



Managing prior auth reviews in InterQual® Auth Accelerator (Manager view)

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 provides an outline of how InterQual® Auth Accelerator operates to support the prior authorization review process within the InterQual workflow. It also includes the key steps involved in assigning cases to reviewers and tracking progress. It is organized as follows:

- [How InterQual Auth Accelerator works](#)
- [Getting started](#)
- [Managing case assignments](#)

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.

Getting started

Sign in to the InterQual Auth Accelerator using the URL provided and your One Healthcare ID login credentials.

Once you sign in, the Case Management Dashboard is automatically displayed. Your dashboard view and the tasks you can perform are linked to your login credentials.

You can view your role (Manager) in the upper-right corner of the dashboard.

Using the dashboard to work with case assignments

The Case Management Dashboard serves as your homepage after you sign in. It provides an overview of the cases and their status. As a manager, you use the dashboard to assign cases to reviewers and track assignment progress.

On the dashboard, you can view cases, search and filter to find specific cases, and sort cases to prioritize your work. Depending on the case, there may be multiple reviews that are part of the case.

Case	CPT	Product	Subset	Case Age	Status	Case Assignments
3100 Monuts A, Beth	27447, 27446 64612, 64613 63075	CP.Procedures Medicare.Procedures CP.Procedures	Total Joint Replacement (TJR), Knee Botulinum Toxin Types A and B Policy Noridian Decompression +/- Fusion, Cervical	137 days	Assigned	Manage
SI-JOINT-PA-2025-002 Kowalski M., Linda	27096	CP.Procedures	Sacroiliac (SI) Joint Injection	148 days	Assigned	Manage
SHOULDER-2025-002 Sullivan J., Marcus	23615, S42.231A, S42.251A	CP.Procedures	Arthrotomy, Shoulder	148 days	Unassigned	Manage
SHOULDER-2025-001 Sullivan J., Marcus	23615	CP.Procedures	Arthrotomy, Shoulder	148 days	Assigning	Manage
SCS-2025-002 Tanaka-Chen, Henry	63650, 63685	CP.Procedures	Spinal Cord Stimulator (SCS) Insertion	148 days	Unassigned	Manage
SCS-2025-001 Tanaka-Chen, Henry	63650, 63685	CP.Procedures	Spinal Cord Stimulator (SCS) Insertion	148 days	Unassigned	Manage
TJRHIP-2025-002-04 Washington Marie, Denise	27130	CP.Procedures	Total Joint Replacement (TJR), Hip	149 days	Assigning	Manage
TJRHIP-2025-002-03 Washington Marie, Denise	27130	CP.Procedures	Total Joint Replacement (TJR), Hip	149 days	Assigning	Manage
TJRHIP-2025-002-02 Washington Marie, Denise	27130	Medicare.Post Acute & Durable Medical Equipment	Walkers	149 days	Unassigned	Manage

Each row on the dashboard represents a case that you need to assign. Each column on the dashboard shows you information about the case and includes the following information.

- **Case:** An alphanumeric value that is system generated.
- **Patient Name:** The patient’s name.
- **CPT®:** The CPT codes associated with the case.
- **Product:** The criteria product(s) used for the case.
- **Subset:** The criteria subset(s) used for the case.
- **Case Age:** How long ago the case was generated.

- **Status:** Indicates the current status of the case. See [Managing case assignments](#) below for details.
- **Case Assignments** The action you can take on the case (for example, Manage). See [Managing case assignments](#) below.

Searching, filtering, and sorting cases on the dashboard

As you work with cases, you can use the following features to help you find and organize cases on your dashboard.


Search and filter cases

You can quickly find cases on your dashboard using the Search feature. Enter details such as the case number, patient name, subset, or status in the search box. You can input the exact information or just a part of it, for example, you could enter “630” or “075” to find cases with CPT code 63075. Matching results appear as you type.

To narrow your results so only relevant cases are displayed on the dashboard, use filtering. Click the Filters caret , then select an option from the dropdown list for any available category.

You can also combine search and filters to fine-tune your results and quickly find the specific cases you want to focus on.

Sort cases

You can also sort the cases in ascending or descending order by clicking the up and down arrows  when they appear in the column header.

If there is more than one page of cases, you can use the navigation buttons at the bottom of the screen to page through the list of items.

Managing case assignments

This section describes how you assign cases to reviewers and then monitor the case status and progress.

As you manage cases on the dashboard, they will have one of the following statuses:

- **Assigned:** Indicates that you have finished assigning the case to reviewers and have marked the case assignment as complete.
- **Assigning:** Indicates that you have assigned the case to at least one reviewer, but you have not yet finished assigning it.
- **Completed:** Indicates that all reviews in the case have been completed.
- **Unassigned:** Indicates that you have not yet assigned the case to any reviewers.

Assigning cases

You can assign cases to one reviewer or multiple reviewers. Depending on the case, there may be multiple reviews within a case. When you assign a case, all reviews in that case are assigned.

You can also specify whether the case will be reviewed manually or with AI assistance. Assigning cases to several reviewers and selecting a combination of manual and AI review allows you to compare the outcomes between manual and AI-assisted review processes.

1. On the dashboard, click  for a case you want to assign.


The Manage Reviewers dialog appears and includes the following information:

- **Current Reviewers:** This shows a list of reviewers who are currently assigned to the case. If no reviewers are assigned yet, then no names will appear in this section. It also shows the following details:
 - **Review Type:** Indicates whether it is a Manual or AI assigned case.
 - **Status:** Indicates the status of the case: Unopened, Reviewing, Completed.
 - **Action:** Indicates that you can remove a reviewer. You cannot remove reviewers once they have started working on a case.




Note: If appropriate, you can change the Review Type for cases that are assigned but are still unopened. You cannot change the Review Type once a reviewer has opened and started working on a case.

- **Assign Reviewers:** This shows a list of reviewers you can select from to assign to the case.

2. Click  in the Assign Reviewers section to select reviewer(s) one at a time that you want to assign to the case and then use the slider (toggle) button to select whether you want the review(s) in this case to be manual or AI assisted.



Note: If appropriate, you can remove a reviewer by clicking Remove in the Action column any time before they begin working on an assigned case and before you click Complete Assignment.

3. Click  when you have finished assigning all reviewers you want to work on the case. This locks the assignment and you can no longer add or remove reviewers for this case.

Manage Reviewers for - 7802 ✕

Current Reviewers

Reviewer	Review Type	Status	Action
Reviewer 1	<input type="checkbox"/> AI	Reviewing	Remove
Reviewer 2	<input checked="" type="checkbox"/> AI	Unopened	Remove
Reviewer 3	<input checked="" type="checkbox"/> Manual	Unopened	Remove

Assign Reviewers

Reviewer	Review Type	Action
Reviewer 4	<input checked="" type="checkbox"/> Manual	Assign
Reviewer 5	<input checked="" type="checkbox"/> Manual	Assign
Reviewer 6	<input checked="" type="checkbox"/> Manual	Assign
Reviewer 7	<input checked="" type="checkbox"/> Manual	Assign
Reviewer 8	<input checked="" type="checkbox"/> Manual	Assign
Reviewer 9	<input checked="" type="checkbox"/> Manual	Assign
Reviewer 10	<input checked="" type="checkbox"/> Manual	Assign
	<input checked="" type="checkbox"/> Manual	Assign

[Complete Assignment](#)

Reviewing the case status and Review Summary

The case status enables you to see a clear snapshot of each reviewer’s progress on the case assignment.

1. On the dashboard, click the Case number.

In the Status Overview dialog, you can view the criteria subsets and check each reviewer’s progress. You can see whether they have opened the review, are currently working on it, or have completed it. You can also see if the review is being conducted manually or with AI assistance. For completed reviews, you’ll see whether the criteria were met and can access and download the Review Summary PDF.

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Status Overview

Reviewer 1
✦ AI
Reviewing

Reviewer 2
✦ AI
Reviewing

Criteria Status per Subset

Total Joint Replacement (TJR), Knee CPT : 27447

Reviewer	Reviewer type	Status	Summary
Reviewer 1	✦ AI	Criteria Met	View
Reviewer 2	✦ AI	Reviewing	View

Botulinum Toxin Types A and B Policy Noridian CPT : 64612

Reviewer	Reviewer type	Status	Summary
Reviewer 1	✦ AI	Unopened	View
Reviewer 2	✦ AI	Unopened	View

Decompression +/- Fusion, Cervical CPT : 63075

Reviewer	Reviewer type	Status	Summary
Reviewer 1	✦ AI	Unopened	View
Reviewer 2	✦ AI	Unopened	View

2. For reviews that have a final status (for example, Criteria Met), click View in the Summary column to view the Review Summary.
3. Optionally, click Download PDF to save the PDF.