

## Submitting prior authorizations is getting easier

### Dell Children's Health Plan is transitioning to Availity\* Authorization

You may already be familiar with the Availity Authorization App because millions of providers are already using it for submitting prior authorization requests for other payers. Dell Children's Health Plan is eager to make it available to our providers, too. In 2022, you can begin using the same authorization app you may use for other payers. We hope to make it easier than ever before to submit prior authorization requests to Dell Children's Health Plan.

### Current prior authorization tool (ICR) is still available

If you need to refer to an authorization that was previously submitted through the Interactive Care Reviewer (ICR) tool, you will still have access to that information. We've developed a pathway for you to access your ICR dashboard. You will simply follow the prompts provided through the Availity Authorization App.

### Innovation in progress

While we grow the Availity Authorization App to provide you with Dell Children's Health Plan-specific information, we've provided access to ICR for:

- Appeals.
- Behavioral health authorizations.
- Medical drug benefit authorizations.
- AIM.

Notices in the Availity Authorization App will guide you through the process for accessing ICR for Alternate Authorization/Appeals functions.

### Training is available

If you aren't already familiar with the Availity Authorization App, training is available.

Date	Time (All training sessions are one hour)
Wednesday, January 5, 2022	11 a.m. Eastern/8 a.m. Pacific
Tuesday, January 11, 2022	3 p.m. Eastern/12 p.m. Pacific
Thursday, January 20, 2022	12 p.m. Eastern/9 a.m. Pacific
Tuesday, January 25, 2022	12 p.m. Eastern/9 a.m. Pacific
Wednesday, January 26, 2022	3 p.m. Eastern/12 p.m. Pacific

\* Availity, LLC is an independent company providing administrative support services on behalf of Dell Children's Health Plan.

You can always log onto <https://availability.com> and view the webinar at your convenience. From *Help & Training*, select **Get Trained** to access the Availability Learning Center. You can use **AvAuthRef** for a keyword search or select the **Session** tab to see all upcoming live webinars.

**Now, give it a try!**

Accessing the Availability Authorization App is easy. Just log in to <https://availability.com>, and the *Authorizations and Referrals* icon is on the home screen. You can also access the App through the *Patient Registration* tab by selecting **Authorizations and Referrals**.

If you have questions, please reach out to Availability at **800-282-4548**.