

August 1, 2021

RE: Important Update: Change in Email Submission of Service Requests for Federal Employee Program®

Dear Provider:

In order to help ensure our member's security, **Effective November 1, 2021**, the Blue Cross and Blue Shield Federal Employee Program (FEP®) will be decommissioning the Utilization Management (UM) email address for processing eReviews, FEPE-Reviews@anthem.com.

As an alternative, FEP offers our providers a secure online portal, Interactive Care Reviewer.

About the Portal

The Interactive Care Reviewer (ICR) is Anthem Blue Cross and Blue Shield and our subsidiary company, HMO Colorado (Anthem) innovative UM portal. ICR allows providers, in addition to phone or fax, to submit prior authorization requests and to provide clinical documentation (including imaging) to support initial and continued stay reviews. This enables prior authorization requests and clinical information to be transmitted directly to UM staff.

Key features of the portal

- A no cost electronic UM solution
- Instant access from any location at any time
- Create an UM preauthorization case and instantly submit it for review
- Attach clinical documents for review – no faxing required
- Status check any case regardless of the method used to originally submit request
- Complete record of submissions and dispositions – all in one place.
- Bi-directional communication.

To submit service requests electronically for prior authorizations, register for use of Interactive Care Reviewer (ICR) prior to November 1, 2021, on the Availity portal.

1. **More information on Anthem ICR, including training resources:** <https://www.anthem.com/provider/prior-authorization/interactive-care-reviewer/>
2. **Register for ICR via the Availity portal:** <https://www.availity.com/provider-portal-registration>
3. **Need help registering? View this video:** [How to Access Availity and Register](#)

As a reminder, in addition to using ICR on the Availity the portal, you can submit authorizations, to UM by phone or fax:

- FEP UM precertification toll free number: 800-860-2156
- FEP UM precertification fax number: 800-732-8318
- FEP UM Advance Benefit determination fax number: 877-606-3807

We value and appreciate you as our partner in providing quality care and appreciate your continued participation in our network. If you have questions, please call the Provider Service phone number on the member's ID card.

Sincerely,



Janet Pogar

RVP, Provider Solutions

Anthem Blue Cross and Blue Shield