



Conducting prior auth reviews using InterQual® Auth Accelerator (Reviewer 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 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](#)
- [Getting started](#)
- [Conducting a review](#)
- [Appropriate use and limitations](#)

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 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 start of the review.

The following sections walk you through signing in, using the dashboard, and conducting a review.

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 (Reviewer) 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 your assigned cases and is where you launch reviews. You can also search, filter, and sort cases to help prioritize your work.

| Case Number | Patient Name | Case Age | CPT | Product | Subset | Status | Action |
|-------------|----------------|----------|-------|---------------------|---|-----------|--------|
| 7801 | Monuts A, Beth | 162 Days | 27447 | CP.Procedures | Total Joint Replacement (TJR), Knee | Completed | Review |
| | | | 64612 | Medicare.Procedures | Botulinum Toxin Types A and B Policy Noridian | In Review | Review |
| | | | 63075 | CP.Procedures | Decompression +/- Fusion, Cervical | In Review | Review |
| 7802 | Monuts A, Beth | 162 Days | 27447 | CP.Procedures | Total Joint Replacement (TJR), Knee | In Review | Review |
| | | | 64612 | Medicare.Procedures | Botulinum Toxin Types A and B Policy Noridian | Unopened | Review |
| | | | 63075 | CP.Procedures | Decompression +/- Fusion, Cervical | Unopened | Review |
| 7805 | Monuts A, Beth | 162 Days | 27447 | CP.Procedures | Total Joint Replacement (TJR), Knee | Unopened | Review |

Each row on the dashboard represents a case that is assigned to you. Depending on the case, there may be multiple reviews that are part of the case. Each column on the dashboard shows you information about the case and its reviews and includes the following information:


- **Case Number:** An alphanumeric value that is system generated.
- **Patient Name:** The patient’s name.
- **Case Age:** How long ago the case was generated.
- **CPT®:** The CPT codes associated with the review.
- **Product:** The criteria product used for the review.
- **Subset:** The criteria subset(s) used for the review.
- **Status:** Indicates the current status of the reviews in the case. See [Conducting a review](#) below for details.
- **Action:** The action you can take on the review (for example, Review). See [Conducting a review](#) 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 Filter 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.

Return to the dashboard

As you work on reviews, you can return to the dashboard at any time by clicking Back to Dashboard  in the upper left of the screen.


Conducting a review

The Case Management Dashboard displays a list of cases that are assigned to you for review. Based on where you are in the process, reviews that are part of a case may have one of the following statuses:

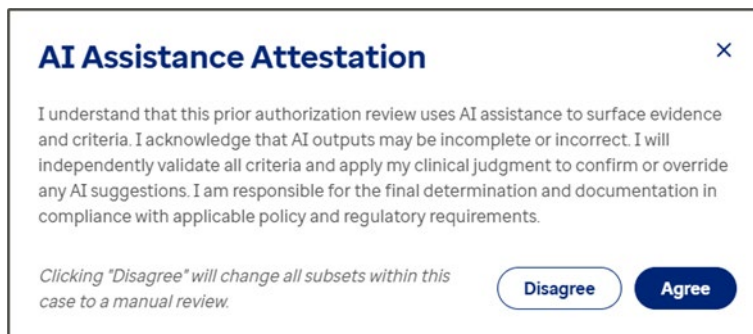
- **Unopened:** You have not yet started the review.
- **In Review:** You are in the process of completing the review.
- **Completed:** You have completed the review.

Follow the steps below to conduct a review.

Select a review from your dashboard

1. Click  for the review you want to conduct.

The AI Assistance Attestation appears.



2. Read the attestation and then click  to continue with the review.



Note: If the review was assigned as a manual review or you click Disagree in the attestation, then you complete the review as a manual review.

When the review opens, the top of the screen shows the subset and patient information, as well as some general information about the case. You can show or hide this general information.

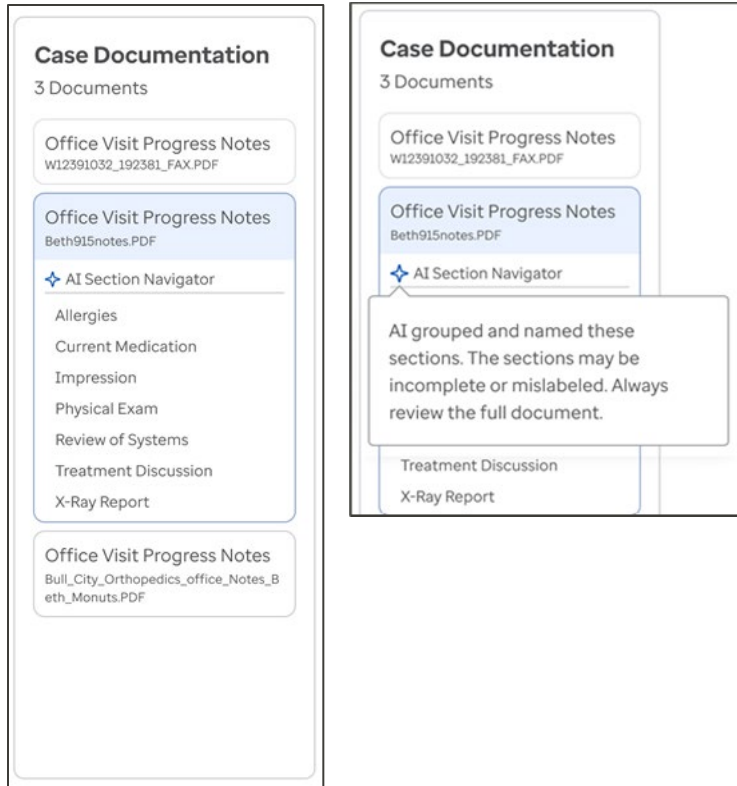
The case documentation and questions and answers are displayed side by side.

The screenshot displays the InterQual Auth Accelerator interface. At the top, it shows the patient's name (Beth A Monuts), age (44), and other demographic information. The case title is "Total Joint Replacement (TJR), Knee (CP-Procedures, InterQual® 2025, Mar. 2025 Release)". The interface is divided into several sections: "Case Documentation" on the left, a central document viewer, and "Total Joint Replacement (TJR), Knee" on the right. The "Case Documentation" section lists two documents: "Office Visit Progress Notes" and "Diagnostic Imaging Report". The central document viewer shows a snippet of a medical history (HPI) for Beth Monuts, dated 5/20/2024, describing her knee pain and medical history. The "Total Joint Replacement (TJR), Knee" section shows an "AI analysis complete" status and a "Choose one: Required" dropdown menu with options for "Age ≥ 18" and "Age < 18".


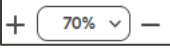

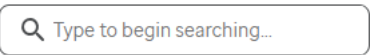
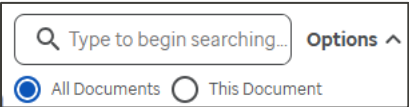
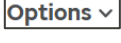
Case Documentation

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.”*



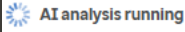




- **Document** details are displayed in the center and show the currently selected document or image.
- **Document options** are displayed above the selected document and enable you to work with the information in the document:

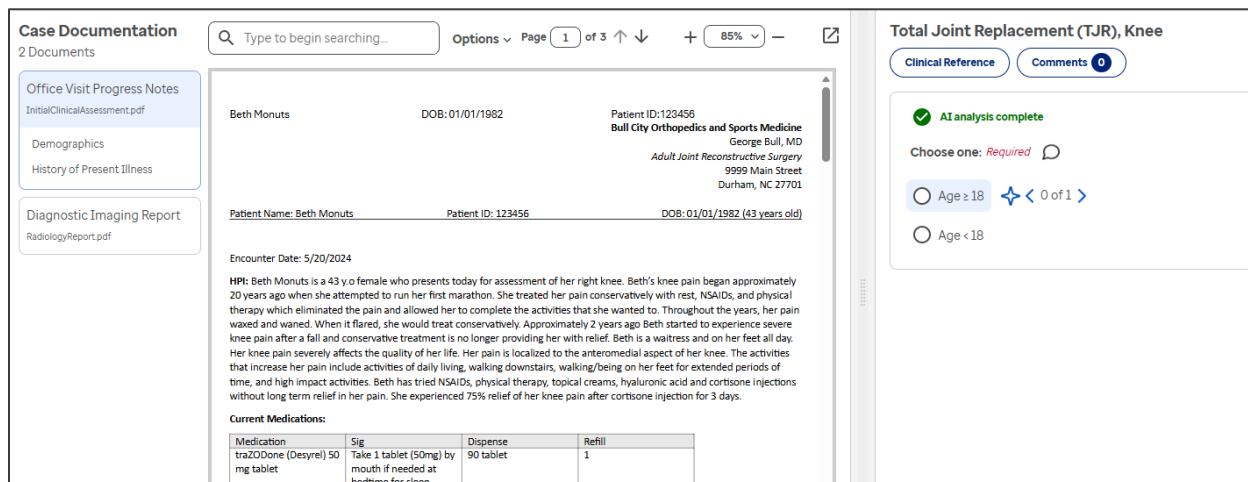
-  Arrows enable you to page through the document.
-  Zoom enables you to increase (or decrease) the font size.
-  Pop out enables you to expand the window to fill the screen and make it easier to view the document.
-  Search enables you to search by keyword in the current document or in all the documents 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.

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** indicates that the AI did not find any supporting evidence in the documentation, so you need to manually answer the question.
-  **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.



Case Documentation
2 Documents

Office Visit Progress Notes
InitialClinicalAssessment.pdf

Demographics

History of Present Illness

Diagnostic Imaging Report
RadiologyReport.pdf

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 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 75% relief of her knee pain after cortisone injection for 3 days.


Current Medications:


| Medication | Sig | Dispense | Refill |
|---------------------------------|--|-----------|--------|
| trazODone (Desyre) 50 mg tablet | Take 1 tablet (50mg) by mouth if needed at bedtime for sleep | 90 tablet | 1 |

Total Joint Replacement (TJR), Knee

Clinical Reference Comments 0




 **AI analysis complete**


Choose one: Required 

Age ≥ 18  0 of 1 >

Age < 18

Evaluating criteria

1. To evaluate the criteria, select answers to the questions as they appear using the AI-suggested answer as guidance.
2. 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.

Case Documentation
2 Documents

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Total Joint Replacement (TJR), Knee

Clinical Reference Comments 0

AI analysis complete

Choose one: Required

Age ≥ 18 < 1 of 1 >

Age < 18

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. For each question, you can click the arrows next to the sparkle icon to view highlighted supporting evidence, then select the suggested answer as appropriate.

Case Documentation
2 Documents

Office Visit Progress Notes
InitialClinicalAssessment.pdf

Demographics
History of Present Illness

Diagnostic Imaging Report
RadiologyReport.pdf

Gastrointestinal: No bowel incontinence
Musculoskeletal: Right Knee joint pain
Neurology: No paresthesias

Physical Exam: The following systems were examined:

There were no vitals filed for this visit.
General: No acute distress
HEENT: Normocephalic
CV: Well perfused
Resp: Unlabored
Abd: Non-distended
Skin: Dry and warm
Psych: Appropriate affect
Neuro: Alert, awake, and orientated x3, gait antalgic

Beth walks with an antalgic gait. Her skin is in good condition. Range of motion is from full extension to 110 degrees of flexion with pain. She is tender along the medial and lateral joint line. She does not have significant patellofemoral tenderness. There is patellofemoral crepitus. There is very mild medial pseudolaxity. There is no AP instability.

Hip range of motion is pain-free. Pulses are present distally.

Imaging:
X-Ray: Personally reviewed radiographs of the right knee. AP lateral skyline and flexion views were reviewed. There is marked medial joint space narrowing in the tibiofemoral joint. There is a large medial femoral osteophyte. There is tipping osteophytes of the medial and lateral tibial plateau. There are large trochlear osteophytes and some patellofemoral joint space narrowing. There is marked chronic appearing cortical irregularity on the articular surfaces. There are no bony lesions or fractures.

Choose one: Required

Age ≥ 18

Choose one: Required

Osteoarthritis or posttraumatic arthritis

AI analysis complete

Choose all that apply: Required
[≥ One, except Other clinical information (add comment)]

Pain interferes with ADLs < 0 of 2 >

Pain with ROM < 1 of 1 >

Or (Selecting an answer that follows will clear other selections)

Other clinical information (add comment)

Next Choose one or more answers, and then click Next to continue

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 and answers, so you will need to answer those questions again.

Change answer?

Changing a previously answered question will remove subsequent questions and their answers. Do you wish to continue?

Continue
Cancel



Note: As you conduct the review, if your previous answers indicate that more than one requested service may apply, a question will appear at the end of the review. AI may suggest specific services based on information in the case documentation, as shown below.

Confirm requested service(s) Required 🗨

64612 | Injection, Botulinum Toxins - Noridian

64612 | Injection, Botulinum Toxins for Migraine - Noridian

Next Choose one or more answers, and then click Next to continue

✔ AI analysis complete

Confirm requested service(s) Required 🗨

20930 | Anterior Cervical Discectomy and Fusion (ACDF)

20930 | Fusion, Cervical

22845 | Anterior Cervical Discectomy and Fusion (ACDF)

22845 | Fusion, Cervical

22853 | Anterior Cervical Discectomy and Fusion (ACDF) ✦ < 0 of 1 >

22853 | Fusion, Cervical

When you have answered all the required questions, the View Criteria Status button is enabled.

4. Click View Criteria Status to continue.

The criteria status shows whether the answers to the questions and supporting documentation meet criteria.

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2 Documents

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Current Medications:

| Medication | Sig | Dispense | Refill |
|----------------------------------|--|-----------|--------|
| traZOdone (Desyrel) 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 |
|----------|----------|
| Codeine | Hives |

[~ One, except Other clinical information (add comment)]

Pain interferes with ADLs +

Pain with ROM +

Choose all that apply: *Required*

[~ Two, except Other clinical information (add comment)]

Limited ROM +

Creptus +

Bone-on-bone contact by imaging *Required*

Yes +

Active infection *Required*

No +

Criteria Status

Criteria Met

Evidence supports services as medically necessary.

Review Summary Complete Review

5. Click [Review Summary](#) to view the review details, including who created the review and when they created it, the criteria status, the medical review questions and answers, and any reviewer comments. You can optionally download a PDF version of the review summary.

6. Click [Complete Review](#) to complete the review.

You are automatically returned to your dashboard where the review status shows as Completed and where you have the option to start a new review as needed.

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 the 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.