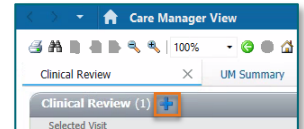


On September 29, InterQual will transition to InterQual Connect. This is a cloud-based tool used by Utilization Review staff to determine if criteria are met for different levels of care. InterQual Connect updates will be available to UR staff in real time.

Accessing InterQual Connect

InterQual Connect is in the Clinical Review Component of the Clinical Review MPage on the Care Manager View.

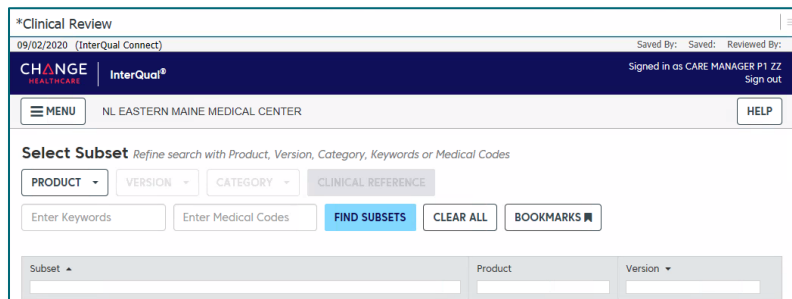
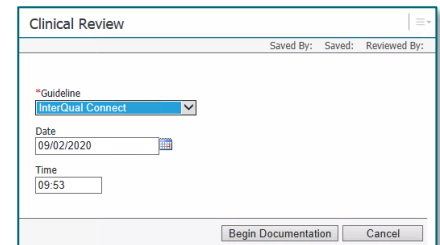


STEP 1: Select InterQual Connect.

- Verify the current date and time is displayed.

STEP 2: Click Begin Documentation.

- Change Healthcare InterQual will open with codes related to patient documentation displayed. **Clear All** to remove suggestions if starting with a blank page is preferred.

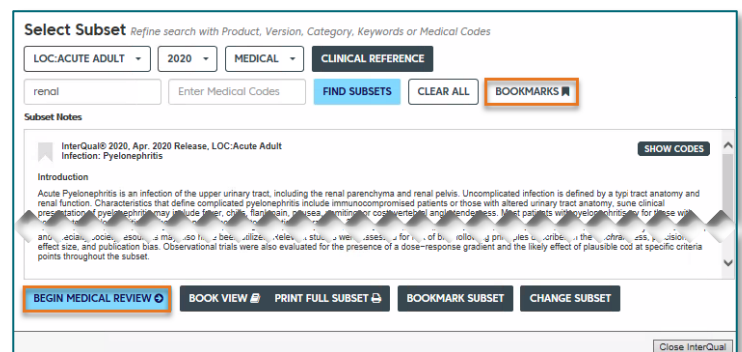


STEP 3: Click the **Product** drop-down to select *COVID-19 Criteria*, *LOC: Acute Adult* or *LOC: Acute Pediatric*.

STEP 4: Select the appropriate **Category** from the drop-down.

STEP 5: Type in **Keywords** for the desired Subset and click **Find Subsets**.

- Click the desired subset option to view Subset Notes and Begin Medical Review.



NOTE: Staff have the option to bookmark frequently used subsets for ease of future use.

STEP 6: Choose the appropriate option from the Select Day drop-down.

STEP 7: Benchmark allows for selection of the CMS guidelines for Length of Stay.

STEP 8: Use the Tree Map to select correct criteria.

- Some criteria will have direction to use a different subset and a prompt will be seen to select the suggested subset. Clicking Yes will update the subset for a new review.
- The Criteria Not Met button will update when a level is Met.

Utilization Benchmarks Select a benchmark, which will appear in the Review Summary

Condition or Procedure	% Pd Obs	LOS (days)	Type
689 KIDNEY AND URINARY TRACT INFECTIONS WITH MCC	n/a	3.8	CMS GMLCS
690 KIDNEY AND URINARY TRACT INFECTIONS WITHOUT MCC	n/a	2.9	CMS GMLCS
PYELONEPHRITIS	44%	3	InterQual

Percent Paid as Observation indicates the final payment status as a percentage for patients hospitalized with the condition. It may not correspond to the status assigned at admission. Note that patients initially placed in Observation status who are converted to inpatient status (common) are included in the inpatient category, and that patients initially admitted to inpatient status who are converted to observation status (uncommon) are included in the Observation category.

Source identified and addressed in a condition specific subset, One:

Cellulitis **use Infection: Cellulitis subset**

Medical Review Infection: Pyelonephritis CHANGE SUBSET CLINICAL REFERENCE OBSERVATION MET

INITIAL REVIEW CLEAR ALL EXPAND ALL COLLAPSE ALL COMMENTS BENCHMARKS

Persistent vomiting after treatment

Severe pain after treatment

✓ Pain, ≥ One:

Abdominal pain

Costovertebral angle tenderness

✓ Flank pain

Unable to perceive pain

CARE MANAGEMENT

NOTE As the InterQual Connect Medical Review is being documented, staff can use the PowerChart components on the left of the InterQual window to obtain pertinent data, such as lab results, to select appropriate criteria.

Saving/Completing the Review

If the Clinical Review cannot be completed, click the Save Review button to save the work and click Close InterQual.

PREVIOUS SAVE REVIEW COMPLETE REVIEW SUMMARY

Close InterQual

- The InterQual Status will update in the Clinical Review component to Pending.
- To open the Clinical Review to complete it, click the blue date hyperlink and click In Progress.

Clinical Review (1)

Selected Visit

InterQual (1)			
Date/Outcome	Type	Status	
09/03/2020	LOC:Acute Adult Acute Kidney Injury	Pending	
Criteria Not Met	Injury		

Clinical Review

09/03/2020 (InterQual Connect)

Day Reviewed: 09/03/2020
 Review Type:
 Level of Service Subtype: LOC:Acute Adult Acute Kidney Injury
 Episode Day: 1
 InterQual® criteria (IQ) is confidential
 Rights Reserved. CPT® only © 2011
 Review Outcome: In Progress

- After the review is completed, click the Complete Review button.
 - A pop up warning will display stating no further edits will be allowed.

- The InterQual Status will update in the Clinical Review component to Pending Complete.
- Additional information can be added under the headings of Other and Notes in Additional Notes.
- If no Secondary Review is needed, click Mark as Final and Save.

Secondary Review

If Criteria is Not Met, click the Secondary Review button to start the Secondary Review process.



- **EHR Review Teams** are used at some MOs. Once added to the Favorite list in Message Center, staff can select using the directory button to the right of the Recipient window.
- **Internal Reviewer** names will populate as the user begins typing in the Recipient window and the selection can be made from the list of names that appear.
- **External Reviewer** must be selected if using an external provider for review, such as EHR Review Team.
- **Send Request via Direct** must be selected if Clinical Review or Clinical Report documents need to be sent to the recipient.
- Complete the required fields indicated by the yellow shading and click **Send Request**.

A screenshot of the "Request Secondary Review" form. The form has a title bar and several sections. At the top, there are three checkboxes: "Send request via Message Center" (checked), "External Reviewer" (unchecked), and "Send request via Direct" (unchecked). Below this are two search fields: "*Recipient" and "*Reason for referral", both with yellow shading and a magnifying glass icon. A "CC:" field with a magnifying glass icon is below. There are two date/time fields: "*Due Date" and "*Due Time", both with yellow shading and a calendar icon. A "Notification Options" section contains three checkboxes: "Opened" (unchecked), "Marked 'Complete'" (checked), and "Becomes overdue" (checked). There is also a checkbox for "Flag as 'High Priority'" (unchecked). A "Message" text area is at the bottom. At the very bottom, there is a checkbox for "Send a copy to myself" and two buttons: "Send Request" and "Cancel".A screenshot of the "Request Secondary Review" form, showing the middle section. It includes the same top checkboxes as the previous screenshot. The "*Recipient" and "*Reason for referral" fields are highlighted in yellow. Below them is a "CC:" field. An "Attachments" section contains three checkboxes: "Clinical Review" (unchecked), "CCD Attachment" (unchecked), and "Clinical Report" (unchecked). A "Message" text area is at the bottom. At the very bottom, there are "Send Request" and "Cancel" buttons.A screenshot of the "Request Secondary Review" form, showing the bottom section. It includes a "*Packet Template" dropdown menu with a magnifying glass icon. Below it are two date/time fields: "*From" (09/01/2020 00:00) and "*To" (09/03/2020 10:02). There are two radio buttons: "Custom Date Range" (selected) and "Entire Encounter". A "Sections to Attach" section contains a text area with the instruction "Select a packet template from the list above." At the bottom, there are "Preview", "Compile Packet", and "Cancel" buttons.

Documenting the Secondary Review Result

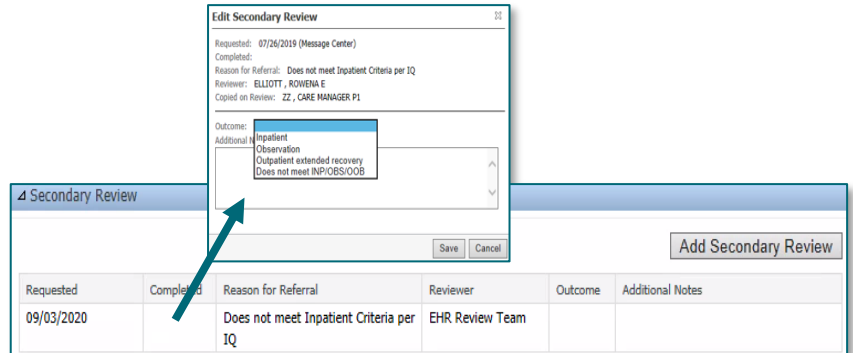
The Secondary Review will now display in the Clinical Review working window.

STEP 1: Open the desired Clinical Review.

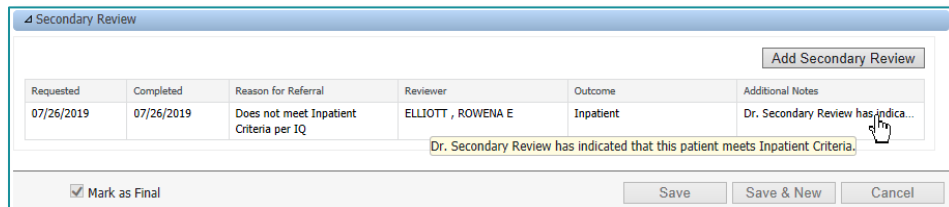
STEP 2: Click in the white space below **Completed.**

STEP 3: Use the **Outcomes** dropdown to select the appropriate response from the secondary reviewer.

STEP 4: Add any comments in the Additional Notes box and click **Save.**



➤ Completed Date and Comments will display. Hover over the Additional Notes to see full documentation.



➤ The Review is not considered complete until the **Mark as Final** box is checked. Click **Save.**