



## Conducting prior auth reviews using InterQual® Auth Accelerator

### Overview

InterQual® Auth Accelerator is an AI-powered prior authorization tool designed for payers. It uses generative AI to evaluate provider-submitted documentation against relevant InterQual® Criteria, industry content (for example, Medicare Procedures), and your organization's custom policies. The solution streamlines the review process, improves accuracy, and enhances efficiency for reviewers.

This document outlines how InterQual Auth Accelerator supports the medical necessity review process within the prior authorization workflow. It is organized as follows:

- [How InterQual Auth Accelerator works](#)
- [How AI supports the review workflow](#)
- [Review workflow overview](#)
- [Conducting a review](#)
- [Appropriate use and limitations of the AI](#)

### How InterQual Auth Accelerator works

InterQual Auth Accelerator streamlines prior authorization reviews by organizing documentation, extracting clinical information, and supporting AI-assisted workflows in the following ways:

- **Document processing:** The solution takes documentation files and images from the payer's utilization management (UM) system and converts them into an organized, searchable format.
- **Clinical information extraction:** Relevant clinical details are extracted for comparison against applicable criteria.
- **AI-assisted workflows:** The solution supports human-in-the-loop and automated workflows (if enabled), streamlining prior authorization reviews and enhancing efficiency.

### How AI supports the review workflow

InterQual Auth Accelerator uses AI in two ways to support the review workflow:

1. **AI Section Navigator:** When clinical documents are uploaded, AI tags the content according to clinically meaningful categories (for example, Lab Results,

Imaging/Radiology, and Progress Notes) to help you find relevant information more quickly during a review.



**Caution:** The AI Section Navigator tags content by subject and is not intended to identify all relevant evidence and is not a substitute for a user review and analysis of clinical content. Always use your professional judgment when reviewing the documentation.

2. **AI-suggested answers:** As you work through the review questions, the AI suggests answers based on relevant information in the submitted clinical documentation and provides links to the supporting evidence.

Together, these AI capabilities support the review workflow by helping you locate relevant information and evaluate review questions with supporting evidence.

## Review workflow overview

1. You conduct your prior authorization review in InterQual as usual. InterQual Auth Accelerator works alongside you, presenting evidence and suggesting answers to the questions to help complete the review faster.
2. Once all review questions are answered, it provides a recommendation based on your answers and the supporting information found in the documentation. As part of the process, you must agree to an Artificial Intelligence (AI) attestation, which appears at the end of the review.
3. After reviewing/selecting the recommendation and completing the attestation, you then follow your usual workflow to complete the review.

## Conducting a review

Follow the steps below to conduct a review using AI assistance from InterQual Auth Accelerator.

### Selecting a subset



**Note:** Depending on the information passed from your system, the list of available product(s) and subset(s) may be filtered. For example, if a specific CPT® or HCPCS code is passed along with patient information, only the products and subsets that map to that code will be available for selection. If no code is passed, you can manually select the appropriate product and subset.

1. Select a product from the Product dropdown list (if one is not already selected) and then select a subset.

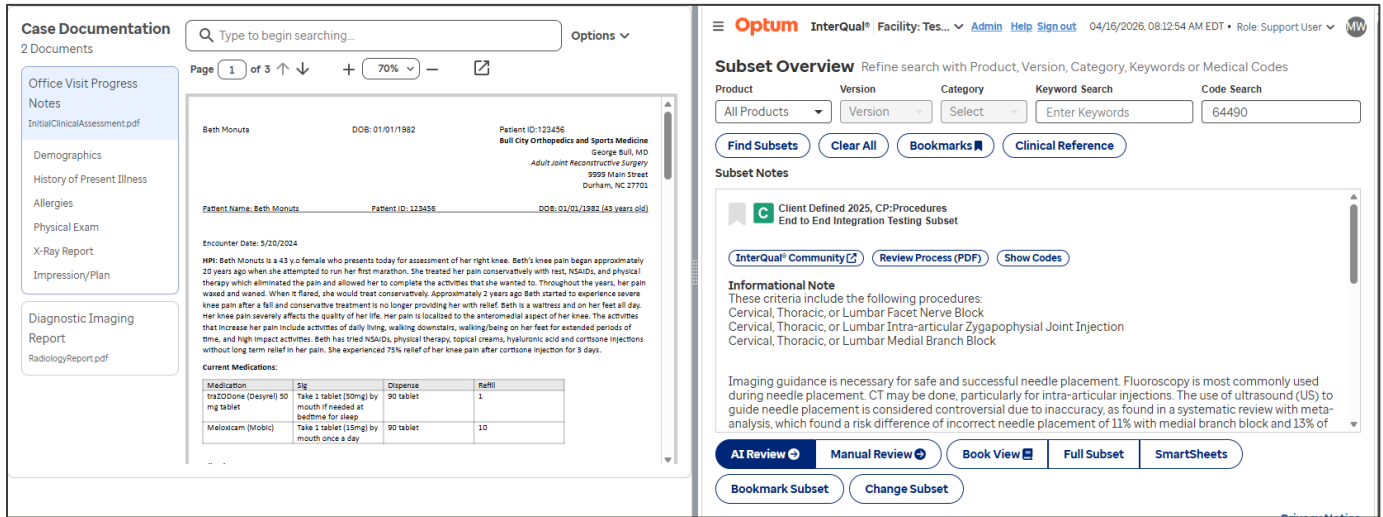
If the subset is approved for AI assistance, you'll see the following options for conducting a review:

-  -- enables you to conduct an AI assisted review

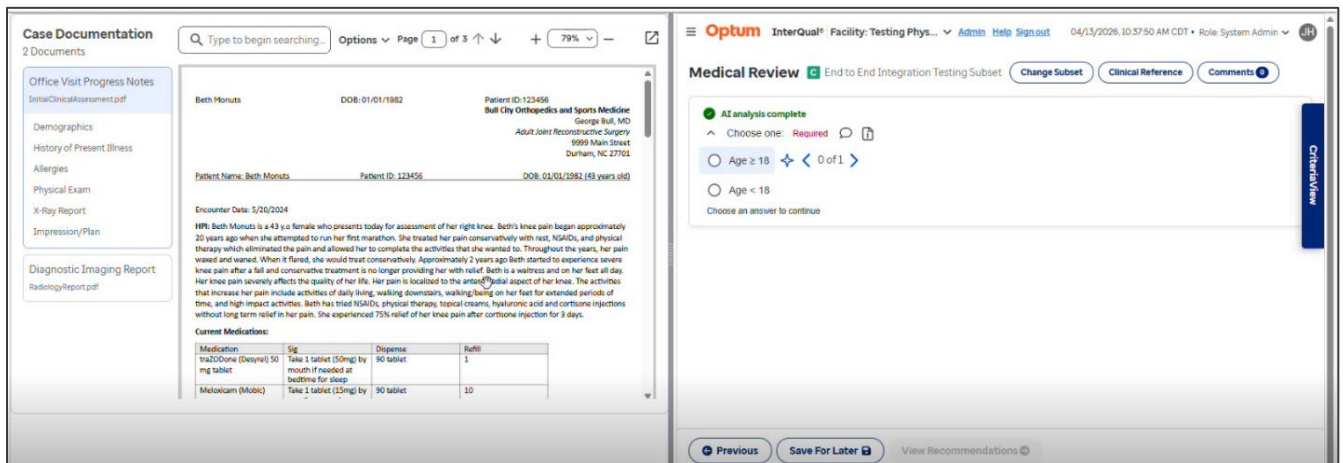
- **Manual Review** -- enables you to conduct a review, just as you normally would without AI assistance

If the subset is not approved for AI assistance, you'll see the Begin Medical Review option.

2. Click **AI Review** to begin an AI assisted review.



The case documentation and Medical Review questions and answers are displayed side by side.

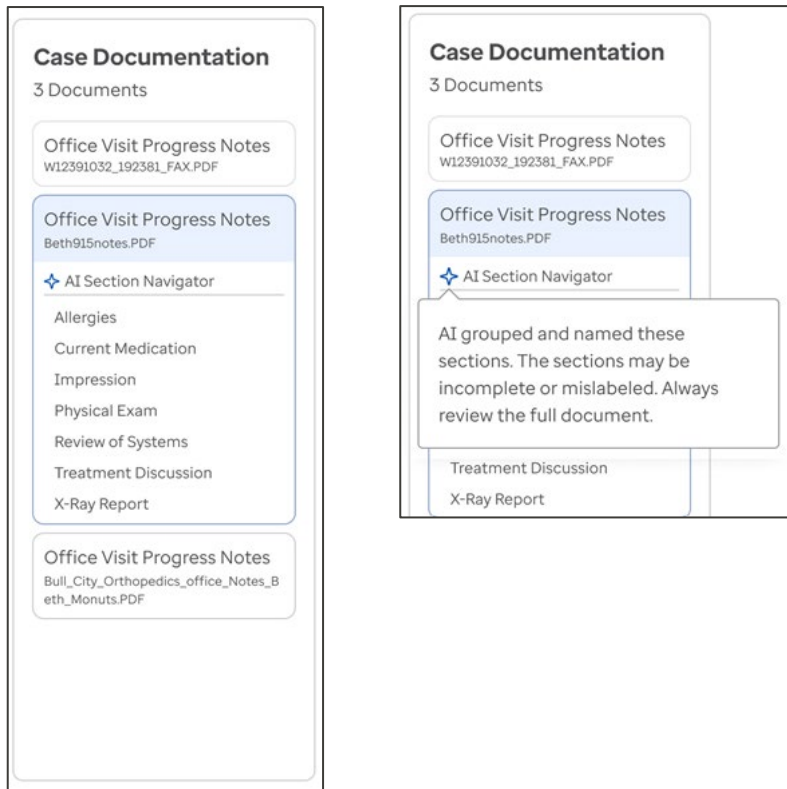



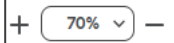

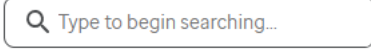
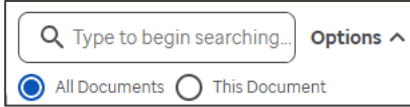
### Case Documentation

The case documentation shows the document list, which includes the following:

- **AI Section Navigator** appears on the left and uses AI to tag clinically meaningful topics in the documents, making relevant information easier to find across PDFs, Word documents, and scanned images. You click a document to view its sections. Each section includes links that take you directly to the corresponding content in the document viewer. You hover over the AI sparkle to read the following disclaimer for the






AI Section Navigator: “AI grouped and named these sections. The sections may be incomplete or mislabeled. Always review the full document.”

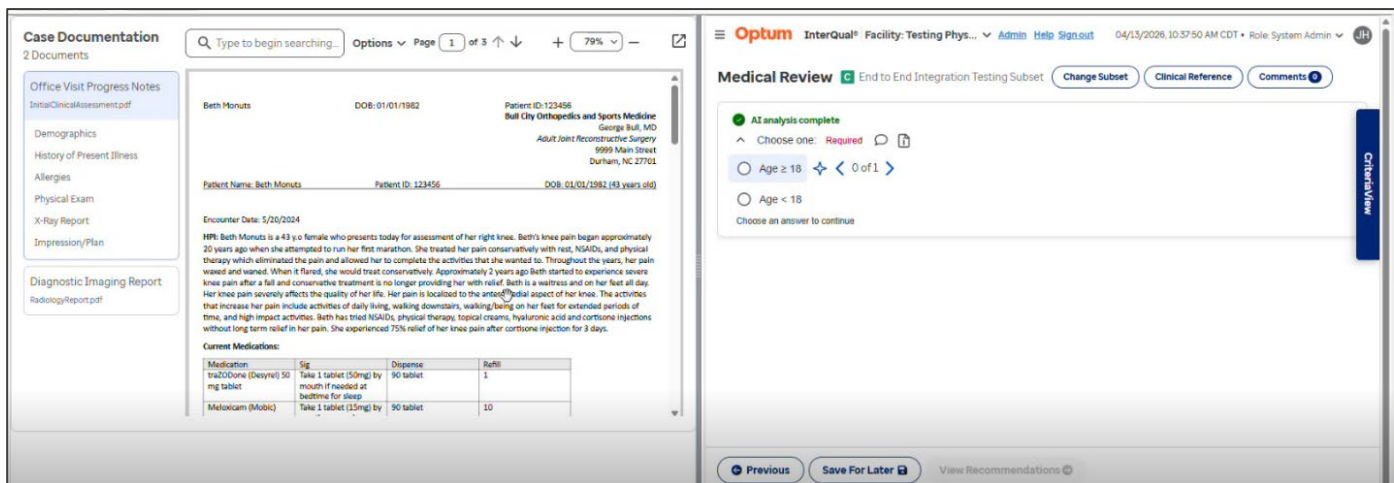


- **Document** details are displayed in the center and show the currently selected document or image.
- **Document options** are displayed above the selected document and enable you to work with the information in the document:
  -  Arrows enable you to page through the document.
  -  Zoom enables you to increase (or decrease) the font size.
  -  Pop out enables you to expand the window to fill the screen and make it easier to view the document.
  -  Search enables you to search by keyword in the current document or in all the documents associated with the review.
  -  Options enable you to search in the current document or in all the case documents. You click the Options caret to display or hide the All Documents and This Document options.

## Medical Review (Questions and answers)




This section shows the questions and answers and includes the following:

- AI analysis notification:** This indicates the AI status:
  -  **AI analysis running** indicates that AI is searching to see if there is a suggested answer to the question based on what it finds in the documentation.
  -  **AI analysis complete** indicates that the AI has completed its evaluation of the question.
  -  **No evidence. Review manually.** **No evidence** indicates that the AI did not find any supporting evidence in the documentation, so you need to manually answer the question.
  -  **AI unavailable. Review manually.** **AI unavailable** indicates that the AI encountered an error as it was running the analysis, so you need to manually answer the question.
- AI sparkle icon**  indicates a suggested answer to the question based on the clinical documentation. The number to the right of the icon shows the number of places in the documents where there is evidence to support selecting the suggested answer.




The screenshot displays the InterQual Medical Review interface. On the left, the 'Case Documentation' pane shows a list of documents including 'Office Visit Progress Notes' and 'Diagnostic Imaging Report'. The main area shows patient information for Beth Monuts, DOB: 01/01/1982, and a medical history section. The 'Medical Review' pane on the right shows a question with the answer 'Age ≥ 18' selected. The interface includes navigation buttons like 'Previous', 'Save For Later', and 'View Recommendations'.

## Evaluating criteria

- To evaluate the criteria, select answers to the questions as they appear using the AI-suggested answer as guidance.
- Click the arrow  **0 of 1**  next to a question with a sparkle icon  to navigate to the evidence's location, which is highlighted in the document.

In the example shown below, there is one piece of information in the documentation

that supports selecting **Age ≥ 18** as the answer. This is indicated by the sparkle icon .

The highlighted information shows that the date of birth (DOB) indicates the patient is older than 18, which supports selecting **Age ≥ 18** as the answer.

**Beth Monuts**      DOB: 01/01/1982      Patient ID: 123456  
**Bull City Orthopedics and Sports Medicine**  
 George Bull, MD  
*Adult Joint Reconstructive Surgery*  
 9999 Main Street  
 Durham, NC 27701

Patient Name: Beth Monuts      Patient ID: 123456      DOB: 01/01/1982 (43 years old)

Encounter Date: 5/20/2024

**HPI:** Beth Monuts is a 43 y.o female who presents today for assessment of her right knee. Beth's knee pain began approximately 20 years ago when she attempted to run her first marathon. She treated her pain conservatively with rest, NSAIDs, and physical therapy which eliminated the pain and allowed her to complete the activities that she wanted to. Throughout the years, her pain waxed and waned. When it flared, she would treat conservatively. Approximately 2 years ago Beth started to experience severe knee pain after a fall and conservative treatment is no longer providing her with relief. Beth is a waitress and on her feet all day. Her knee pain severely affects the quality of her life. Her pain is localized to the anteromedial aspect of her knee. The activities

**Medical Review**    End to End Integration Testing Subset

Change Subset    Clinical Reference    Comments 0

AI analysis complete  
 Choose one: Required  
 Age ≥ 18    1 of 1  
 Age < 18  
 Choose an answer to continue

Once you answer a question, the next question automatically appears. The AI analysis runs to see if there is information in the documentation to support an answer.

- Continue answering the questions. View any supporting evidence by clicking the arrows next to the sparkle icon to show the highlighted evidence and then select the suggested answer(s) as appropriate.

**Case Documentation**    2 Documents

Office Visit Progress  
 Notes  
 InitialClinicalAssessment.pdf  
 Demographics  
 History of Present Illness  
 Allergies  
 Physical Exam  
 X-Ray Report  
 Impression/Plan  
 Diagnostic Imaging  
 Report  
 RadiologyReport.pdf

Search: Type to begin searching...    Options

Page 1 of 3    69%    1 of 1

Patient Name: Beth Monuts    Patient ID: 123456    DOB: 01/01/1982 (43 years old)

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**HPI:** Beth Monuts is a 43 y.o female who presents today for assessment of her right knee. Beth's knee pain began approximately 20 years ago when she attempted to run her first marathon. She treated her pain conservatively with rest, NSAIDs, and physical therapy which eliminated the pain and allowed her to complete the activities that she wanted to. Throughout the years, her pain waxed and waned. When it flared, she would treat conservatively. Approximately 2 years ago Beth started to experience severe knee pain after a fall and conservative treatment is no longer providing her with relief. Beth is a waitress and on her feet all day her knee pain severely affects the quality of her life. Her pain is localized to the anteromedial aspect of her knee. The activities that increase her pain include activities of daily living, walking downstairs, walking/being on her feet for extended periods of time, and high impact activities. Beth has tried NSAIDs, physical therapy, topical creams, hyaluronic acid and cortisone injections without long term relief in her pain. She experienced 70% relief of her knee pain after cortisone injection for 3 days.

**Current Medications:**

Medication	Sig	Dispense	Refill
tra20Done (Desyre) 50 mg tablet	Take 1 tablet (50mg) by mouth if needed at bedtime for sleep	90 tablet	1
Meloxicam (Mobic)	Take 1 tablet (15mg) by mouth once a day	90 tablet	10

**Allergies:**

Allergen	Reaction
Codine	Hives
Adhesive Tape/Silicones	Hitching and Rash
Mango	Rash

**Past Medical History:**

- Anxiety

**Medical Review**    End to End Integration Testing Subset

Change Subset    Clinical Reference    Comments 0

comment] Required

- NSAIDs or acetaminophen ≥ 3 weeks    0 of 2
- Activity modification ≥ 4 weeks    0 of 1
- PT or home exercise program ≥ 4 weeks    1 of 1

Continued pain after treatment Required  
 Yes    0 of 2

Choose one: Required  
 Cervical spine injection requested

No remaining questions. Click View Recommendations to continue.

Previous    Save For Later    View Recommendations

When a question has no supporting evidence, or if the AI service encounters a processing error, an indicator appears above the question. In this case, you should manually answer the question.

**No evidence. Review manually.**    **AI unavailable. Review manually.**

As you answer questions, you can perform any of the following tasks as you normally would in a review, as appropriate:

- Read the notes** . Notes provide clinical information, definitions, and citations.
- Provide additional information by adding a reviewer comment** . To do this, select the appropriate comments icon and enter comments in the Reviewer Comments dialog. The appearance of the icon changes to indicate the comment.

- **View the Clinical Reference.** The clinical reference provides supporting resources, such as the Review Process document.
  - **Change your answer to a question.** Changing your answer will remove any subsequent questions that you already answered, so you will need to answer those questions again.
4. Depending on your workflow, a Requested services question may appear at the end of the review if your answers align with multiple potential requested services. Review and confirm the services you want to request. InterQual then determines a recommendation and displays the services on the Recommendations screen.

After you confirm the requested services (if applicable) and answer all required questions, the View Recommendations button is enabled.

5. Click **View Recommendations** to continue.
6. Select a recommendation as appropriate:
- **If the Requested services** question did **not** appear, review any recommended procedure, service, imaging study, or equipment. Select a recommendation by clicking the check box, and then select the applicable codes. Selecting CPT® codes helps determine the supported setting for a procedure.
  - **If the Requested services** question appeared, one or more recommendations and services may already be preselected based on the requested services you confirmed and are displayed as follows:
    - **Criteria Met:** If all requested services meet criteria, the services are preselected and shown in the **Recommended** section.
    - **Criteria Partially Met:** If some, but not all, requested services meet criteria, the recommended services are preselected and shown in the **Recommended** section, while the services that are not recommended are shown in the **Not Recommended** section.
    - **Criteria Not Met:** If none of the requested services meet criteria, the services are shown in the **Not Recommended** section.

**Recommendations** G

Setting: Outpatient H Source:  InterQual  CMS Age:  < 18  ≥ 18

**Recommended** Evidence supports services as medically necessary

**Facet Joint Injection** ^

Selected 2 CPT® ICD-10-CM ICD-10-PCS

Results Count: 6 CPT® only © 2011-2024 American Medical Association. All Rights Reserved.

Code	Description	Setting	Supporting Data
<input checked="" type="checkbox"/> 64490	INJECTION(S), DIAGNOSTIC OR THERAPEUTIC AGENT, PARAVERTEBRAL FACET (ZYGAPOPHYSEAL) JOINT (OR NERVES INNERVATING THAT JOINT) WITH IMAGE GUIDANCE (FLUOROSCOPY OR CT), CERVICAL OR THORACIC; SINGLE LEVEL	Outpatient	OP 100% 38% HOPD 27% ASC 35% Office
<input checked="" type="checkbox"/> 64491	INJECTION(S), DIAGNOSTIC OR THERAPEUTIC AGENT, PARAVERTEBRAL FACET (ZYGAPOPHYSEAL) JOINT (OR NERVES INNERVATING THAT JOINT) WITH IMAGE GUIDANCE (FLUOROSCOPY OR CT), CERVICAL OR THORACIC; SECOND LEVEL (LIST SEPARATELY IN ADDITION TO CODE FOR PRIMARY PROCED	Outpatient	OP 100% 38% HOPD 24% ASC 38% Office

Previous Save For Later Complete Setting Review Review Summary

7. Click **Review Summary**.

The Review Summary shows the review details, including who created the review and when they created it, the criteria status (for example, Criteria Met, Criteria Partially Met, Criteria Not Met), the setting for a procedure, the medical review questions and answers, and any reviewer comments.

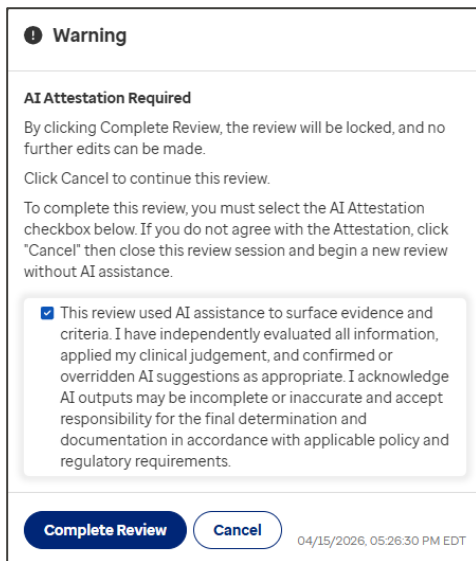
8. Once you have reviewed the Review Summary, click **Complete** to complete the review.

The AI Attestation appears.

## Completing the AI attestation and review

The AI Attestation is required for AI assisted reviews. If you do not agree with the Attestation, you should cancel the review and begin a new review without AI assistance.

1. Read the attestation and, if you agree with it, select the check box.
2. Click Complete Review to complete it and save it back to your organization’s system.



## Appropriate use and limitations of the AI

### Intended use

The AI in InterQual Auth Accelerator is designed to **assist** you during prior authorization reviews. It does not replace your clinical judgment.

- **AI Section Navigator and AI-suggested answers are in Copilot version.** Both the AI Section Navigator and AI-suggested answers are displayed to a user in the Copilot (human-in-the-loop) version of InterQual Auth Accelerator.

- **AI does not make determinations. You are always in control.** The AI suggests answers, but you make the final selections. It does not prefill answers on your behalf. You must actively choose to accept, override, or select a different answer for every question.
- **Using the AI Section Navigator is optional.** Engaging with the AI Section Navigator is your choice and not a required step in the review workflow.
- **AI does not make determinations.** Neither the AI Section Navigator nor the AI-suggested answers make, recommend, or finalize clinical decisions. All determination decisions remain yours.
- **Every interaction is tracked.** InterQual Auth Accelerator records all reviewer interactions, including which AI suggestions you accept, override, or ignore, creating a full audit trail for compliance and quality purposes.

## Limitations & prohibited uses

- **AI Section Navigator may not be comprehensive.** It includes only predefined categories and shows *where* content exists, not *what it means*. Always review the full clinical documentation.
- **AI Section Navigator may include duplicates.** The same information can appear multiple times across documents; it does not flag or merge duplicate content.
- **AI outputs are not definitive.** Suggested answers may be incorrect, incomplete, or lack appropriate context. Always verify using the full clinical record.
- **AI may miss or over-highlight evidence.** Relevant information may not be surfaced, or broader passages may require you to identify the precise detail.
- **AI performance depends on document quality.** Poor-quality, scanned, or complex documents can reduce accuracy.
- **Do not rely on AI Section Navigator or AI as a substitute for review.** These features support navigation and efficiency only; they do not replace clinical judgment.
- **Do not rely on AI for completeness.** Medical necessity decisions must be based on your independent assessment of all documentation.
- **AI processing may take time.** For cases with many large documents, the AI may take longer to generate suggestions. You do not need to wait for the AI. You may continue your review and check the AI suggestion when it becomes available.
- **New or updated guidelines may not have AI support immediately.** When medical policies are updated, there may be a brief period where AI assistance is not yet available for the new guidelines. During this time, you conduct your review without AI support, as you normally would.
- **Use InterQual Auth Accelerator AI only within the IAA Copilot workflow.** The AI features are not designed or validated for use in any other system or process.