ICR Inquiry

Look up authorization information or check the status of a case
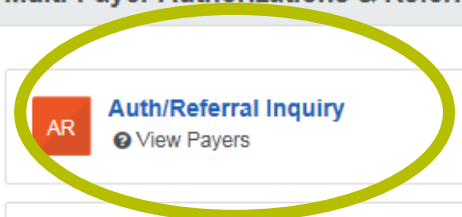
Authorization/Referral Inquiry

Learn More >>

* indicates a required field

* Payer: ? **BCBSMN BLUE PLUS MEDICAID WAIVER**
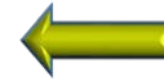
* Organization:
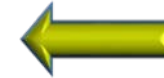
You are about to be re-directed to a third-party site away from Availity's secure site, which may require a separate log-in. Availity provides the link to this site for your convenience and reference only. Availity cannot control such sites, does not necessarily endorse and is not responsible for their content, products, or services. You will remain logged in to Availity.

Submit Clear

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 *
MM/DD/YYYY

Patient First Name

Request Type
All

Service Start Date *
MM/DD/YYYY

Service End Date *
MM/DD/YYYY

Provider Tax ID *

This field is required

Identifier Type *
Select One

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.

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**

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.

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.

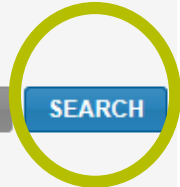| Service Start Date *	Service End Date *	Request Type	Provider Tax ID *
09/15/2018	10/11/2018	All	

Identifier Type *

Select One

If no results are returned using Medicare id, please try selecting NPI

This field is required

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.

|◄◄ ◄ | 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

7

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 Check Case Status 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

CONCLUSION

Now that you've completed this course you will be able to:

- List the benefits of using Interactive Care Reviewer (ICR)

- Access ICR through the Availity Portal

- Create an outpatient home care authorization

- Inquire on a previously submitted authorization

HELPFUL TIPS

If you receive a system temporarily unavailable error on a consistent basis, your organization's firewalls may be blocking the site. Please contact your IT department and ask that they review your internet filters and add "anthem.com" as a trusted site to bypass the proxy.

For optimal viewing, use Explorer 11, Chrome, Firefox or Safari.

If there seem to be missing fields or if you continue to have errors, Clear your internet browser cache.

Now it's your turn!

Your Availity Administrator can grant you access to Authorizations & Referral Request and / or Auth Referral Inquiry and you can start using ICR right away. .