

↑ Quality Care = Value
 ↓ Cost

INTERQUAL

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 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



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 everyone is forced to address today. To achieve this, InterQual aligns providers and payers with actionable, evidence based clinical intelligence to support appropriate care and defend those decisions.

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 850 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 for Defensible Decisions

InterQual Criteria are objective and specific to better help you ensure the most appropriate care and more consistent, defensible decision-making. Our five content suites provide

comprehensive content across the medical and behavioral health continuum of care.

Used by Both BFCC-QIOs for two-midnight reviews

Both BFCC Quality Improvement Organizations (BFCC-QIOs) use InterQual as a clinical decision support tool to 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 level of care for more than 95% of reasons for admission. The Condition-Specific format presents evidence-based interventions that are specific to the condition. 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 throughout the continuum of care and reduce readmissions; InterQual Benchmark and CMS Geometric Mean Length of Stay data available as targets to assist discharge planning; and Proactive Care Management Guidance providing two types of content—expected progress and care facilitation—to help ensure that the patient is progressing along the expected trajectory.

“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 CT’s any longer.”

- Director of Case Management

InterQual Criteria Portfolio



Level of Care



Behavioral Health



Care Planning



Powered by InterQual



Complex Care

Acute Adult

Acute Pediatric

Long-Term Acute Care

Acute Rehabilitation

Subacute & Skilled Nursing

Home Care

Outpatient Rehab & Chiropractic

Adult and Geriatric Psychiatry

Child and Adolescent Psychiatry

Substance Use Disorders

Behavioral Procedures

Procedures

Imaging

Durable Medical Equipment

Molecular Diagnostics

Specialty Rx Oncology

Specialty Rx Non-Oncology

Specialty Referral

SIM plus™

Medicare Procedures

Proprietary 3rd Party Content

InterQual Coordinated Care

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.

InterQual Care Planning Criteria

Identify the appropriateness of ambulatory and elective interventions including procedures, imaging studies, durable medical equipment, molecular diagnostic tests, specialty pharmacy medications, and specialty referral consultations and assure the appropriate sequencing of care alternatives according to the evidence.

Content Powered by InterQual

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. Policies that are in disparate sources or are cumbersome to navigate are streamlined and structured. Content powered by

“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

InterQual can be incorporated seamlessly into your existing workflow via InterQual technology solutions.

InterQual Coordinated Care Content

Generate a patient-specific, evidence-based care plan for complex cases and high-risk patients 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.

InterQual Technology Portfolio



Authorization Solutions



Workflow Solutions



Online Reference



Installed Reference



Tools

InterQual Connect

InterQual Review Manager

InterQual Anonymous Review

InterQual Online

InterQual Transparency

InterQual View

InterQual Mobile

InterQual Content Customization Tool

InterQual Interrater Reliability Suite

“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

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 basic view capabilities and everything in between, InterQual gives you a range of flexible delivery solutions that can fit most any need.

InterQual Review Manager

Help improve accuracy and efficiency with InterQual Review Manager, our interactive, browser-based access to InterQual Criteria, which automates the medical review and provides workflow functionality. It also enables you to transmit a request for authorization directly to your connected payers.

InterQual Connect

Manual prior authorizations are inefficient, time-consuming and can potentially lead to delays in care. With InterQual Connect you can gain visibility into your participating payers' approval criteria and can digitally submit authorization requests with a medical review, and receive fast, predictable automated 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.

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.

“The value of InterQual is pretty clear. It was integral to our process. It was 100% accurate for avoided admissions. And it selected people on the right path to admission.”

- Eugene Truchelut, MD, Medical Director, Florida Hospital Orlando

10.8% Shorter Hospital Stays in InterQual Hospitals

A nationwide retrospective market study comparing 793 hospitals with InterQual to 793 non-InterQual hospitals observed that the average length of inpatient stay was 10.8% shorter in hospitals with InterQual.¹



1) 2016 AHA hospital list (2015 data); AHA Hospital Statistics, 2016 edition; Internal McKesson analysis based on two randomly matched groups of 793 hospitals in each

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 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 annual 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:



4,600+ hospitals/facilities



~300 managed care organizations



100% RACs, MACs, CMS



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