



InterQual for providers

InterQual

$$\text{\$} \downarrow \text{ Decrease cost} + \text{\oplus} \text{ Increase quality care} = \text{\$} \uparrow \text{ Value}$$

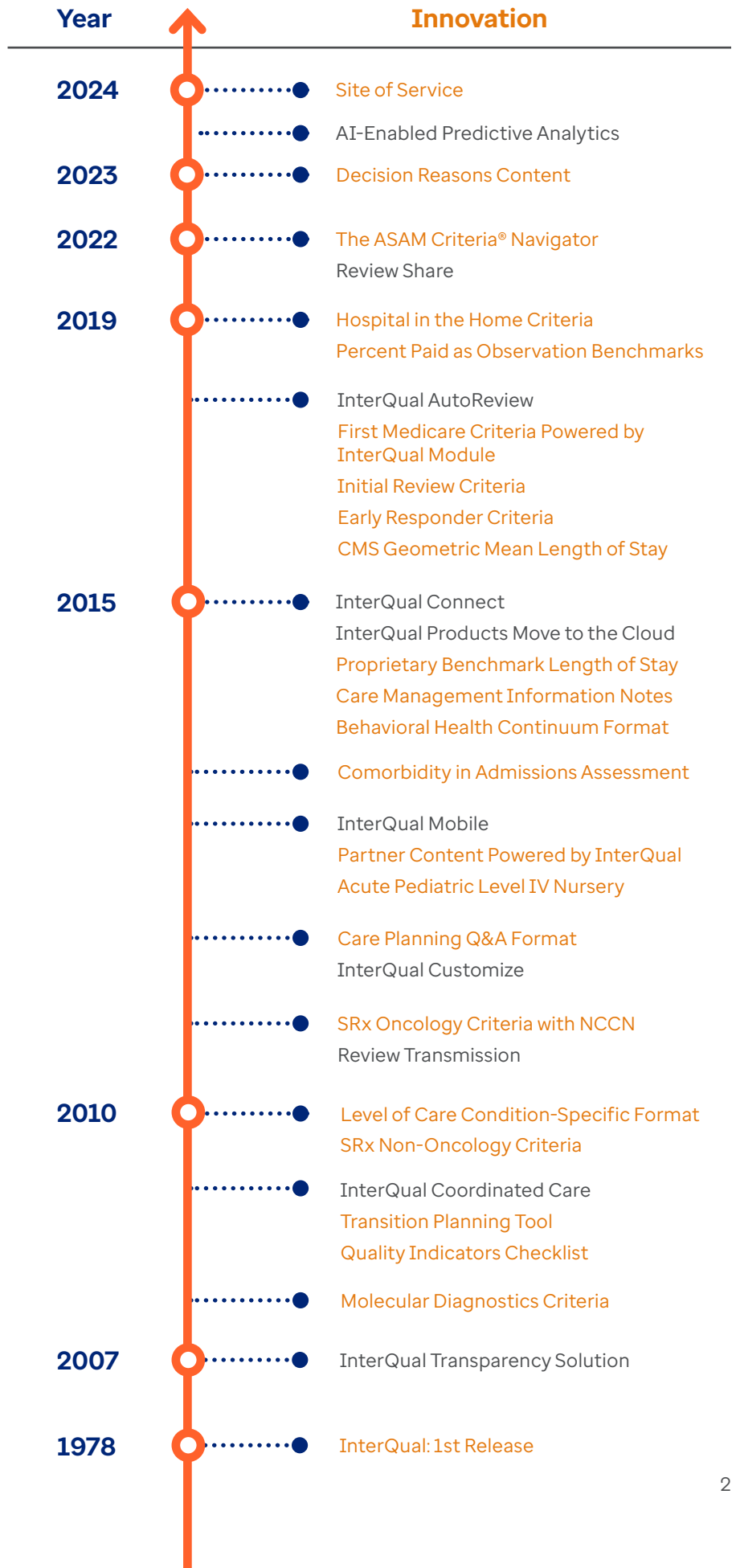
Providers like you want to deliver the highest-quality care. At the same time, you're under increasing pressure to eliminate unnecessary cost and deliver measurable value with even fewer resources. Now more than ever, providers need defensible decision-making support. You need an efficient way to proactively manage patient care to reduce length of stay, inappropriate admissions and readmissions, unneeded interventions and, in turn, denials. For decades, providers have relied on InterQual – one of the leading evidence-based clinical criteria and utilization management technologies – to do exactly those things. With an impressive track record of continuous innovation and reliably objective content, InterQual is the one you can trust.



InterQual®

Never stop innovating

Content updates and enhancements



InterQual: for those devoted to appropriate care in a value-based world

The terms 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 integrity

Use InterQual with confidence, as no other criteria provide a higher level of accuracy. InterQual criteria 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 multilevel 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.

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, helping to cost-effectively improve outcomes. The unique Episode-Day structure helps clinicians 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 evaluates Severity of Illness along with Intensity of Service, providing a clinically-specific approach to stay determinations. And InterQual has incorporated management of comorbid conditions upon admission, along with continued stay.

InterQual's Acute Care module also includes: transition plans to help reduce readmissions and foster the safe progression of patients through the continuum of care; 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.






InterQual® Behavioral Health criteria

Manage the delivery of mental health and substance use care, including initial- and continued-stay level-of-care decisions, with our Behavioral Health criteria. The depth of criteria supports care managers in the consideration of 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, criteria for behavioral health services, procedures, tests, and medications are included for such key interventions as ECT, TMS and Applied Behavioral Analysis, among others. InterQual proprietary LOS benchmarks are included 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 helps ensure the appropriate sequencing of care alternatives according to the evidence. InterQual proprietary length of stay benchmark and CMS Geometric Mean Length of Stay data is included where appropriate.

InterQual Criteria and Industry Content

InterQual criteria and industry content				
 Level of Care	 Behavioral Health	 Ambulatory Care Planning	 Industry Content	 Care Coordination
Acute Adult*	Adult and Geriatric Psychiatry	Procedures*	The ASAM Criteria®	Coordinated Care
Acute Pediatric*	Child and Adolescent Psychiatry	Imaging	Concert Genetics	Patient Education
Long-Term Acute Care*	Substance Use Disorders	Durable Medical Equipment*	Medicare Behavioral Health	
Inpatient Rehabilitation*	Behavioral Health Services	Molecular Diagnostics	Medicare Procedures	
Subacute and Skilled Nursing*		Specialty Rx Non-Oncology	Medicare Imaging	
Home Care		Specialty Rx Oncology	Medicare Post-Acute and Durable Medical Equipment	
Outpatient Rehab and Chiropractic		Specialty Referral	Medicare Molecular Diagnostics and Lab	
		Retrospective Monitoring	Medicare Pharmacy	

*Decision Reasons add-on available.

The ASAM Criteria is a registered trademark of the American Society of Addiction Medicine.

Industry content

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

Additional offerings

InterQual Customize – Incorporate custom content within your workflow based on your organization’s unique policies.

Decision Reasons – Effectively and consistently communicate why a service may not be clinically appropriate for a patient/member with this content add-on.

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.

InterQual technology portfolio

InterQual delivery & optimization



Automation

InterQual AutoReview

InterQual Connect



Interactive

Medical Review Service

Anonymous Review



Static

Mobile (included)

View (included)

Online

Transparency



Optimization

Customize

Education

Interrater Reliability

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, we provide a range of flexible delivery solutions that can fit most any need.



InterQual® AutoReview

InterQual AutoReview is a cloud-based solution that applies AI to real-time data extracted from the EHR to automatically create, populate, and complete the InterQual medical review with the relevant clinical data embedded. The automated reviews – enriched with real-time clinical data – are transmitted to InterQual Medical Review Service and can support the automation of the prior authorization process.



Medical Review Service

Help improve accuracy and efficiency with interactive browser-based access to InterQual criteria. This SaaS solution also includes the capability to share an InterQual review with a payer, eliminating manual authorization transactions (fax, phone, email) and the related administrative burden and time.

Support for your success



Education and services

Accelerate your team's proficiency and help improve outcomes with our variety of education and implementation services. We help your team make the most of the InterQual criteria and technology solutions you use.



InterQual® Interrater Reliability (IRR)

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. Physician IRR assessment is also available.



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.*

Leadership, innovation and integrity

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 decades, the InterQual team has upheld a 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 health care 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.

 For more information, visit our [website](#)

InterQual is used by:



4,300+ provider organizations



290 payer organizations



100% RACs, MACs, CMS

* 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 group

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