

InterQual Connect™ Medical Review Service

Seamlessly integrating InterQual® Criteria into your workflow

Healthcare payers and providers continue to rely on InterQual® evidence-based clinical criteria to help meet the challenges of managing administrative and medical costs, and addressing new care delivery and reimbursement models.

With its five content suites providing comprehensive content across the medical and behavioral health continuum of care, InterQual can serve to align payers and providers on appropriate care, and foster optimal utilization of resources.

However gaps and inefficiencies still exist in the process, when payers and providers are not synchronized on current and/or custom criteria, and when the medical review process must be conducted outside existing workflow.

With InterQual Connect™ Medical Review Service, payers and

providers can easily conduct an InterQual Medical Review within their existing workflow, using the most current, cloud-based InterQual Criteria, along with custom payer-defined policies.

Content and Software in the Cloud

InterQual Connect Medical Review Service is a flexible SaaS solution, integrated into payer and provider health information systems.

It combines immediate access to the most current cloud-based InterQual Criteria, with a modern, user-friendly interface for conducting medical reviews.

A Unique Solution—The only solution for integrating InterQual Criteria into your existing care management workflow.

Reduced Maintenance Burden—Reduces need for IT staff to install

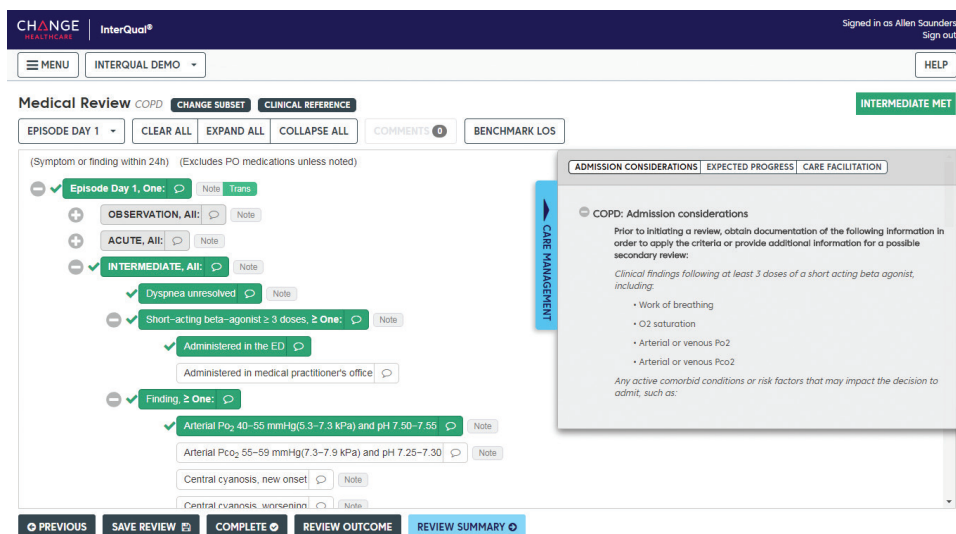
or maintain hardware, software or content updates.

Delivers Real-time InterQual Access—Just-in-time content from our cloud platform helps ensure you get the latest version, but you can choose when to make the switch.

Custom Payer-defined Policies—Payers can create unique policies and publish them to the cloud, where they can be accessed by connected providers.

Seamless Integration—Providers and payers can conduct an InterQual medical review within their current UM/CM workflow.

Easy Implementation—Time to value can be as little as 60 days when using a certified Change Healthcare Alliance Partner.



Modern, User Friendly Interface

The InterQual Connect Medical Review Service offers a completely redesigned user experience to help reduce the number of steps, clicks and menus a user has to access to conduct their medical reviews.

The layout has been optimized so that more information is presented on a single screen, as compared to InterQual Review Manager™, and most importantly, the application is browser agnostic – eliminating the need to maintain Internet Explorer®.



Automating the prior-auth process with InterQual Connect

The full InterQual Connect solution pairs the Medical Review Service with proven and secure connectivity to enable payers to easily automate all authorization requests, even those requiring a medical review, within their existing systems.

Providers can receive quicker authorization approvals for most requests and payers only need to touch the exceptions that can't be approved automatically—no more duplicative medical reviews or wasting precious staff time on routine authorizations.

Secure Authorization Connectivity

Our cloud platform and authorization gateway enable the creation of a secure network of connected payers and providers by providing a common language, standard API protocols, access controls and routing rules.

Providers transmit an authorization request, complete with an InterQual medical review, through the gateway directly to a payer. The payer system then applies business rules and the InterQual Criteria to this request, and instantly delivers the authorization status back through the gateway to the provider.

The gateway has been deployed as part of our cloud solutions, and currently supports thousands of authorization transactions per week between connected payers and providers. It is optimized for our interoperable (XML) medical review format, and can also support the HIPAA X12 278 transaction standards.

Enabling a fully-automated prior-authorization process with InterQual Connect

InterQual Connect combines the Medical Review Service with secure authorization connectivity to fill the gap in the prior-authorization process.

Payer's UM/CM system provides:

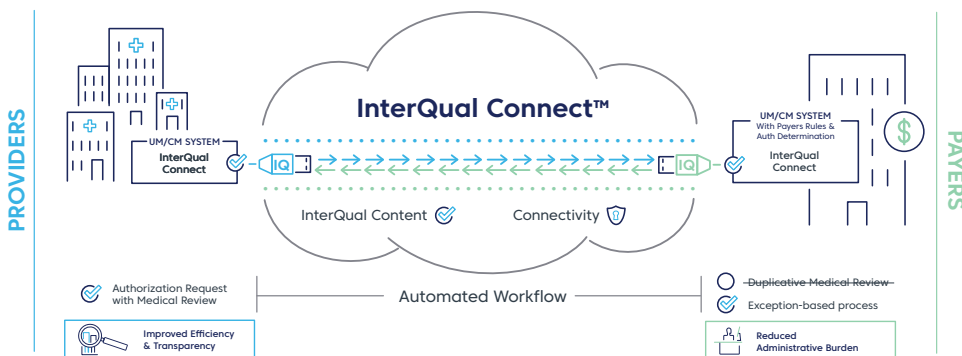
- Payer user interface and workflow
 - Payer rules
 - Business rules
 - Eligibility
 - Benefits and coverage
 - Network steerage
- Authorization determination
 - Automated authorization
 - Pended for review

Provider's UM/CM system and payer's portal provides:

- Provider user interface and workflow
- Authorization notification

InterQual Connect provides:

- Interactive medical review for medical necessity
- Connectivity to securely send/receive the medical review and clinical information



InterQual Connect creates a connected ecosystem for medical review and authorization, no matter what system providers use, or no system at all.

