



InterQual®: 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 (for example, ICD, CPT®, or HCPCS codes).
 - 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.

2. Select a subset.

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

LOC:ACUTE ADULT **1** 2024 CATEGORY CLINICAL REFERENCE

Enter Keywords Enter Medical Codes **FIND SUBSETS** CLEAR ALL BOOKMARKS

Results Count: 58

Subset 1 ↑	Product	Version 2 ↓
Arrhythmia, Ventricular or Abnormal ECG Finding	LOC:Acute Adult	InterQual 2024
Asthma	LOC:Acute Adult	InterQual 2024
Bowel Obstruction	LOC:Acute Adult	InterQual 2024
Carbon Monoxide Poisoning	LOC:Acute Adult	InterQual 2024
COPD 2	LOC:Acute Adult	InterQual 2024
Cystic Fibrosis	LOC:Acute Adult	InterQual 2024
Deep Vein Thrombosis	LOC:Acute Adult	InterQual 2024

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The subset notes appear.

3. If more than one version of the subset is available, the most recent version is selected by default. If appropriate, select a different version based on the date of the request.
4. 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.

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

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

After you select a subset, you can perform any of 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. Select Book View to view criteria.
 2. Depending on the subset you selected, do the following:
 - **Level of Care: Acute Adult and Pediatric** -- select an Episode Day from the list.
 - **Level of Care: Long Term Acute Care and Inpatient Rehabilitation** -- select a review type (that is, Preadmission, Admission, Continued Stay, or Discharge).
 - **Subacute and Skilled Nursing** -- select a review type (that is Preadmission, Admission, Week 1, Week 2-3, Week 4-6, and so on, or Discharge Screens).
 - **Behavioral Health** -- select a level of care and then choose the appropriate Episode Day or Week.
 - **Care Planning: Specialty Referral** -- select an indication from the list.
 3. Expand the decision tree as follows:
 - Select a plus sign (+) to expand a section of the decision tree and select a minus sign (-) to collapse it.
 - Select Expand All to expand all criteria in the decision tree and select Collapse All to collapse it.
 - Use the vertical scroll bar to see all the criteria.
 4. View any notes associated with the criteria by selecting the appropriate note icon:
 - **Informational note**  -- provides reminders of best clinical practice, new clinical knowledge, procedural information, explanations of criteria rationale, and current literature references.
 - **Transition Plan note**  -- often 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, we recommend that you complete a transition plan.

- **Note (Red)** Note -- 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 -- provides information that helps to drive quality care and ensure that the patient is progressing along the continuum of care.
- **CMS Two-Midnight Rule Note** 2MN -- provides instructions for the Two-Midnight rule.

5. Select 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:

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

Viewing Q&A criteria

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

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)

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

- **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. Select 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, 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.

3. When you reach the end of the questions, select View Recommendations.

When you complete the questions, 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).

4. View the details of any recommendations as follows:
 - Read any notes by selecting the note icon.
 - View the ICD, CPT®, and HCPCS codes that apply to the recommendation 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 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 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.

Note: You can also access select Clinical Reference resources (for example, the Review Process) 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. Select **CLINICAL REFERENCE**.

A list of resources is displayed (for example, clinical revisions, 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.

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.

