

Conducting a Review

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Finding and Selecting a Subset

1. Select a product and, if you have access to criteria from multiple years, select a content version.
 - Optionally, enter keywords (for example, words found in the subset name) and/or medical codes (that is, ICD, CPT®, or HCPCS codes.)
 - If you searched by keywords or medical codes, click **FIND SUBSETS**.

The Results Count indicates the number of subsets that match the search criteria.
2. Click a subset name to select it.

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

2023 CATEGORY CLINICAL REFERENCE

FIND SUBSETS CLEAR ALL BOOKMARKS

Results Count: 5

Subset 1 ↑	Product	Version 2 ↓
Epilepsy	LOC:Acute Adult	InterQual 2023
General Medical 2	LOC:Acute Adult	InterQual 2023
General Surgical	LOC:Acute Adult	InterQual 2023
General Trauma	LOC:Acute Adult	InterQual 2023
Infection: General	LOC:Acute Adult	InterQual 2023

The subset notes appear. If there are multiple versions listed, select the version based on the date of the request.

3. Read the subset notes to get information about the subset. You can also access select supporting Clinical Reference documents (for example, the review process document or drug list) from the Subset Notes page.

i Note: If necessary, at any time, you can clear your subset selection by clicking Clear All or clicking Change Subset to select a different subset.



Viewing Criteria

You use criteria to help determine the medical appropriateness of proposed services. Depending on the product you select, you view criteria in either decision-tree format or Q&A format.



Viewing decision-tree criteria





i Note: Applies to InterQual® LOC: Acute Adult and Acute Pediatric, LOC: Long Term Acute Care, LOC: Rehabilitation, LOC: Subacute/SNF; BH: Adult and Geriatric Psychiatry, BH: Child and Adolescent Psychiatry, BH: Substance Use Disorders, Retrospective Monitoring, and CP: Specialty Referral.

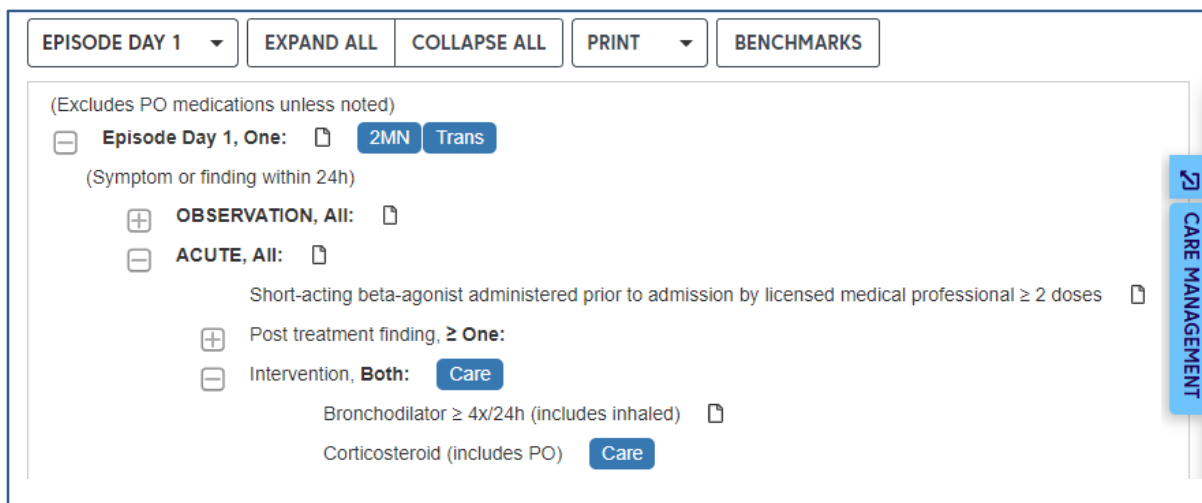
After you select a subset, you can perform the following tasks:

- **BOOK VIEW**  --View criteria.
- **PRINT FULL SUBSET**  -- Print the full subset.
- **BOOKMARK SUBSET** -- Bookmark the subset (if you expect to use it frequently).
- **CHANGE SUBSET** -- Change the subset.

1. Click Book View to view criteria.
2. Depending on the subset you selected, do the following:
 - **Acute Adult and Pediatric**—Select an Episode Day from the list.
 - **LOC: Long Term Acute Care and Inpatient Rehabilitation**—Select a review type (that is, Preadmission, Admission, Continued Stay, or Discharge).
 - **LOC: Subacute and Skilled Nursing**—Select Preadmission or the appropriate episode week.
 - **BH: Adult and Geriatric Psychiatry, BH: Child and Adolescent Psychiatry, BH: Substance Use Disorders**—Select a level of care and then choose the appropriate Episode Day.
 - **CP: Specialty Referral and CP: Retrospective Monitoring**—Select an indication.
3. Expand the decision tree as follows:

- Click a plus sign  to expand a section of the decision tree and click a minus sign  to collapse it.
 - Click Expand All to expand all criteria in the decision tree and click Collapse All to collapse it.
 - Use the vertical scroll bar to see all the criteria.
4. View any notes associated with the criteria by clicking the appropriate note icon:

- **Informational Note**  —Informational notes provide reminders of the best medical practice, new clinical knowledge, procedural information, explanations of criteria rationale, and current literature references.
- **Transition Plan Note**  — Indicates that the patient might be at a higher risk for readmission and could benefit from comprehensive discharge planning. If you select a criteria point that has a Transition Plan note, Change Healthcare recommends that you complete a transition plan.
- **Note (Red)**  —Mandatory notes are associated with an indication or criteria point and provide important information that you must read while conducting a review.
- **Care Management Note**  —Care Management notes provide information that helps to drive quality care and ensure that the patient is progressing along the continuum of care.
- **Care Management Information:** Available for select subsets, Care Management Information outlines the expected clinical progress of the condition and provides suggestions for managing a patient if there are barriers to clinical progression. Care facilitation to the next appropriate level of care is also included. In some subsets, a section for Admission Considerations has been included to identify the types of clinical findings/information that may be used to complete an admission review. To access Care Management Information, click to expand the Care Management panel.



The screenshot displays a clinical review interface. At the top, there are navigation buttons: 'EPISODE DAY 1' (with a dropdown arrow), 'EXPAND ALL', 'COLLAPSE ALL', 'PRINT' (with a dropdown arrow), and 'BENCHMARKS'. Below this, a note indicates '(Excludes PO medications unless noted)'. The main content area shows a criteria point: 'Episode Day 1, One:' with a minus icon, a document icon, and two tags: '2MN' and 'Trans'. Underneath, it specifies '(Symptom or finding within 24h)'. There are three expandable sections: 'OBSERVATION, All:' with a plus icon and document icon; 'ACUTE, All:' with a minus icon and document icon; and 'Intervention, Both:' with a minus icon, a 'Care' tag, and a document icon. The 'Intervention, Both:' section lists two items: 'Short-acting beta-agonist administered prior to admission by licensed medical professional ≥ 2 doses' and 'Post treatment finding, ≥ One:'. Below these are two more items: 'Bronchodilator ≥ 4x/24h (includes inhaled)' with a document icon, and 'Corticosteroid (includes PO)' with a 'Care' tag. On the right side, there is a vertical sidebar labeled 'CARE MANAGEMENT' with a checkmark icon at the top.

5. Click BENCHMARKS to view the benchmark information.

Benchmark values are available for review as follows:

- **LOC: Acute Adult and Pediatric Criteria**—Length of stay and Percent Paid as Observation benchmarks are available for most conditions.
- **LOC: Subacute and Skilled Nursing Criteria**—Length of stay benchmarks are available for most conditions.
- **BH: Adult and Geriatric Psychiatry, BH: Child and Adolescent Psychiatry, and BH: Substance Use Disorders**—Length of stay benchmarks are available for most conditions.


6. When you finish viewing criteria, do any of the following:

- Click Change Subset to view criteria for a different subset.
- Click Previous to return to the Subset Overview screen.
- Click Menu to exit the workflow and then, optionally, select an option from the navigation pane.

Viewing Q&A Criteria

i Note: Applies to all Medicare Content Navigator products, LOC: Home Care Q&A, LOC: Outpatient Rehabilitation & Chiropractic, CP: Procedures, CP: Imaging, CP: Durable Medical Equipment; CP: Specialty Rx Oncology; CP: Specialty Rx Non-Oncology; CP: Molecular Diagnostics; BH: Behavioral Health Services; and The ASAM Criteria®¹ Navigator.

After you select a subset, you can perform these tasks:

- **BOOK VIEW**  -- View criteria
- **FULL SUBSET** -- View the full subset (except The ASAM Criteria Navigator)
- **SMARTSHEETS** -- Generate InterQual® SmartSheets (except The ASAM Criteria Navigator)
- **BOOKMARK SUBSET** -- Bookmark the subset (if you expect to use it frequently)
- **CHANGE SUBSET** -- Change the subset

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

1. Click Book View to view criteria.
2. Answer the questions by reviewing each one as it appears and selecting one or more answers, as appropriate.
 - If necessary, click 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 clicking the note icon.
3. When you reach the end of the questions, click [VIEW RECOMMENDATIONS](#).

When you complete the questions, the results are displayed in 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).

4. View the details of any recommendations as follows:
 - Read any notes by clicking the note icon.
 - View the ICD, CPT®, and HCPCS codes that apply by clicking Show Codes, and then clicking the appropriate tab. Hide the codes by clicking Hide Codes.
 - View benchmark information by clicking [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 clicking the link within the red note.
 - For LOC: 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.

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 additional information. If your organization has access to InterQual Criteria from previous years, the appropriate historical versions of the Clinical Reference are also available.

Note: You can also access select Clinical Reference documents (for example, the review process document) directly from the Subset Notes screen.

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. Click **CLINICAL REFERENCE**.
A list of resources (in PDF format) is displayed (for example: clinical revision documents, criteria bibliographies, review process, and other supporting materials.)
3. Click a document name to view it.
4. Depending on the options available, click Open or click **DOWNLOAD PDF**.
5. Use the controls in the PDF to save and/or print the document.

Viewing the Help

The online help provides a step-by-step guide for you to refer to as you utilize the software to access InterQual Criteria. It also includes job aids and video tutorials.

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

