Providers like you want to deliver the highest quality care while at the same time are under increasing pressure to eliminate unnecessary cost and deliver “value.” Now more than ever, you need defensible decision-making support and an efficient way to proactively manage patient care to reduce length of stay, inappropriate admissions and readmissions, unneeded interventions and, in turn, denials. For more than 40 years, providers have relied on InterQual—the leading evidence-based clinical criteria and utilization management technology—to do just this. With rigorously developed and objective content, and an impressive track record of continuous innovation, InterQual is the one you can trust.
InterQual®
Never Stop Innovating

Content Updates & Enhancements

2019
- Hospital in the Home Criteria
- Percent Paid as Observation Benchmarks
- InterQual AutoReview
  Medicare Procedures powered by InterQual
  Initial Review Criteria
  Early Responder Criteria
  CMS Geometric Mean Length of Stay
- InterQual Connect
  InterQual Products to the Cloud
  Proprietary Benchmark Length of Stay
  Proactive Care Management Guidance
  Behavioral Health to Continuum Format

2015
- Comorbidity in Admissions Assessment
- Home Care to Q&A Format
- InterQual Mobile
  Partner Content powered by InterQual
  Acute Pediatric Level IV Nursery
- Care Planning to Q&A Format
- InterQual Customize

2010
- InterQual Coordinated Care
  Transition Planning Tool
  Quality Indicators Checklist
- Auto-Authorization Platform

2007
- SRx Oncology Criteria with NCCN
- Review Transmission

2007
- Level of Care to Condition-Specific Format
- SRx Non-Oncology Criteria

1978
- InterQual: 1st Release
“Value” and “quality” have been associated with InterQual since long before they became healthcare industry trends. InterQual’s mission is and has always been to promote evidence-based care, improve quality and value, and reduce unnecessary costs—the same goals that value-based care strives for today. To achieve this, InterQual aligns payers and providers with actionable, evidence-based clinical intelligence to support appropriate care and foster optimal utilization of resources.

**Developed with Rigor & Integrity**

Use InterQual with confidence as no other criteria provide a higher level of accuracy. InterQual’s content is updated annually, or more frequently as needed.

- **Rigorous evidence-based development process**
  Our highly trained clinical development team performs a systematic review and critical appraisal of the evidence, using elements of the GRADE approach, to help ensure InterQual Criteria are based on the best available evidence.

- **Extensive peer review**
  More than 1,000 independent multidisciplinary experts sit on our clinical review panel, providing multi-level peer review. For cases that don’t lend themselves to clinical trials, our experts help ensure InterQual Criteria reflect the latest standard of care and best practice.

**Objective, Comprehensive Content**

InterQual Criteria are objective and specific to better help you ensure the most appropriate care and more consistent, defensible decision-making. Our four content suites provide comprehensive content across the medical and behavioral health continuum of care.

**Used by BFCC-QIO for two-midnight reviews**

Both BFCC Quality Improvement Organizations (BFCC-QIOs) license InterQual as a clinical decision support tool. InterQual can help evaluate whether short inpatient stays are medically necessary and meet two-midnight rule requirements.

**InterQual Level of Care Criteria**

Assess the safest and most efficient care level for more than 95% of reasons for admission. The Condition-Specific format presents evidence-based interventions that are specific to the condition, and help to cost-effectively improve outcomes. The unique Episode-Day structure helps evaluate if a patient is responding as expected, and recommends interventions in the event of complications or a slower-than-expected response to treatment, or next steps for early responders. Our novel approach, evaluating Severity of Illness along with Intensity of Service, provides a clinically-specific approach to stay-determinations. And only InterQual has incorporated management of comorbid conditions upon admission, along with continued stay.

InterQual’s Acute Care module also includes: Transition Plans to help foster the movement of patients safely through the continuum of care and reduce readmissions; InterQual Benchmark and CMS Geometric Mean Length of Stay (LOS) data available as targets to assist discharge planning; Percent Paid as Observation benchmarks to help guide placement; and Care Management Information notes providing three types of content—admission considerations, expected progress, and care facilitation—to help ensure that the patient is progressing along the expected trajectory.

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“Since we began using InterQual Imaging Criteria in the ED, we have seen a drastic decrease in the number of denials from our payers around CT utilization because we’re not over-utilizing the CTs any longer.”

- Director of Case Management
InterQual Criteria Portfolio

**Level of Care**
- Acute Adult
- Acute Pediatric
- Long-Term Acute Care
- Acute Rehabilitation
- Subacute & Skilled Nursing
- Home Care
- Outpatient Rehabilitation & Chiropractic

**Behavioral Health**
- Adult and Geriatric Psychiatry
  - Child and Adolescent Psychiatry
  - Substance Use Disorders
  - Behavioral Procedures

**Ambulatory Care Planning**
- Procedures
  - Imaging
  - Durable Medical Equipment
  - Molecular Diagnostics
  - Specialty Rx Oncology
  - Specialty Rx Non-Oncology
  - Specialty Referral
  - Retrospective Monitoring

**Industry Content**
- Medicare Procedures
- Proprietary Policies

### InterQual Behavioral Health Criteria
Manage the delivery of mental health and substance use care, including initial- and continued-stay level-of-care decisions. The depth of criteria enables care managers to consider behaviors, symptoms, level of function, social risks and support systems, while the comprehensive range of level-of-care alternatives allows for movement across the continuum of care. The evidentiary content development process for the Behavioral Health Criteria is the same as for our medical/surgical products. Additionally, behavioral health procedures are included for such key interventions as ECT, TMS and Applied Behavioral Analysis, among others. Also includes InterQual proprietary Benchmark LOS data where appropriate.

### InterQual Ambulatory Care Planning Criteria
Identify the appropriateness of ambulatory interventions including imaging studies, procedures, durable medical equipment, molecular diagnostic tests/test panels, specialty pharmacy medications, and specialty referral consultations, and assure the appropriate sequencing of care alternatives according to the evidence. Includes InterQual proprietary Benchmark LOS data where appropriate.

### Industry Content
Access third-party content in your familiar InterQual format to improve review efficiency and consistency. Content from CMS and others is converted into our easy-to-use Q&A format. Policies that are in disparate sources or are cumbersome to navigate are streamlined and structured. Content powered by InterQual can be incorporated seamlessly into your existing workflow via InterQual technology solutions.

> “Using InterQual we have been able to decrease our length-of-stay overall for our hospital by .6 days. We also have been able to increase our win rate on any denials that we get.”
> - Christi Cook, director of case management and social work at United Regional Health Care System

**Need to customize your content?** Just use InterQual

**Complex Care Management**

**InterQual Coordinated Care™**
Generate a patient-specific, evidence-based care plan for complex cases and high-risk members using InterQual’s patented blended assessment. More than 40 assessments cover common barriers to care, case management, condition management, readmissions reduction, palliative care, and many industry-validated screening tools. This
content was designed to help meet NCQA Case, Disease, and SNP program requirements.

**Innovative and Flexible Technology Solutions**

It has never been easier to deploy InterQual Criteria. With integrated SaaS (software as a service) Solutions, and a variety of online and installed options, InterQual gives you a range of flexible delivery solutions that can fit most any need.

**InterQual AutoReview™**

This transformational SaaS application automates the medical review process by pulling clinical data directly from the EHR. The automated reviews—enriched with real-time clinical data—are transmitted to InterQual Connect and integrated into your existing workflow.

**InterQual Connect™**

 Seamlessly integrated into leading case management applications, this SaaS application streamlines the medical review process with a modern, easy-to-navigate user interface. With InterQual Connect, you can receive automated medical reviews from InterQual AutoReview, submit authorization requests that include the medical review to participating payers, and receive fast, predictable automated authorization.

**Medical Review Service and Review Manager**

Help improve accuracy and efficiency with our interactive, browser-based access to InterQual Criteria. Choose between our integrated SaaS solution or installed standalone option.

“All of our case managers use InterQual upon admission as well as doing continued stay reviews. It helps us reduce our length of stay as well as drive our readmissions down.”

- Director of Case Management

**Support for Your Success**

**Education & Services**

Accelerate your team’s proficiency and help improve outcomes. We provide a variety of education and implementation services to help your team make the most of the InterQual Criteria and technology solutions you use.

**InterQual Interrater Reliability**

Measure how well and how consistently your staff applies InterQual Criteria with this web-based tool to help improve usage and quality within your organization.

**7.8% Shorter Hospital Stays in InterQual Hospitals**

A nationwide retrospective market study comparing 809 hospitals with InterQual to 809 non-InterQual hospitals observed that the average length of inpatient stay was 7.8% shorter in hospitals with InterQual.1

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1) 2018 AHA hospital database (2017 data); AHA Hospital Statistics, 2018 edition, Table 1, page 4; Internal analysis of two randomly matched sample groups of 809 hospitals in each edition.
In an industry undergoing rapid change, it’s crucial to choose a partner you can trust—one with a shared vision who can help you achieve your strategic objectives.

For four decades, the InterQual team has upheld the singular vision of improving patient outcomes by advocating and supporting evidence-based care. Our innovative clinical content, technologies, solutions, and services have helped reduce the administrative burden, enhance payer-provider relations, and improve care quality for our customers. As healthcare continues to evolve, so will InterQual, with regular releases that support those committed to the passionate pursuit of quality outcomes without unnecessary cost.

Choose a partner you can trust. Choose InterQual.

InterQual is Trusted by:

- >4,400+ hospitals/facilities
- >250 managed care organizations
- 100% RACs, MACs, CMS

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