 'Length of stay'. The 'Diagnosis' section includes a red asterisk and the text '* Required Fields' and a blue 'i' icon with the text 'More Information'. The form fields are: Request Type (Inpatient), Case Type (Psychiatric), Place of Service (Inpatient Hospital), Type of Service (Psychiatric), and Source of Admission (ER Admit). At the bottom, there is a table with columns 'Diagnosis Code(s) *' (highlighted with a red box) and 'Description'. A red box highlights a '+' button in the bottom right corner, next to a 'Next' button.

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 medical form with five tabs: Patient Details, Service Details, Provider Details, Request Summary, and Clinical Details. The 'Service Details' tab is selected and circled in red. Below the tabs, there are two main sections: 'Diagnosis' and 'Length of Stay'. The 'Length of Stay' section is also circled in red. Below these sections, there are fields for 'From', 'Through', 'Days', and 'Level Of Care'. The 'From' field contains '06/29/2018', the 'Through' field is empty, the 'Days' field contains '2', and the 'Level Of Care' dropdown menu is set to 'Acute'. A blue '+' button is located to the right of the 'Level Of Care' field. A red asterisk indicates required fields. A blue 'i' icon and the text 'More Information' are also present.

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

Diagnosis Length of Stay

* Required Fields [More Information](#)

From Through Days * Level Of Care *

06/29/2018 2 Acute +

Length of stay:

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



Previous

Next

Provider details

1	2	3	4	5		
Patient Details	Service Details	Provider Details	Request Summary	Clinical Details	Case Overview	
<div><div>* Required Fields</div><div><div>i</div> More Information</div><div><div><div></div></div><div><div></div></div><div><div>Hx</div></div><div><div></div></div></div><div>Add from Favorites or Search for Provider</div></div>						
<div><div>Add Requesting Provider</div><div>Add Servicing Provider</div><div><input type="checkbox"/> Same as Requesting Provider</div><div><div><div>★</div><div>🔍</div><div>★</div><div>🔍</div></div></div></div>						
						<div>Next</div>

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*.

1

2

3

4

5

Patient Details

Service Details

Provider Details

Request Summary

Clinical Details

Case Overview

★ Required Fields

i

 More Information

Hx

Add from Favorites or Search for Provider

Add Requesting Provider

★

Add Servicing Provider

☐ Same as Requesting Provider

★

Add Ordering Physician

☐ Same as Servicing Provider

☐ Same as Requesting Provider

Next

Provider details

Search

Practitioner

* Complete all required fields.

Last Name *

First Name *

City

State *

Zip Code

Ghazi

Freidoon

OH

full city name has to be exact match

5 digits only

or search by NPI

NPI

Clear

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	<div><div>★</div><div>+</div></div>
Doe, Delores	1234567890	Cardiovascular Disease	456 Sunset Ave, Niceville, OH, United States, 12345	(999) 999-9999	<div><div>★</div><div>+</div></div>

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.

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

Provider details: contact information

1 Patient Details

2 Service Details

3 Provider Details

4 Request Summary

5 Clinical Details

Case Overview

* Required Fields

More Information

Add from Favorites or Search for Provider

Requesting Provider

Provider Type

Practitioner

Last Name

Doe

First Name

Delores

Speciality

Cardiovascular Disease

NPI

1234567890

Address 1

123 Main St

Address 2

City

Greenfield

State

OH

Zipcode

45215 1448

Country

United States

Contact Last Name *

Contact First Name *

Contact Telephone *

Ext

Fax Number

(NNN) NNN-NNNN

By inputting a fax number above, you agree to accept electronic transmission (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.

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

Review required for this request

⏏ Hx 🖨

Length of Stay Requested

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

Services

Place of Service	Type of Service
Inpatient Hospital	Psychiatric

NEXT

Clinical details: provider form

The screenshot shows a web form titled "Clinical Details" which is the fifth step in a sequence of five steps: Patient Details, Service Details, Provider Details, Request Summary, and Clinical Details. The "Clinical Details" step is highlighted with a red box. A callout box points to this step, stating: "Templates allow users to enter clinical detail previously provided via phone." Below the step indicators, a red box highlights a reminder: "Reminder: Do not enter/upload session notes for Behavioral Health Treatment Facility Based Clinical Assessment Template". The form contains several input fields with asterisks indicating they are required. These include: Member Telephone Number, Member Alternate/Cell Phone Number, Treating/Attending Provider (filled with "Slavin, Douglas R"), Treating/Attending Provider Address (filled with "1100 GREEN ST SW, CONYERS, GA, 30012"), Treating/Attending Provider Phone Number (filled with "(404) 834-1513"), Continued Stay Reviewer, Reviewer Phone Number, and Reviewer Fax Number. A large text area for "DSM-5 Diagnosis/Subtype/Specifier" is at the bottom. A callout box points to the required fields, stating: "Clinical information is mandatory for **all** PA requests." Another callout box points to the asterisks on the required fields, stating: "Complete all required fields * on the template." Social media icons for Facebook, Twitter, and LinkedIn are visible in the top right corner of the form area.

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 *

(NNN) NNN-NNNN (NNN) NNN-NNNN (NNN) NNN-NNNN

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: 1 Patient Details, 2 Service Details, 3 Provider Details, 4 Request Summary, 5 Clinical Details (active), and Case Overview. A blue banner below the tabs reads: "Please enter either Clinical Notes and/or upload attachments/images/photos in order to submit the request".

Below the banner, there are icons for Required Fields (red star), Information Tool Tip (blue 'i'), and document management icons (copy, delete, zoom, print).

The "Attachments, Images and Photos" section includes a "Choose File" button (highlighted with a red box), a "Description" text field, and an "Upload" button (with a red arrow pointing to it). A note below the "Choose File" button states: "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." Below this, it lists allowed file types: ".jpeg/.jpg, .bmp, .tiff, .pdf, .gif, .doc, .docx, .xls, .xlsx, .txt".




The "Clinical Notes" section has a large text area for notes. At the bottom right, there is an "Add Note" button (with a red arrow pointing to it) and a "Next" button.

Three callout boxes provide instructions:

- Bottom left: "Complete the *Clinical Notes* section if the form is not available or if you choose to skip the form."
- Center right: "Option to upload attachments, images and photos to support notes."
- Bottom right: "Select **Add Note** after manually typing information in the field."

Case overview

View all details of the request entered before submitting.

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

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.

Expand All

Request Type: Inpatient

Case Type: Psychiatric

Service Date: 06/29/2018 - 07/01/2018

Place of Service: Inpatient Hospital

Type of Service: Psychiatric

Level of Service: Urgent

Source of Admission: Observation to Inpatient

Diagnosis

Dx Code(s)	Description	Primary

Length of Stay

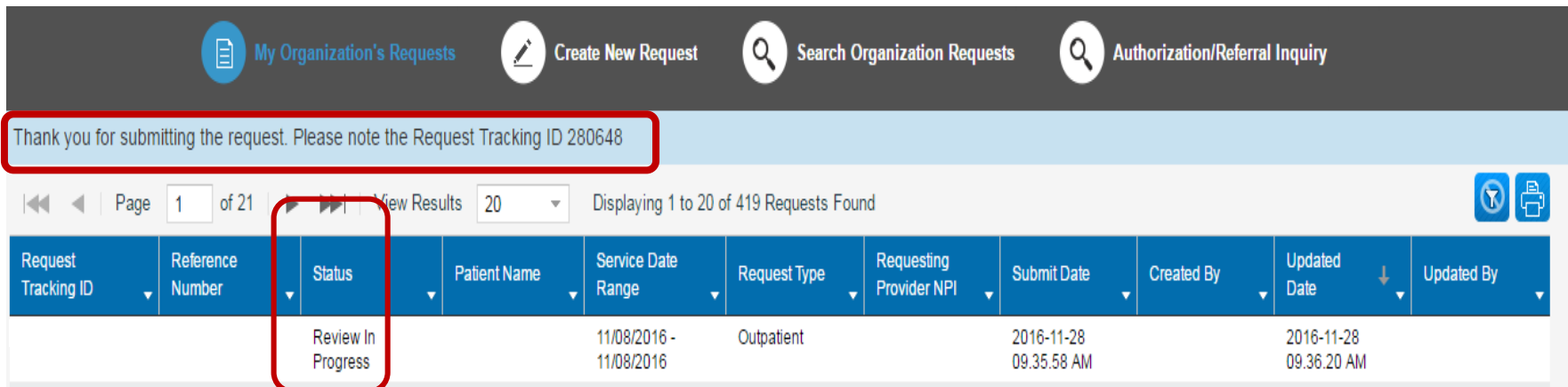
From	Through	Days	Level of Care	Decision
06/29/2018	07/01/2018	3	Acute	Initial Request

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 the ICR dashboard interface. At the top, there is a navigation bar with four icons and labels: 'My Organization's Requests', 'Create New Request', 'Search Organization Requests', and 'Authorization/Referral Inquiry'. Below this bar, a light blue confirmation message is highlighted with a red box: 'Thank you for submitting the request. Please note the Request Tracking ID 280648'. Underneath the message, there is a table of requests. The first row of the table is highlighted with a red box, showing a request with the status 'Review In Progress'. The table has columns for 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 first row of data shows a request with the status 'Review In Progress', a service date range of '11/08/2016 - 11/08/2016', a request type of 'Outpatient', a submit date of '2016-11-28 09:35:58 AM', and an updated date of '2016-11-28 09:36:20 AM'. Above the table, there are pagination controls showing 'Page 1 of 21' and 'View Results 20', along with the text 'Displaying 1 to 20 of 419 Requests Found'. There are also icons for a search and a print function.

My Organization's Requests Create New Request Search Organization Requests Authorization/Referral Inquiry





Thank you for submitting the request. Please note the Request Tracking ID 280648

Page 1 of 21 View Results 20 Displaying 1 to 20 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
		Review In Progress		11/08/2016 - 11/08/2016	Outpatient		2016-11-28 09:35:58 AM		2016-11-28 09:36:20 AM	

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**.

<div><div> My Organization's Requests</div><div> Create New Request</div><div> Search Submitted Requests</div><div> Check Case Status</div></div>										
<div>Page 3 of 21 View Results 20 Displaying 41 to 60 of 419 Requests Found</div>										
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	1/14/2016 - 1/14/2016	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	2	3	4	5	
Patient Details	Service Details	Provider Details	Request Summary	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.

Case Overview

Transaction History

Expand All

Cancel Case

Update Clinical

Update Case

Letters Summary

Patient Details

Service Details

Request Type

Case Type

Service Date

Level of Service

Outpatient

Medical

12/01/2016 To 12/31/2016

Elective

Diagnosis Code(s)

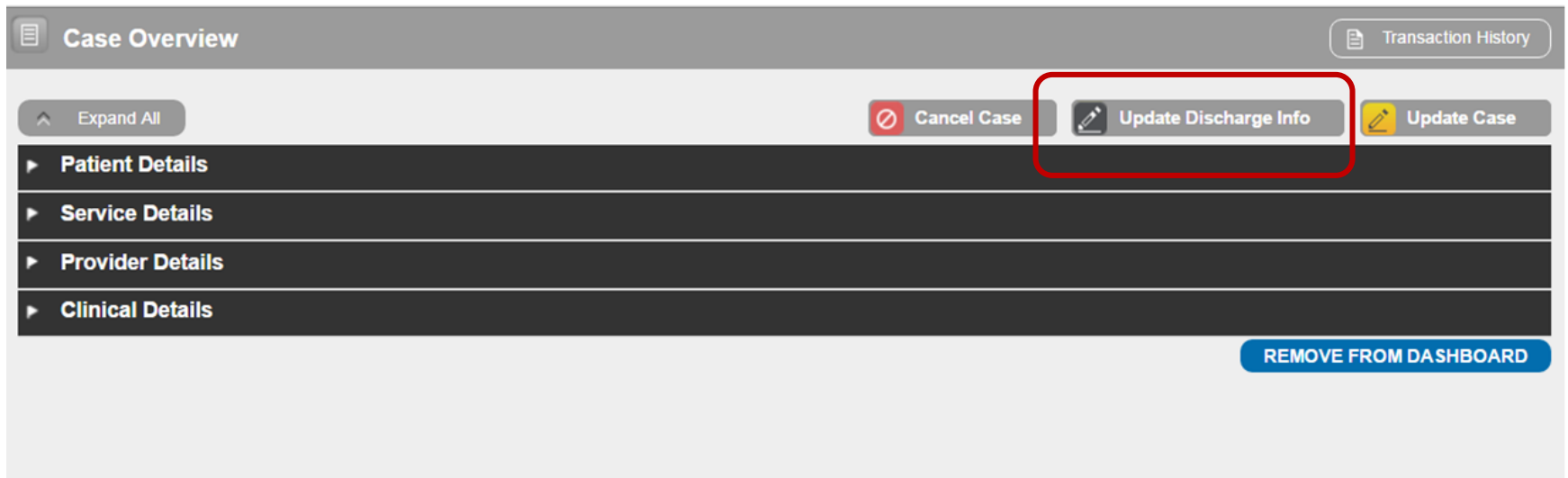
Diagnosis Codes	Description	Primary
M54.5 - ICD10	Low back pain	

Services

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.

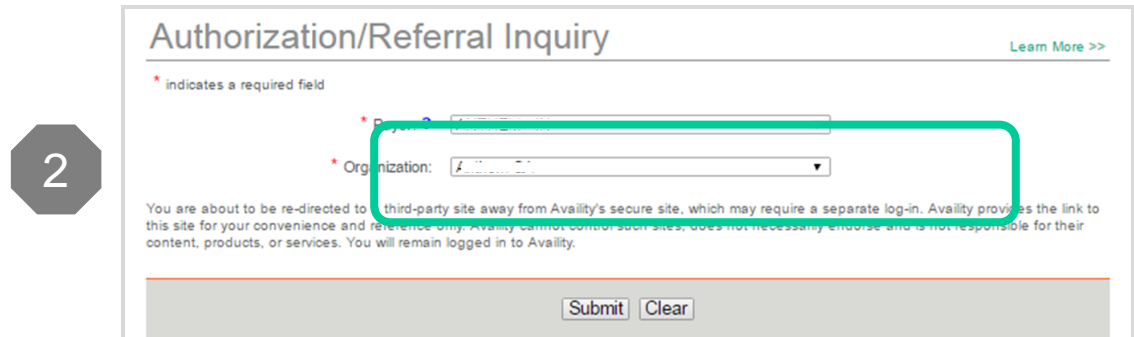
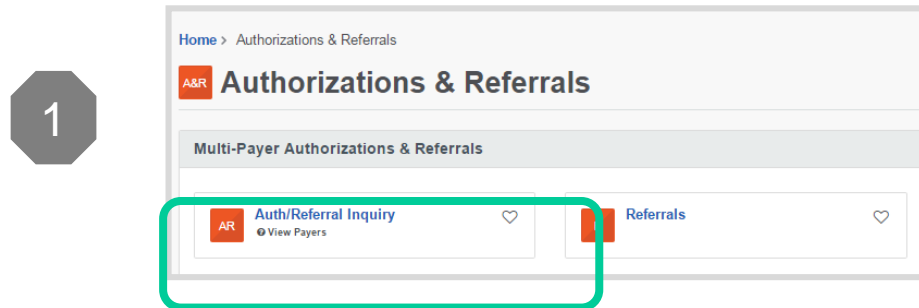




Inquiry features on the ICR

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.



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
MM/DD/YYYY

Authorization Type Service Start Date * Service End Date * Provider Tax ID *
All MM/DD/YYYY MM/DD/YYYY

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

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.

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 date range

The screenshot shows a web application interface with a dark header bar containing four navigation icons: a document for 'My Organization's Requests', a pencil for 'Create New Request', a magnifying glass for 'Search Submitted Requests', and a magnifying glass with a checkmark for 'Check Case Status'. The 'Check Case Status' button is highlighted with a green border. Below the header, a light blue instruction bar states: '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.' Below this, three search buttons are shown: 'Search By Member', 'Search By Reference/Referral Number', and 'Search By Date Range'. The 'Search By Date Range' button is highlighted with a green border. To the right of these buttons is a printer icon. Below the buttons, a red asterisk indicates 'Required Fields'. A note states: 'Search up to 12 months in the future or past. Date range searches are limited to a 30 day span per inquiry.' The search form includes four fields: 'Service Start Date' and 'Service End Date' (both with MM/DD/YYYY format and calendar icons), 'Authorization Type' (a dropdown menu currently showing 'All'), and 'Provider Tax ID' (a dropdown menu). Below these is the 'Identifier Type' field, which is a dropdown menu currently showing 'Select One'. A note below this field says: 'If no results are returned using Med NPI'. At the bottom right of the form are 'CLEAR' and 'SEARCH' buttons. A large white text box with a black border is overlaid on the bottom half of the form, containing the text: '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.' At the very bottom of the page, a small 'IMPORTANT NOTE' states: '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.'

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

SEARCH

CLEAR

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.

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 Service Date From Service Date To Requesting or Servicing Provider / Facility NPI

All MM/DD/YYYY MM/DD/YYYY

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

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

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.



Adding clinical information to a BH inpatient continued stay request

Applicable to BH inpatient requests

Qualifications for adding clinical to an ICR request

The ICR request must be:

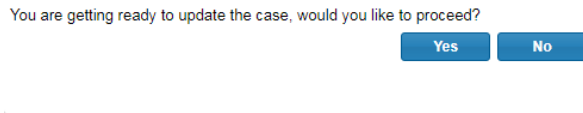
- A psychiatric or substance abuse inpatient case.
- In an approved or pending status.
- An ICR-created request (in other words, not phone or fax).

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:



You are getting ready to update the case, would you like to proceed?

Yes No

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

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

dsf, sdf

Contact Telephone *

(555) 555-5555

Ext

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 the text "Submit Update" in white.



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*.

The screenshot displays the 'Interactive Care Reviewer' web application. The top navigation bar includes 'Welcome, sdf dsf', 'Logout', 'Contact Us', and 'Quick Links'. Below this is a secondary navigation bar with icons and labels for 'My Organization's Requests', 'Create New Request', 'Search Submitted Requests', 'Check Case Status', and 'Check Appeal Status'. A main navigation bar contains tabs for 'Patient Name', 'Subscriber ID', 'Status Not Submitted', 'Created by', and 'Request Tracking ID'. Below these are numbered tabs: 1 Patient Details, 2 Service Details, 3 Provider Details, 4 Request Summary, 5 Clinical Details (active), 6 Case Overview, and 7. The 'Clinical Details' tab is selected, showing a form with a 'Required Fields' section and an 'Information Tool Tip'. A reminder states: 'Reminder: Do not enter/upload session notes for Behavioral Health Treatment'. The form is titled 'BH Initial Review' and contains three sections of checkboxes: 'Risk of Harm To Self Risk Rating(Check all that apply)', 'Risk of Harm To Others Risk Rating(Check all that apply)', and 'Psychosis Risk Rating: (0=None; 1= Mild or Mildly Incapacitating; 2= Moderate or Moderately Incapacitating; 3= Severe or Severely Incapacitating; N/A=Not Assessed)'. Each section has options for 'Not present', 'Ideation', 'Plan', 'Means', and 'Prior Attempt'.

ICR enhancements for BH (cont.)

BH Initial Review	
<input checked="" type="checkbox"/>	Risk of Harm To Self Risk Rating(Check all that apply)
<input type="checkbox"/>	Not present
<input checked="" type="checkbox"/>	Ideation
<input type="checkbox"/>	Plan
<input type="checkbox"/>	Means
<input type="checkbox"/>	Prior Attempt
<input checked="" type="checkbox"/>	Risk of Harm To Others Risk Rating(Check all that apply)
<input checked="" type="checkbox"/>	Not present
<input type="checkbox"/>	Ideation
<input type="checkbox"/>	Plan
<input type="checkbox"/>	Means
<input type="checkbox"/>	Prior Attempt
<input checked="" type="checkbox"/>	Psychosis Risk Rating: (0=None; 1= Mild or Mildly Incapacitating; 2= Moderate or Moderately Incapacitating; 3= Severe or Severely Incapacitating; N/A=Not Assessed)
<input type="checkbox"/>	0
<input checked="" type="checkbox"/>	1
<input type="checkbox"/>	2
<input type="checkbox"/>	3
<input type="checkbox"/>	N/A
<input checked="" type="checkbox"/>	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)
<input checked="" type="checkbox"/>	0
<input type="checkbox"/>	1
<input type="checkbox"/>	2
<input type="checkbox"/>	3
<input type="checkbox"/>	N/A
Disclaimer	
<input checked="" type="checkbox"/>	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.)

Interactive Care Reviewer

Welcome, sdf dsfLogoutContact UsQuick Links

My Organization's Requests

Create New Request

Search Submitted Requests

Check Case Status

Check Appeal Status

Patient NameSubscriber IDStatus
Not SubmittedCreated byRequest Tracking ID

1Patient Details

2Service Details

3Provider Details

4Request Summary

5Clinical 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

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	
<input checked="" type="checkbox"/>	Risk of Harm To Self Risk Rating(Check all that apply)
<input type="checkbox"/>	Not present
<input checked="" type="checkbox"/>	Ideation
<input checked="" type="checkbox"/>	Plan
<input type="checkbox"/>	Means
<input type="checkbox"/>	Prior Attempt
<input checked="" type="checkbox"/>	Risk of Harm To Others Risk Rating(Check all that apply)
<input type="checkbox"/>	Not present
<input checked="" type="checkbox"/>	Ideation
<input checked="" type="checkbox"/>	Plan
<input type="checkbox"/>	Means
<input type="checkbox"/>	Prior Attempt
<input checked="" type="checkbox"/>	Psychosis Risk Rating: (0=None; 1= Mild or Mildly Incapacitating; 2= Moderate or Moderately Incapacitating; 3= Severe or Severely Incapacitating; N/A=Not Assessed)
<input type="checkbox"/>	0
<input type="checkbox"/>	1
<input checked="" type="checkbox"/>	2
<input type="checkbox"/>	3
<input type="checkbox"/>	N/A
<input checked="" type="checkbox"/>	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)
<input type="checkbox"/>	0
<input type="checkbox"/>	1
<input type="checkbox"/>	2
<input type="checkbox"/>	3
<input type="checkbox"/>	N/A
Substance Use Screening (Check if applicable and give score)	
<input type="checkbox"/>	Current treatment plan
<input type="checkbox"/>	Medications
<input type="checkbox"/>	Have medications changed (type, dose/and/or frequency) since admission?
<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	Have any prn medications been administered?
<input type="checkbox"/>	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):

grps

☐ 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.

Required Fields *

Information Tool Tip

Attachments, Images and Photos

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

Choose File

No file chosen

Max file size: 10MB. Allowed file types: jpeg/jpg, bmp, tiff, pdf, gif, doc, docx, xls, xlsx, txt

Description

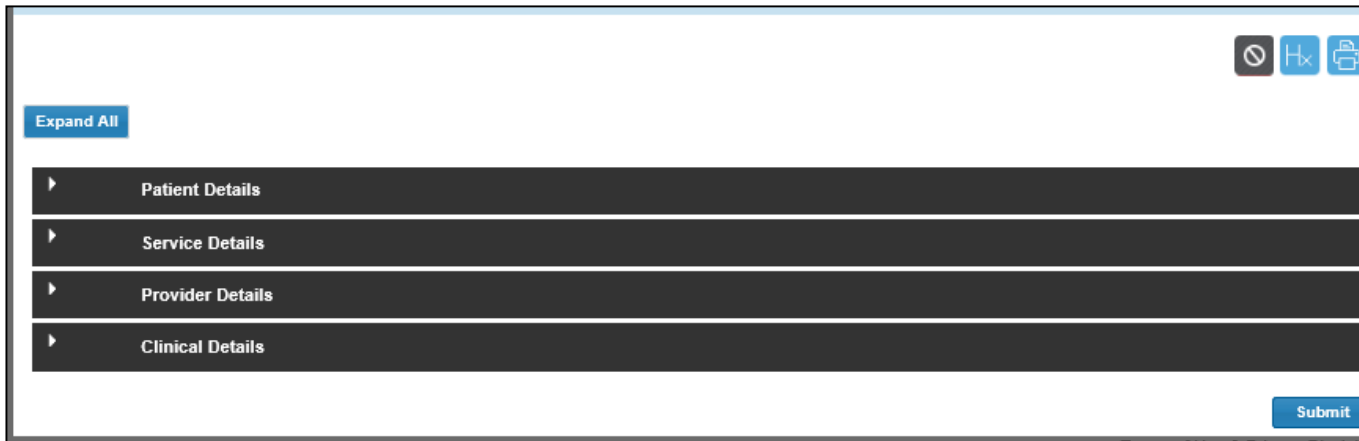
Please attach only documentation that contains the minimum necessary personal health information (PHI) to support the review for this request. Please verify you are attaching image(s) for the correct patient before clicking upload.

Clinical Notes

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 for ICR (Incident Collection Report). 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. On the left side, there is a blue button labeled 'Expand All'. Below this, there are four dark gray horizontal bars, each with a white right-pointing triangle 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, there 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 Portal](#):

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 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 > Empire BlueCross BlueShield HealthPlus tile > 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 www.empireblue.com/nymedicaidoc 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 the Availity Portal. If your practice does not have access, go to <https://www.availity.com> and select **Register**.
- Already use the Availity Portal? 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

For questions about ICR, contact Provider Services at **1-800-450-8753**.

For questions about Availity registration and access, contact Availity Client Services at: **1-800-AVAILITY (1-800-282-4548)**.



Thank you!



* Availity, LLC is an independent company providing administrative support services on behalf of Empire BlueCross BlueShield HealthPlus.

www.empireblue.com/nymedicaidoc

Empire BlueCross BlueShield HealthPlus is the trade name of HealthPlus HP, LLC, an independent licensee of the Blue Cross and Blue Shield Association.

NYEPEC-2442-20 August 2020