

InterQual®: Conducting a Q&A review

Follow the steps in the example below to conduct a Q&A review. In this example we'll conduct a review using Home Care criteria. Home Care Services, Adult subset. At any point, select the Help button in the application for information on all features and functions and to access tutorials that demonstrate how to conduct a medical review.



Selecting a subset

1. Select PRODUCT and then select LOC: HOME CARE Q & A.

The InterQual content version list is enabled and defaults to the most recent version. If you have access to criteria from multiple years, you can select a different version. The most recent version is automatically selected.

2. Optionally, select a different version from the list. The steps for conducting a review are the same, regardless of the content version you use.

If the results had included multiple subsets, you could narrow the list of subsets by entering keywords or medical codes and then selecting Find Subsets. You can also open frequently used subsets using bookmarks.

3. Select Home Care Services, Adult from the subset list.

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

LOC:HOME CARE Q & A 2024 CATEGORY **CLINICAL REFERENCE**

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

Results Count: 3

| Subset 1 ↑ | Product | Version 2 ↓ |
|---------------------------------------|---------------------|----------------|
| Home Care Services, Adult 3 | LOC:Home Care Q & A | InterQual 2024 |
| Home Care Services, Pediatric | LOC:Home Care Q & A | InterQual 2024 |
| Private Duty Nursing (PDN) Assessment | LOC:Home Care Q & A | InterQual 2024 |

[Privacy Notice](#)

The subset notes appear.

4. View the subset notes to get details about the subset. 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.

You can also view the medical codes (for example, HCPCS codes) by selecting **SHOW CODES**.

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

The Clinical Reference, which you can view any time after you select a product and version, provides helpful resources to assist with conducting reviews. The Review Process is particularly important as it provides comprehensive guidelines for using the criteria. To view a clinical reference resource, you select **CLINICAL REFERENCE** and then select a document.

From here, there are several tasks you can perform:

BEGIN MEDICAL REVIEW ↗

-- Begin a medical review.

BOOK VIEW 📖

-- View criteria using Book View.

BOOKMARK SUBSET

-- Bookmark the subset (if you expect to use it frequently).

CHANGE SUBSET

-- Select a different subset.

In this example, we'll begin a medical review with the Home Care Services, Adult subset.

5. Select BEGIN MEDICAL REVIEW.

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

LOC:HOME CARE Q & A | 2023 | CATEGORY | **CLINICAL REFERENCE**

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

Subset Notes 4

InterQual® 2023, Mar. 2023 Release, LOC:Home Care Q & A
Home Care Services, Adult **SHOW CODES**

These criteria are appropriate for adults requiring intermittent home care services. Delivery of skilled services in the home requires the following:

- Patient is clinically stable without anticipation of their condition worsening
- Medical practitioner orders or approved plan of care at least every 60 days
- Reasonable expectation for clinical or functional improvement or prevention of further decline or appropriate for long-term care or maintenance interventions
- PO fluid tolerated or nutritional route established (e.g., IV, enteral feeding tube)
- Home care agency can safely deliver the required care in the patient's place of residence
- Home environment is safe, accessible, and can be modified to accommodate the home care plan

In addition to the above, the following conditions should also be met if the patient is receiving high technology services:

- Emergency medical services available
- Lab and pharmacy services available
- Supplies including fluids, medications, and home medical equipment
- Nursing specialization in chemotherapy and/or infusion therapy for home infusion therapy available if needed

5

BEGIN MEDICAL REVIEW ↗ | **BOOK VIEW** 📖 | **BOOKMARK SUBSET** | **CHANGE SUBSET** | Privacy Notice

As you conduct a review, criteria are presented in an interactive question-and-answer (Q&A) format. You answer questions that automatically appear in a specific pathway that leads to the most appropriate recommendation(s) for that clinical scenario.

Questions about homebound status, the services being requested, and the patient's illness are presented in Yes/No, Choose One, or multiple-choice formats.

6. Answer the questions as they appear. If necessary, select Next to continue to the next question. To follow this example, select the following:
 - a. Select No for Evaluation visit(s) only for all disciplines requested.
 - b. Select Yes for Intermittent skilled services required to address healthcare needs.

Medical Review Home Care Services, Adult CHANGE SUBSET CLINICAL REFERENCE

COMMENTS 0

Evaluation visit(s) only for all disciplines requested *Required* 🗨️ 📄

Yes 📄

No

Intermittent skilled services required to address healthcare needs *Required* 🗨️ 📄

Yes

No

Payer requires patient to be homebound *Required* 🗨️ 📄

← PREVIOUS SAVE REVIEW 🗒️ VIEW RECOMMENDATIONS ↻

- c. Select Yes for Payer requires patient to be homebound.
- d. Select Need for supportive devices, special transportation, or assistance of another person.
- e. Select Normal inability to leave home **and** Considerable and taxing effort required to leave home.
- f. Select Reliable caregiver available to assist (with appropriate training) or no care giver assistance needed.
- g. Select Skilled nursing.
- h. Select Review for services within first 30 days of care.
- i. Select Assessment, education, and/or medication reconciliation **and** Wound care.

Medical Review Home Care Services, Adult CHANGE SUBSET CLINICAL REFERENCE

COMMENTS 0

Nursing care plan or interventions includes, Choose all that apply: **≥ One, except Other clinical information (add comment)** *Required* 🗨️ 📄

Assessment, education, and/or medication reconciliation 📄

IV, SC, or injectable medication or IV fluid administration OR pump refill 📄

Infusion access management

Parenteral nutrition (PN) 📄

Wound care

New ostomy, appliance leakage more than 2x/week, or peristomal skin breakdown 📄

Drain, feeding tube, or catheter management 📄

Behavioral management or depression intervention program 📄

Respiratory management

← PREVIOUS SAVE REVIEW 🗒️ VIEW RECOMMENDATIONS ↻

- j. Select Dressing changes.
- k. Select 2x/week.

As you answer questions, you can optionally do the following:

- Provide additional information by adding a reviewer comment. To do this, select the appropriate comments icon  and enter comments in the Reviewer Comments dialog. When you add comments, the appearance of the icon changes to indicate the comment.
- Return to the previous screen by selecting Previous. Your criteria selections are saved. To change your answers to questions, you can scroll up to see the questions and make different selections. You can select a different subset by selecting Change Subset.

When you answer all the required questions, the View Recommendations button is enabled.

7. Select VIEW RECOMMENDATIONS to continue.

Medical Review Home Care Services, Adult **CHANGE SUBSET** **CLINICAL REFERENCE**

COMMENTS 0

Wound care includes, Choose all that apply: [?] **One, except Other clinical information (add comment)** Required  

Dressing changes 

Wound specialist evaluation and establishment of plan of care (POC) 

Or

Other clinical information (add comment)

Frequency of nursing visits for dressing changes and wound assessment, Choose one: Required  

1x/week

2x/week

3x/week

7

No remaining questions. Click View Recommendations to continue.

PREVIOUS **SAVE REVIEW** **VIEW RECOMMENDATIONS**

If there is a recommended service, it appears on the Recommendations screen after you answer the questions in a particular pathway (meeting criteria) and is based on the best available medical evidence. You can view and select a recommended service as allowed by the rules operating behind the scenes.

The recommendations in Home Care Criteria will include the services for which the review was completed, and criteria was met. The service and visit recommendations are displayed.

8. Select the Home Skilled Nursing recommendation. The medical codes (for example HCPCS) associated with the service are displayed.
9. Optionally, select a code (such as, G0299) associated with the service.
10. Select REVIEW SUMMARY.

Recommendations

Recommended Evidence supports services as medically necessary.

8 ✓ **Home Skilled Nursing** - Up to 8 visits within 30 days - 37 points (Range 30-299 points) Hide codes 

SELECTED 1 HCPCS

Results Count: 14

| Code ↑ | Description |
|----------------------|---|
| <input type="text"/> | <input type="text"/> |
| G0162 | SKILLED SERVICES BY A REGISTERED NURSE (RN) FOR MANAGEMENT AND EVALUATION OF THE PLAN OF CARE; EA... |
| G0299 | ✓ DIRECT SKILLED NURSING SERVICES OF A REGISTERED NURSE (RN) IN THE HOME HEALTH OR HOSPICE SETTING, E... 9 |
| G0300 | DIRECT SKILLED NURSING SERVICES OF A LICENSED PRACTICAL NURSE (LPN) IN THE HOME HEALTH OR HOSPICE S... |
| G0490 | FACE-TO-FACE HOME HEALTH NURSING VISIT BY A RURAL HEALTH CLINIC (RHC) OR FEDERALLY QUALIFIED HEALTH ... |
| G0493 | SKILLED SERVICES OF A REGISTERED NURSE (RN) FOR THE OBSERVATION AND ASSESSMENT OF THE PATIENT'S CO... |
| G0494 | SKILLED SERVICES OF A LICENSED PRACTICAL NURSE (LPN) FOR THE OBSERVATION AND ASSESSMENT OF THE PAT... |

10

← PREVIOUS SAVE REVIEW  COMPLETE  REVIEW SUMMARY →

The Review Summary shows the review details, including header information, all the medical review questions and answers, and any reviewer comments. It also shows the criteria status.

You can print the Review Summary in PDF format. Additionally, the Settings has several options that allow you to customize the review, such as including the InterQual notes in the PDF.

From the Review Summary screen, you also have the option to Save Review and Complete the review.

SAVE REVIEW 

-- Saves the review so you can edit and complete it later.

COMPLETE 

-- Completes the review. If you choose this option, you will see a warning telling you that the review will be locked from further edits.