


# INTERACTIVE CARE REVIEWER TOOL



## Try the Interactive Care Reviewer (ICR) tool today!

ICR is a secure, online provider utilization management tool — accessed via the Availity Portal — that offers a streamlined process to request authorization of inpatient and outpatient procedures/services. With this tool, your practice can initiate online medical and behavioral health preauthorization requests for Dell Children's Health Plan members more efficiently and conveniently as well as locate information on previously submitted requests.

### Benefits of the ICR tool

- **Free:** There is no additional cost to use.
- **Easy to use:** Online functionality simplifies the process of submitting requests.
- **Access from almost anywhere:** Submit your requests from any computer with internet access. (Note: We recommend you use Internet Explorer 11, Chrome, Firefox or Safari for optimal viewing.) 
- **Automated routing to ICR from the Availity Portal:** You will automatically be routed to ICR to begin your prior authorization request when you select *Patient Registration/Authorizations & Referrals*.
- **Determine if preauthorization is needed:** For most requests, when you enter patient, service and provider details, you will receive a message indicating whether or not review is required.
- **Inquiry capability:** Ordering and servicing physicians and facilities can locate information on preauthorization requests for those providers they are affiliated with; this includes requests previously submitted via phone, fax or the ICR tool.
- **Reduces the need to fax:** The ICR tool allows text detail as well as images to be submitted along with the request.
- **Receive viewable decision letters:** You can view, save or print decision letters.
- **Save favorites:** You can save 25 requesting providers, 25 servicing providers, 25 facility/durable medical equipment providers and 25 referral providers.
- **Comprehensive view of all your preauthorization requests:** You have a complete view of your utilization management requests, including the status of your requests and specific views that provide case updates and a copy of associated letters.

### Accessing the ICR tool

You can access the ICR tool through Availity.

#### If your organization has not yet registered for Availity:

1. Go to <https://www.availity.com>.
2. Select **Register** in the upper right-hand corner of the page.
3. Then select your **Organization type** from the available options at the bottom of the page and follow the registration wizard.

#### If your organization already has access to Availity:

1. Your Availity administrator can grant you access to **Authorization and Referral Request** for submission capability and **Authorization and Referral Inquiry** for inquiry capability.
2. You can then find our tool in Availity under *Patient Registration/Authorizations & Referrals*.

### How can I learn more about ICR?

Attend one of the ICR monthly webinars.

#### Register for the next webinar here:

<https://tinyurl.com/ybby66sk>

### Questions

For questions regarding our ICR tool, please contact your local Network Relations representative or call Provider Services at 1-888-821-1108.



For questions on accessing our tool via Availity, call Availity Client Services at **1-800-AVAILITY (1-800-282-4548)**. Availity Client Services is available Monday-Friday from 8 a.m.-7 p.m. ET (excluding holidays) to answer your registration questions.

[DellChildrensHealthPlan.com](https://DellChildrensHealthPlan.com)

**Note:** ICR is not currently available for requests involving transplant services or services administered by AIM Specialty Health® or OrthoNet LLC. For these requests, follow the same preauthorization process you use today.