

InterQual® 2020: What's New?

Transforming Utilization Management With Automation, AI, and Evidence-Based Criteria

At Change Healthcare, we are committed to providing you with the latest evidence-based guidelines to help you deliver care to patients throughout the continuum. For providers and payers nationwide, InterQual 2020 provides open access to InterQual criteria related to managing COVID-19 patients. The release also contains thousands of updates and enhancements, including guidance, e-cigarette or vaping product use-associated lung injury (EVALI), Residential Wilderness Programs, and further integration of medical conditions with mental health and substance use disorders.

Our technology solutions are truly transforming utilization management and increasing collaboration and efficiency for both payers and providers. Pairing automation with artificial intelligence within your workflow means you spend less time searching for and interpreting data and notes, and more time to focus on the exceptions.

New and Enhanced Content

Open Access to COVID-19 Criteria—

To support providers and payers nationwide, InterQual criteria related to managing patients with COVID-19 as they move through the continuum of care is available to both customers and non-customers.

Level of Care (LOC) Criteria

COVID-19—Content has been added to the Acute Adult and Pediatric Levels of Care Criteria to support subset selection and inform criteria application for patients with COVID-19.

Sepsis Criteria Update—After critical appraisal and analysis of the body of evidence for sepsis, both SIRS and qSOFA are available as screening criteria for sepsis patients.

Usability Enhancements—Streamlined content within Acute Adult and Pediatric Level of Care Criteria makes the criteria workflow more intuitive, helping increase efficiency while maintaining clinical accuracy. New hover-over text helps users access

information such as abbreviations and term definitions more easily, while streamlining content for users who are already familiar with those definitions.

New Pediatric Physician Admission

Guide—A new Pediatric Physician Admission Guide summarizes the differences in severity and treatment criteria between the Observation and Acute levels of care, representing more than 80% of admissions for pediatric hospitals.

Subacute and Skilled Nursing

Redesign—These criteria have been redesigned (2019.1) to focus on clinical characteristics and expected patient needs, rather than on the volume of services being provided. Content organization is consistent with the clinical categories in the CMS Patient-Driven Payment Model (PDPM).

Behavioral Health (BH) Criteria

New Outdoor Behavioral Health (OBH) Residential Wilderness Program—In keeping with the latest advancements

Important information for customers using InterQual Review Manager integrated with a CM/UM system:

An upgrade to Medical Review Service is required to ensure your continued access to the latest evidence-based InterQual Criteria.

Our partners, your CM/UM system providers, are actively transitioning to Medical Review Service. Upgrading is simple, and the functionality is superior.

To make sure your organization is ready, it is imperative that you reach out to your CM/UM system partner and/or InterQual account manager to discuss migration plans.

in treatment modalities, criteria have been added to define the evidence base for OBH Residential Wilderness programs.

Medical-Behavioral Health

Integration—New criteria have been added at the inpatient level of care across psychiatric and substance use disorders to support medical comorbidity impacting admission appropriateness of the behavioral health patient.

Criteria Expansion for Behavioral

Health Services—Substance use disorder now includes criteria to support ages 12 and older. Gender dysphoria and associated symptoms were added to two specific levels of care to expand the catchment area for treatment.



Ambulatory Care Planning Criteria

New Molecular Diagnostics (MDx) Criteria to Support Emerging Technology

We have added a new oncology panel to support Comprehensive Liquid Biopsy, an emerging technology in use when a traditional biopsy is considered risky or is not possible. Criteria have been added for Whole Exome Sequencing (WES) and Whole Genome Sequencing (WGS) to screen for multiple congenital anomalies, developmental delay, or intellectual disability, as well as autism spectrum disorder (ASD) and broad differential diagnosis cases.

New Procedures—Two new procedures have been added: Achilles Tendon Repair, Complete Repair, and Neuravive MRI-guided Focused Ultrasound (MRgFUS).

Powered by InterQual

New Medicare Durable Medical Equipment (DME) Powered by InterQual

The criteria have been strictly aligned with Medicare LCDs/NCDs and related articles to address Medicare Advantage and Medicare fee-for-service cases. Advanced logic allows users to review the primary piece of equipment and requested accessories within a single review.

InterQual Coordinated Care™

New Long-Term Services and Support (LTSS) Assessment

New standalone assessment has been added to identify the medical and psychosocial needs for members who are chronically ill or disabled. This assessment can assist Medicaid programs and help organizations meet NCQA requirements.

InterQual Technology

New HITRUST Certification—Information security is of the utmost importance,

and compliance is complex. InterQual's cloud-based technology solutions have met the rigorous standards required to protect your sensitive data and are now HITRUST-certified.

InterQual AutoReview™ Enhanced With Artificial Intelligence (AI)

InterQual AutoReview extracts data from the EHR and can populate approximately 75% of the data needed for InterQual admission reviews, decreasing the administrative burden in utilization management programs.

Now, with the addition of new AI Natural Language Processing models, InterQual AutoReview can identify diagnostic information, such as the presence of pneumonia, from unstructured clinical narratives.

InterQual Level of Care Acute Pediatric Criteria Now Available for Automation

InterQual Acute Pediatric criteria is now codified to work with InterQual AutoReview for admissions. Pediatric hospitals can benefit from the automation of InterQual Episode Day 1 reviews for approximately 80% of their non-trauma admissions.

Education & Optimization

New Complementary Education Offering

All licensed InterQual Criteria users have access to an abundance of complementary educational resources and tools. Virtual shared sessions are coming soon, and will be available to all. These regularly scheduled sessions are led by registered nurses and offer users the flexibility to attend at their convenience.

New Robust Learning System Platform Coming Soon

The InterQual Learning Source (ILS) is your destination for all education and support tools. A robust platform is being rolled out this spring to provide optimized user benefits, including an intuitive, user-friendly

Get this Release

Installed Applications—Criteria and software enhancements are available on Download Connect, a secure software distribution. You will need a product key to install the file(s). Please call us at 800.274.8374 and select option 2.

Integrated Review Manager—The process for upgrading to InterQual Review Manager 19.0 is determined by the InterQual Alliance Partner serving your organization. After you obtain the file(s) from Download Connect, be sure to follow the third-party application instructions.

Cloud Applications—InterQual 2020 criteria is available in all cloud applications as soon as it is released, with no installation necessary. You will be able to view and evaluate the new criteria immediately, but you decide when to make the switch.

Get Information and Support

Visit the **Customer Hub** at customerhub.changehealthcare.com to:

Subscribe to customer communications and get the latest product changes and announcements sent to your inbox.

Get product support for software and clinical content. Access product information or submit a question/case.

If you prefer, you can always contact Support directly at:

1-800-274-8374, option 2, or InterQualsupport@changehealthcare.com.

interface and technology that creates a personalized learning path based on your individual educational needs. For a more streamlined, holistic approach to user education, the InterQual Interrater Reliability testing application will also move to the new system this summer.