



InterQual®: Conducting a prior auth review

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Conducting a review

When you conduct a prior-auth review, you use InterQual® Criteria that is formatted in an interactive question-and-answer format. InterQual products that use this format include the following:

- LOC: Home Care Q&A
- LOC: Outpatient Rehabilitation & Chiropractic
- BH: Behavioral Health Services
- CP: Durable Medical Equipment
- CP: Imaging
- CP: Molecular Diagnostics
- CP: Procedures
- CP: Specialty Rx Non Oncology
- CP: Specialty Rx Oncology
- Medicare: all products
- The ASAM Criteria®¹ Navigator
- Concert Genetics Navigator

1. Find and select a subset using one or a combination of these methods:
 - Select a product and category. If you have access to criteria from multiple years, select a version.
 - Enter keywords (for example, words found in the subset name).
 - Enter medical codes (for example, CPT® or HCPCS codes).
2. If you searched by keywords or medical codes, select FIND SUBSETS.
When the results appear, the Results count indicates the number of subsets that match the search criteria.
3. Select a subset.
The subset notes appear.
4. If there is more than one version of the subset available, select a subset version.
5. Read the subset notes to get information about the subset. You can also access select supporting Clinical Reference resources (for example, the Review Process) from the Subset Notes screen.

Note: If necessary, at any time, you can clear your subset selection by selecting CLEAR ALL or selecting CHANGE SUBSET to select a different subset.

¹ The ASAM Criteria is a registered trademark of the American Society of Addiction Medicine.

6. Select Book View.

Subset Overview *Refine search with Product, Version, Category, Keywords or Medical Codes*

CP:PROCEDURES 2024 CATEGORY CLINICAL REFERENCE

Enter Keywords Enter Medical Codes FIND SUBSETS CLEAR ALL BOOKMARKS

Subset Notes

InterQual® 2024, Mar. 2024 Release, CP:Procedures
Adenoidectomy SHOW CODES


REVIEW PROCESS (PDF) CMS INPATIENT ONLY LIST ADDENDUM E (CY2024) (PDF)

Informational Note
I/O Setting: Outpatient

Adenoidectomy is frequently performed with tonsillectomy. Tonsillectomy must be approved separately. For criteria covering tonsillectomy, see the "Tonsillectomy" criteria subset.


InterQual criteria are derived from the systematic, continuous review and critical appraisal of the most current evidence-based literature and include input from our independent panel of clinical experts. To

BOOK VIEW FULL SUBSET SMARTSHEETS BOOKMARK SUBSET CHANGE SUBSET Privacy Notice


7. Answer the questions by reviewing each one as it appears and selecting one or more answer choices, as appropriate.
- Follow any rules associated with the questions. Rules appear in brackets next to the question, for example, [\geq Two, except Other clinical information (add comment)].
 - If necessary, select Next to continue to the next question. Single answer questions automatically display the next question, while multi-answer questions display the Next button.
 - View any notes associated with the questions by selecting the note  icon.
8. Continue answering questions and when you reach the end of the questions, select View Recommendations.

Book View Adenoidectomy CHANGE SUBSET CLINICAL REFERENCE

None of the above

Obstructive sleep apnea (OSA) confirmed by sleep study or sleep study not tolerated *Required* 

☒ Yes
☐ No


Choose one: *Required* 

☒ Tonsillectomy planned
☐ Prior tonsillectomy performed

No remaining questions. Click View Recommendations to continue.

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The results are displayed on the Recommendations screen. The results vary depending on the product (for example, not recommended, one recommendation, more than one recommendation, mutually exclusive recommendations and so on). Additionally, a recommendation might be Limited Evidence or Evidence Does Not Support, which would require a secondary review.

9. If the review resulted in a recommendation, view the details:
- Read any notes by selecting the note  icon.
 - View the ICD, CPT®, and any HCPCS codes that apply by selecting Show codes and then selecting the appropriate tab. Hide the codes by selecting Hide codes.

- View benchmark information by selecting BENCHMARKS. (Applies only to procedures criteria.)
- For Specialty Rx Oncology:
 - View the NCCN Drugs & Biologics Compendium (NCCN Compendium®) rating for an off-label drug recommendation.
 - Optionally, view the NCCN Compendium® rating description by moving the pointer over the rating number.
 - Optionally, access the National Comprehensive Cancer Network® (NCCN®) website by selecting the link within the red note.
- For Level of Care: Home Care Q&A, the results might show both Recommended Services and Not Recommended Services. This occurs when you select two or more services and at least one service is recommended and at least one service is not recommended.

Recommendations

Recommended Evidence supports services as medically necessary.

Adenoidectomy - Outpatient [Hide codes](#)

ICD-10-CM ICD-10-PCS CPT®

Results Count: 7

Code ↑	Description
C11.1	MALIGNANT NEOPLASM OF POSTERIOR WALL OF NASOPHARYNX
C79.89	SECONDARY MALIGNANT NEOPLASM OF OTHER SPECIFIED SITES
D00.08	CARCINOMA IN SITU OF PHARYNX
D10.6	BENIGN NEOPLASM OF NASOPHARYNX
D37.05	NEOPLASM OF UNCERTAIN BEHAVIOR OF PHARYNX
D49.0	NEOPLASM OF UNSPECIFIED BEHAVIOR OF DIGESTIVE SYSTEM

← PREVIOUS CHANGE SUBSET →

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Viewing the Clinical Reference

The Clinical Reference provides important information about InterQual® Criteria and how to conduct reviews.

You can use the Clinical Reference while you conduct a review, or as a resource for clinical information. If your organization has access to InterQual Criteria from previous years, then the appropriate historical versions of the Clinical Reference are also available.

View the Clinical Reference as follows:

1. On the main (Select Subset) screen, select a criteria product and version.

The Clinical Reference button is enabled.

2. Select **CLINICAL REFERENCE**.


A list of resources is displayed (for example, clinical revisions, criteria bibliographies, Review Process, and other supporting materials).

3. Select a resource to view it.

If the resource is a PDF, depending on the options available, select Open or select Download PDF.

4. Use the controls in the PDF to save and/or print a document.

Note: You can also access select Clinical Reference resources (for example, the Review Process) directly from the Subset Notes screen.

InterQual Clinical Reference	
InterQual® 2024, Mar. 2024 Release CP:Procedures	
Resources	Description
InterQual® Resource Center 	Includes the most up to date InterQual® clinical documentation and resources, such as the Clinical Revisions, the Known Issues List, the Knowledge Articles, and recordings of the Increase Your IQ webinars.
InterQual® Clinical Development Process (PDF)	Document that describes the comprehensive development process for InterQual® clinical content.
Review Process (PDF)	Review process guidelines for Procedures Criteria.
Clinical Revisions, 2024 March (PDF)	2024 March changes for Procedures Criteria.
Assistant Surgeon Procedure Codes (PDF)	List of procedure codes for which reimbursement for a second surgeon is acceptable.
CMS Inpatient Only List Addendum E	HCPCS Codes that are payable only as inpatient procedures for

Printing a subset

Printing a subset enables you to print the entire contents of a subset, including InterQual® Notes.

To print a Q&A subset, you generate a list of clinical scenarios for a specific procedure, imaging study, or other service by choosing a recommendation for a subset you select. The results show how many clinical scenarios exist for the service, which you can then view and print. To make the results more specific to your need, you can reduce (or filter) the list of clinical scenarios by answering medical review questions. InterQual notes are also included.

To print a subset:

1. [Find and select a subset.](#)

2. Select **FULL SUBSET**.

The Full Subset screen appears.


3. Select a recommendation from the list.

The results show the number of clinical scenarios for that recommendation.

4. Optionally, view the clinical scenarios or continue by answering questions to reduce the results.

- To view the clinical scenarios, continue with step 6.
- To answer the questions, continue with step 5.

5. Answer each question as it appears by selecting one or more answer choices, as appropriate.

- Each question you answer will alter the clinical scenarios based on the answer you choose.
- If necessary, select Next to continue to the next question. Single answer questions automatically display the next question, while multi-answer questions display the Next button.
- View any notes associated with the questions by selecting the  icon.

- When you reach the end of the questions, a message indicates that no more selections are available.
- 6. View the clinical scenarios by selecting the View number of Clinical Scenarios (PDF) link or View Summary PDF. For example, [View 3 Clinical Scenarios \(PDF\)](#).
The results are displayed as a PDF.
- 7. Depending on the options available, select Open or select DOWNLOAD PDF and then use the controls in the PDF to save and/or print the PDF.

The screenshot displays the InterQual® SmartSheets interface. On the left, the 'Full Subset Adenoidectomy' is selected. Below this, there are two sections for selecting clinical scenarios. The first section, 'View 3 Clinical Scenarios (PDF)', shows 'Age ≥ 18' selected. The second section, 'View 2 Clinical Scenarios (PDF)', shows 'Obstructive sleep apnea' selected. A 'PREVIOUS' button is at the bottom left. On the right, a PDF document is displayed, titled 'InterQual® 2024, Mar. 2024 Release CP:Procedures Adenoidectomy (1, 2, 3) Recommendation: Adenoidectomy'. The PDF contains a disclaimer and a list of clinical scenarios. The first scenario is 'Clinical Scenario 1 of 3 Outpatient' with 'Adenoid tumor by imaging or transnasal endoscopy' selected. The second scenario is 'Clinical Scenario 2 of 3 Outpatient' with 'Obstructive sleep apnea' and 'Obstructive sleep apnea (OSA) confirmed by sleep study or sleep study not tolerated' selected.

Creating InterQual® SmartSheets

InterQual® SmartSheets provide a concise format of InterQual Criteria that helps facilitate communication between payers and providers. Using SmartSheets as part of the prior authorization process enables healthcare providers and reviewers to provide the payer with detailed medical documentation and patient information in support of the prior authorization process.

Note: Applies to InterQual® LOC: Outpatient Rehabilitation & Chiropractic Criteria and LOC: Home Care; BH: Behavioral Health Services; CP: Durable Medical Equipment, Imaging, Molecular Diagnostics, Procedures, Specialty Rx Non Oncology, and Specialty Rx Oncology products: Concert Genetics Navigator; and all Medicare Content Navigator products.

1. [Find and select a subset.](#)

2. Select **SMARTSHEETS**.

The SmartSheets screen appears and shows the Results Count, which indicates the number of services for the selected subset.

3. Optionally, narrow your search for services by entering keywords in the Requested Service field.
4. Select a service under Print Select.
5. Optionally, change or select the following, as appropriate:

- **Age** -- select a different age range.
 - **Indication** -- select a specific indication or include all indications by leaving All Indications selected. (Indications are the reason for a requested service.) For example, if your requested service is Appendectomy, then the reason you're requesting that service might be Suspected appendicitis.
6. Select DOWNLOAD PDF. The PDF appears.
 7. Depending on the options available, select Open or select DOWNLOAD PDF and then use the controls in the PDF to save and/or print the PDF.

SmartSheets Appendectomy **CHANGE SUBSET** **CLINICAL REFERENCE**

DOWNLOAD PDF

Results Count: 1

Print Select	Requested Service ↑	Age	Indication
<input checked="" type="checkbox"/>	Appendectomy	AGE ≥ 18	ALL INDICATIONS All Indications Appendiceal abscess or phlegmon by imaging initially managed nonope... Appendicitis by imaging Suspected appendicitis (urgent)

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Viewing the Help

The online help provides a step-by-step guide for you to refer to as you use the application to work with InterQual Criteria. It also includes job aids and video tutorials.

You can access the Help by selecting the Help button at any time.

CHANGE Healthcare | **InterQual**

Signed in as Karl Barrister
Sign out **Click Help**

MENU My Facility **LOCK SCREEN** **HELP**