

InterQual®

Leadership, Innovation, and Integrity... for Better Health



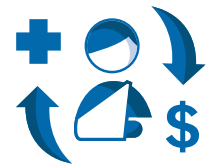
↑ Quality Care = Value
↓ Cost

INTERQUAL

Payers and providers like you want to deliver the highest quality and most appropriate care while eliminating unnecessary cost. That's value-based care. And for nearly 40 years, the industry has relied on InterQual—the leading evidence-based clinical criteria and utilization management technology—to support our quest for value. With rigorously developed and objective content, and an impressive track record of continuous innovation, InterQual is the one you can trust.

MCKESSON

InterQual: For Those Devoted to Appropriate Care in a Value-Based World



“Value” and “quality” have been associated with InterQual 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 provides 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 800 independent multidisciplinary experts sit on our clinical review panel, providing multi-level peer review. For those 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.

“The changes [to the condition-specific model] were a very important factor in the decrease for our Medicaid population from over 500d/1000 to under 300d/1000...” - Robert Kritzler, MD, Deputy Chief Medical Officer, Johns Hopkins HealthCare

InterQual Level of Care Criteria

Assess the safest and most efficient care level for more than 95% of reasons for admission to any level of care. The Condition-Specific model presents evidence-based interventions that are specific to the condition, and help to cost-effectively improve outcomes. The unique Episode-Day structure helps you evaluate if the patient is responding as expected, and recommends interventions in the event of complications or a slower-than-expected response to treatment. 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 throughout the continuum of care and reduce readmissions.

“Prior to implementing InterQual, we would often see patients listed as having ‘respiratory distress’ ... but we didn’t have the evidence we needed to help steer that patient to the most appropriate care. By contrast, InterQual breaks out respiratory distress into age categories and associates those categories with specific respiration rates...that level of detail gives us the evidence we need to make an informed decision about whether to qualify that patient for an inpatient level of care or seek secondary review ...” - Community Health Solutions of America, Utilization Management Supervisor

InterQual® Portfolio

InterQual Criteria				InterQual Technology
Level of Care	Care Planning	Behavioral Health	Complex Care Management	Access Options
Acute Care	Molecular Diagnostics	Psychiatry	InterQual Coordinated Care Content	InterQual Mobile InterQual View InterQual Online InterQual Anonymous Review InterQual Transparency Solution CareEnhance Review Manager Clear Coverage InterQual Connect
Long-Term Acute Care	Imaging	<ul style="list-style-type: none"> · Child · Adolescent · Adult · Geriatric 		
Rehabilitation	Procedures			
Subacute & Skilled Nursing	Specialty Referral	Substance Use Disorders & Dual Diagnosis		
Home Care	Durable Medical Equipment	Residential & Community-Based Treatment		
Outpatient Rehab & Chiropractic	Specialty Rx Oncology			
	Specialty Rx Non-Oncology			
	SIM <i>plus</i> ™			
				Tools
				InterQual Content Customization Tool InterQual Interrater Reliability Suite

InterQual Care Planning Criteria

Identify the appropriateness of ambulatory interventions – including imaging studies, procedures, durable medical equipment, molecular diagnostic (MDx) tests, specialty pharmacy medications, and specialty referral consultations – and assure the appropriate sequencing of care alternatives according to the evidence. Clinical Evidence Summaries for MDx provide an overview of all aspects of test appropriateness.

InterQual Behavioral Health Criteria

Manage the delivery of mental health and substance use care, including initial and continued stay level-of-care decisions, for all age groups—from children to geriatrics. 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 InterQual Behavioral Health Criteria is the same as for our medical/surgical products, providing parity of development processes. Additionally, behavioral health procedures are included for such key interventions as ECT, TMS and Applied Behavioral Analysis among others.

“By using InterQual for specialty referrals as well as for acute care, imaging and procedures, our medical costs have decreased from close to a \$1 billion to a little over \$300 million in four years.”

- Ricki Barnett, MD, Deputy Medical Executive, California Department of Corrections and Rehabilitation

InterQual Coordinated Care Content

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.

Need to customize your content? Just use InterQual’s Content Customization Tool to easily incorporate custom content based on your organization’s unique policies.

Innovative and Flexible Technology Solutions

There have never been more ways to deploy InterQual Criteria. From innovative SaaS (software as a service) and smartphone options, to traditional view capabilities and everything in between, InterQual gives you a range of flexible delivery solutions that can fit most any need. With InterQual, you can help ensure timely, appropriate, and consistent care no matter what technology your organization uses or is moving to.

CareEnhance® Review Manager

Help improve accuracy and efficiency with our interactive, browser-based access to InterQual Criteria, which automates the medical review and provides workflow functionality.

Auto-Auth Solutions for Payers

Lower administrative costs, speed authorizations, and reduce authorization hassle for you and your providers with InterQual Connect™ or Clear Coverage™. InterQual Connect is a unique, integrated solution that automates medical reviews and provides authorization connectivity enabling full auto-authorization within existing utilization and care management workflows. Clear Coverage is an innovative standalone solution that automates medical review and authorization along with payer business rules, network steerage, notifications, and eligibility verification. It also includes a provider interface to conduct the medical review and request the authorization.

InterQual Alliance Partner Integration

Access InterQual within your care management workflow. We work with many alliance partners to provide InterQual content and functionality within the applications you already use.

McKesson Diagnostics Exchange™ for Payers

Easily manage molecular diagnostics (MDx) to help reduce costs and ensure test appropriateness.

This test identification and policy management solution connects payers and labs to drive appropriate MDx coverage and payment.



Support for Your Success

Education & Services

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

InterQual Interrater Reliability Suite

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.

InterQual is Trusted by:



3,700+ hospitals



300+ Payers



100% RACs, MACs, CMS

5% Shorter Hospital Stays in InterQual Hospitals

A nationwide retrospective market study comparing 826 hospitals with InterQual to 826 non-InterQual hospitals observed that the average length of inpatient stay was 5% shorter in hospitals with InterQual.¹



InterQual®
Never Stop Innovating

Year

Innovation

2015

● **InterQual Connect™**
Comorbidity in Admissions Assessment
Home Care to Q&A format
Content Updates and Enhancements

● **InterQual Mobile**
ABA Criteria for Autism Spectrum Disorders Treatment
Partner Content Powered by InterQual
Acute Pediatric Level IV Nursery
Content Updates and Enhancements

● **Care Planning to Q&A Format**
InterQual Content Customization Tool
Review Manager CriteriaView
Content Updates and Enhancements

● **McKesson Diagnostics Exchange™**
Specialty Pharmacy Oncology Criteria with NCCN
Review Manager Review Transmission
Content Updates and Enhancements

● **Condition-Specific Model: LOC Transformation**
Specialty Pharmacy Non-Oncology Criteria
Content Updates and Enhancements

2010

● **InterQual Coordinated Care Content**
Transition Planning Tool
Quality Indicators Checklist
Content Updates and Enhancements

● **Clear Coverage™: Auto-Authorization Solution**

● Molecular Diagnostics Criteria

1978

● **Comorbidity in Continued Stay Assessment**
● **InterQual®: 1ST Medical Appropriateness Criteria**

Leadership, Innovation, and Integrity... for Better Health

In an industry undergoing rapid change, it's crucial to choose a partner you can trust—one with a shared vision for your business who can help you achieve your strategic objectives.

For nearly 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 annual releases that support those committed to the passionate pursuit of quality outcomes without unnecessary cost.

InterQual is part of McKesson Health Solutions (MHS), a business unit of McKesson Corporation, one of the world's largest and oldest healthcare services company. We help payers and providers simplify and automate reimbursement to engage each other and consumers in the transition to value-based care.

With businesses and customers that span all settings of healthcare, McKesson has a unique 360-degree view of the healthcare system ready to go to work for you. Our clinically integrated solutions help simplify, automate, and transform healthcare across the care, revenue and payment cycles, from the front-end to the back-end, for better health.

Choose a partner you can trust. Choose InterQual.



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