

## InterQual® Conducting a Prior-Auth Review

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## Conducting a Review

When you conduct a Prior-Auth review, you use InterQual® Criteria that is formatted in an interactive question-and-answer format. InterQual products that use this format include the following:

- LOC: Home Care Q&A
- LOC: Outpatient Rehabilitation & Chiropractic
- BH: Behavioral Health Services
- Medicare: all products
- CP: Durable Medical Equipment
- CP: Imaging
- CP: Molecular Diagnostics
- CP: Procedures
- CP: Specialty Rx Non-Oncology
- CP: Specialty Rx Oncology
- The ASAM Criteria®<sup>1</sup> Navigator

1. Find and select a subset using one or a combination of these methods:
  - Select a product and category. If you have access to criteria from multiple years, select a content version.
  - Enter keywords (for example, words found in the subset name).
  - Enter medical codes (for example, CPT® or HCPCS codes).
2. If you searched by keywords or medical codes, click **FIND SUBSETS**.

When the results appear, the Results count indicates the number of subsets that match the search criteria.

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<sup>1</sup> The ASAM Criteria is a registered trademark of the American Society of Addiction Medicine.

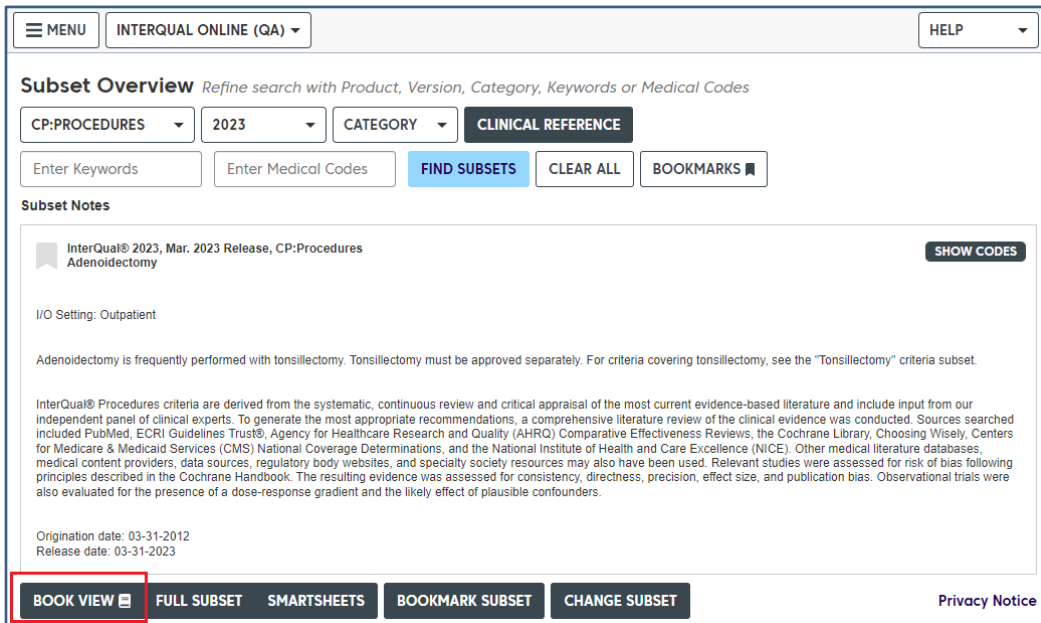
3. Click a subset name to select it.  
The subset notes appear.
4. If there is more than one version of the subset available, select a subset version.
5. Read the subset notes to get information about the subset. You can also access select supporting Clinical Reference resources (for example, the Review Process) from the Subset Notes page.

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① **Note:** If necessary, at any time, you can clear your subset selection by clicking CLEAR ALL or clicking CHANGE SUBSET to select a different subset.

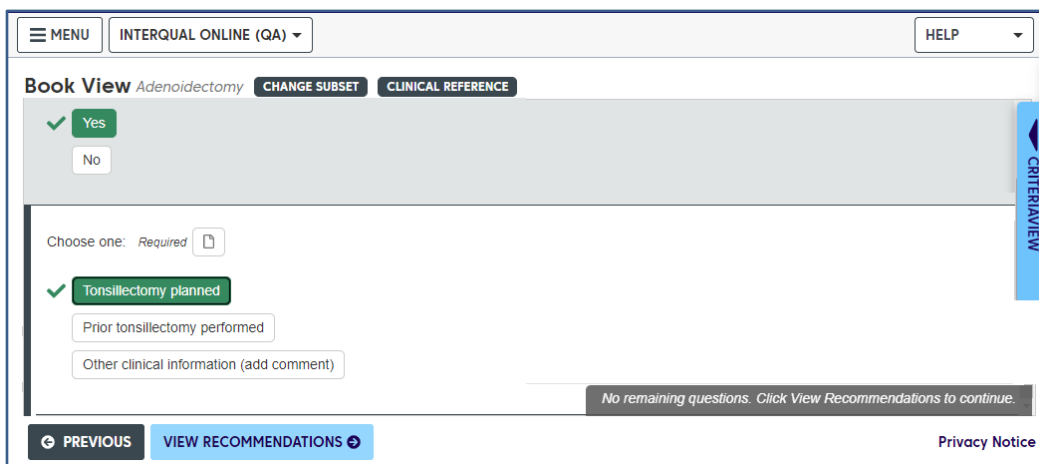
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6. Click Book View.



7. Answer the questions by reviewing each one as it appears and selecting one or more answer choices, as appropriate.
  - Follow any rules associated with the questions. Rules appear in brackets next to the question, for example, [≥ Two, except Other clinical information (add comment)].
  - If necessary, click 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 clicking the note icon.

If you continue with answering questions, when you reach the end of the questions, click **VIEW RECOMMENDATIONS**.



The results are displayed in 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). Additionally, a recommendation might be Limited Evidence or Evidence Does Not Support, which would require a secondary review.

8. If the review resulted in a recommendation, view the details:
  - Read any notes by clicking the note icon.
  - View the ICD, CPT®, and any HCPCS codes that apply by clicking Show codes and then selecting the appropriate tab. Hide the codes by clicking Hide codes.
  - View benchmark information by clicking **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 clicking the link within the red note.
  - For Level of Care: 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.

**Recommendations**

**Recommended** Evidence supports services as medically necessary.

Adenoidectomy - Outpatient [Hide codes](#)

ICD-10-CM ICD-10-PCS CPT®

Results Count: 7

Code ↑	Description
C11.1	MALIGNANT NEOPLASM OF POSTERIOR WALL OF NASOPHARYNX
C79.89	SECONDARY MALIGNANT NEOPLASM OF OTHER SPECIFIED SITES
D00.08	CARCINOMA IN SITU OF PHARYNX
D10.6	BENIGN NEOPLASM OF NASOPHARYNX

PREVIOUS CHANGE SUBSET Privacy Notice

## 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.

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. Click **CLINICAL REFERENCE**.

A list of resources is displayed (for example, clinical revision documents, bibliographies, review process, and other supporting materials).

3. Click a document name to view it.

4. If the resource is a PDF, depending on the options available, click Open or click

**DOWNLOAD PDF**

5. Use the controls in the PDF to save and/or print the document.

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

PDF Document	Description
InterQual Resource Center	Includes the InterQual® Resource Center URL and provides an overview of the clinical documentation and other resources that are available in the Resource Center.
Review Process	Review process guidelines for Procedures Criteria
Abbreviations and Symbols	Abbreviations and Symbols
Assistant Surgeon Procedure Codes	List of procedure codes for which reimbursement for a second surgeon is acceptable.
Bibliography, Adolescent	Bibliography for Procedures, Adolescent Criteria
Bibliography, Behavioral Health	Bibliography for Procedures, Behavioral Health Criteria
Bibliography, Cardiology	Bibliography for Procedures, Cardiology Criteria

## Printing a Subset

Printing a subset enables you to print the entire contents of a subset, including InterQual® Notes.

To print a Q&A subset, you generate a list of clinical scenarios for a specific procedure, imaging study, or other service by choosing a recommendation for a subset you select. The results show how many clinical scenarios exist for the service, which you can then view and print. To make the results more specific to your need, you can reduce (or filter) the list of clinical scenarios by answering medical review questions. InterQual notes are also included.

1. [Find and select a subset.](#)

2. Click **FULL SUBSET**.

The Full Subset screen appears.

3. Select a recommendation from the list.

The results show the number of clinical scenarios for that recommendation.



4. Optionally, view the clinical scenarios or continue by answering questions to reduce the results.

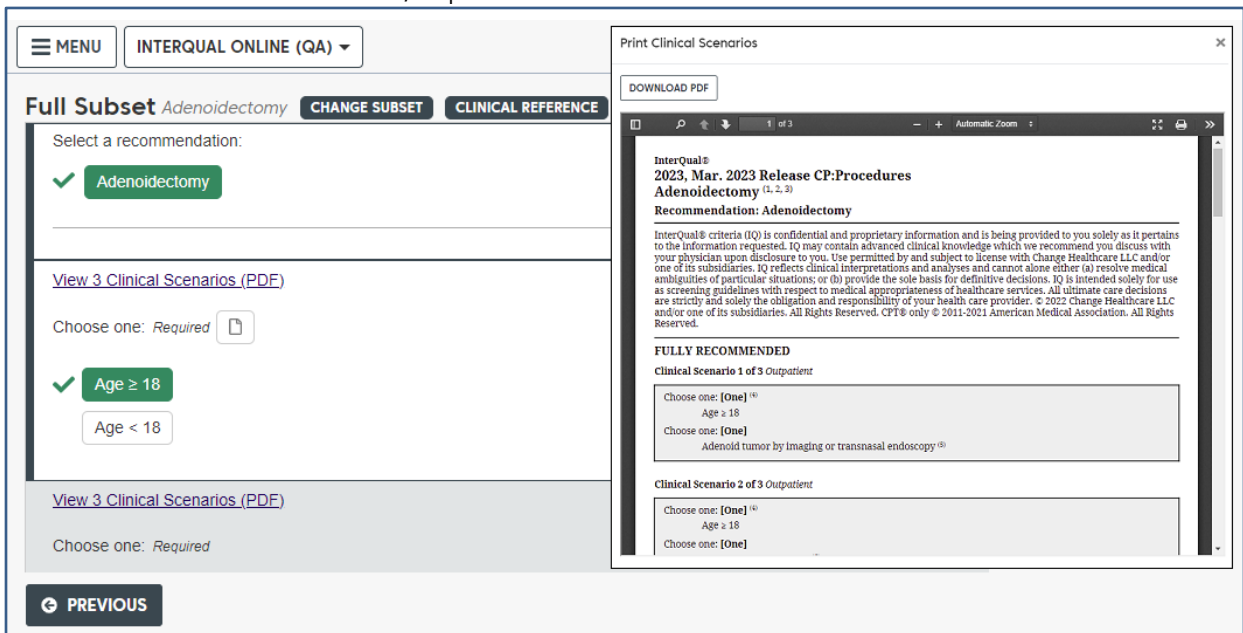
- To view the clinical scenarios, continue with step 6.

- To answer the questions, continue with step 5.

5. Answer each question as it appears by selecting one or more answer choices, as appropriate.

- Each question you answer will alter the clinical scenarios based on the answer you choose.

- If necessary, click **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 clicking the  icon.  
When you reach the end of the questions, a message indicates that no more selections are available.
6. View the clinical scenarios by clicking the *View number of Clinical Scenarios (PDF)* link or View Summary PDF. For example, [View 2 Clinical Scenarios \(PDF\)](#).
- The results are displayed as a PDF.
7. Depending on the options available, click Open or click **DOWNLOAD PDF** and then use the controls in the PDF to save and/or print the PDF.



## Creating InterQual® SmartSheets

InterQual® SmartSheets provide a concise format of InterQual Criteria that helps facilitate communication between payers and providers. Using SmartSheets as part of the prior authorization process enables healthcare providers and reviewers to provide the payer with detailed medical documentation and patient information in support of the prior authorization process.

**Note:** Applies to InterQual® Outpatient Rehabilitation & Chiropractic; InterQual® Behavioral Health Services; InterQual® Ambulatory Care Planning: Durable Medical Equipment, Imaging, Molecular Diagnostics, Procedures, Specialty Rx Non-Oncology, and Specialty Rx Oncology; and Medicare Navigator: Medicare Imaging, Medicare Molecular Diagnostics & Lab, Medicare Procedures, and Medicare Post Acute & Durable Medical Equipment.

1. [Find and select a subset.](#)

2. Click **SMARTSHEETS**.

The SmartSheets screen appears and shows the Results Count, which indicates the number of services for the selected subset.

3. Optionally, narrow your search for services by entering keywords in the Requested Service field.

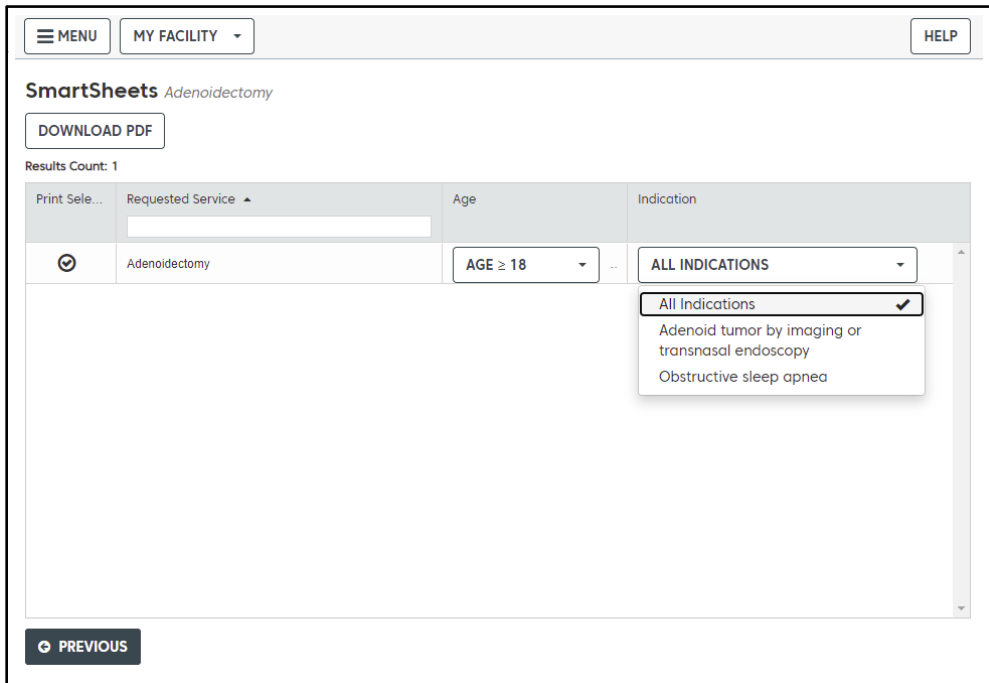
4. Select a service by clicking an option under Print Select.

5. Optionally, change or select the following, as appropriate:

- **Age**—Click the list and select a different age range.
- **Indication**—Click the list and select a specific indication or include all indications by leaving All Indications selected. (Indications are the reason for a requested service.) For example, if your requested service is Appendectomy, then the reason you're requesting that service might be Suspected Appendicitis.

6. Click **DOWNLOAD PDF**. The PDF appears.

7. Depending on the options available, click Open or click **DOWNLOAD PDF** and then use the controls in the PDF to save and/or print the PDF.



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# Viewing the Help

The online help provides a step-by-step guide for you to refer to as you use the software to work with InterQual Criteria. It also includes job aids and video tutorials.

You can access the Help by clicking the Help button at any time.

