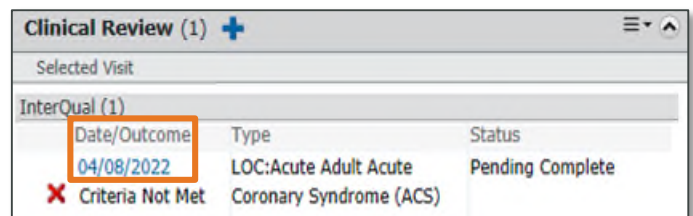


EMMC, Mercy, and AR Gould will be sending and documenting secondary clinical reviews within the InterQual component on the Clinical Review MPage. Secondary reviews are documented by the internal physician advisor at EMMC, Mercy, and AR Gould. If the secondary review was completed by an external reviewer, such as EHR (Executive Health Resource), these reviews will be documented by the care manager.

### Sending a Secondary Review to an External Reviewer

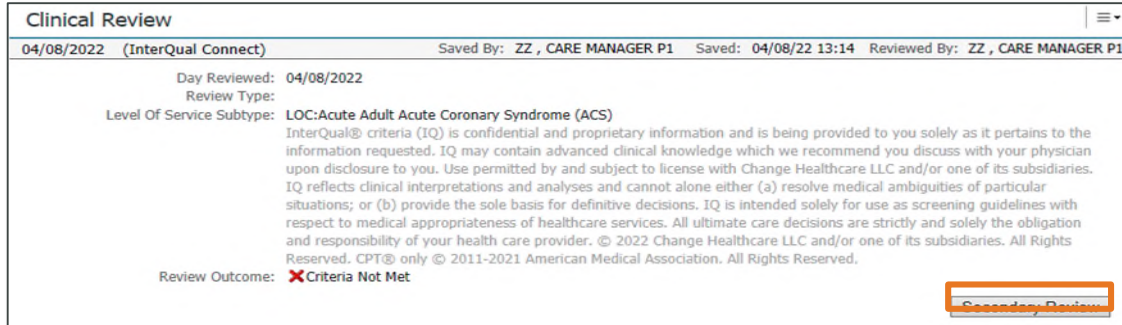
**STEP 1:** Navigate to the **Clinical Review MPage**.

- In the **Clinical Review** component, identify the InterQual review that will be sent to a secondary reviewer.
- Select the **blue date** to open the review.



| Date/Outcome     | Type  | Status           |
|------------------|---|------------------|
| 04/08/2022       | LOC:Acute Adult Acute Coronary Syndrome (ACS) | Pending Complete |
| Criteria Not Met |   |                  |

**STEP 2:** Select the **Secondary Review** button.



Clinical Review  
04/08/2022 (InterQual Connect) Saved By: ZZ, CARE MANAGER P1 Saved: 04/08/22 13:14 Reviewed By: ZZ, CARE MANAGER P1

Day Reviewed: 04/08/2022  
Review Type:  
Level Of Service Subtype: LOC:Acute Adult Acute Coronary Syndrome (ACS)

InterQual® criteria (IQ) is confidential and proprietary information and is being provided to you solely as it pertains to the information requested. IQ may contain advanced clinical knowledge which we recommend you discuss with your physician upon disclosure to you. Use permitted by and subject to license with Change Healthcare LLC and/or one of its subsidiaries. IQ reflects clinical interpretations and analyses and cannot alone either (a) resolve medical ambiguities of particular situations; or (b) provide the sole basis for definitive decisions. IQ is intended solely for use as screening guidelines with respect to medical appropriateness of healthcare services. All ultimate care decisions are strictly and solely the obligation and responsibility of your health care provider. © 2022 Change Healthcare LLC and/or one of its subsidiaries. All Rights Reserved. CPT® only © 2011-2021 American Medical Association. All Rights Reserved.

Review Outcome: **Criteria Not Met**

**Secondary Review**

**STEP 3:** Check the **External Reviewer** box.

**STEP 4:** Choose the **Personal Address List** link and select the appropriate **EHR Review Team** pool.

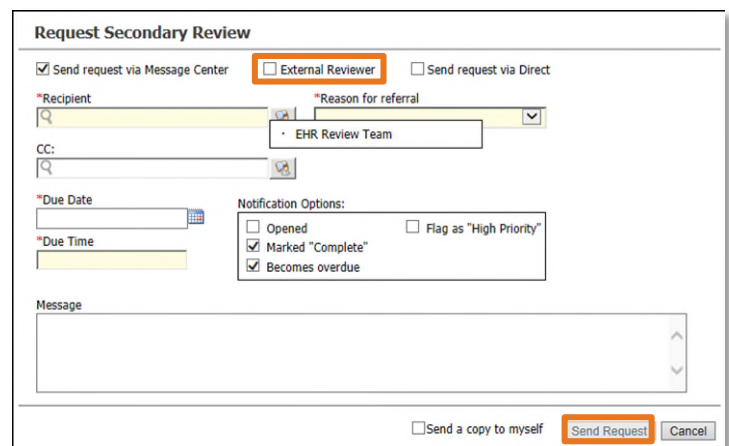
**STEP 5:** Using the dropdown, enter the **Reason for referral**.

**STEP 6:** Using the calendar, select the **Due Date** and enter the **Due Time**.

**STEP 7:** Check the desired **Notification Options**.

**STEP 8:** Enter any additional information for the reviewer in the **Message** box.

**STEP 9:** Once the required fields are completed, select **Send Request**.



Request Secondary Review

Send request via Message Center  External Reviewer  Send request via Direct

\*Recipient: [Search] Reason for referral: [Dropdown]  
EHR Review Team

CC: [Search]

\*Due Date: [Calendar] Notification Options:  
 Opened  Flag as "High Priority"  
 Marked "Complete"  
 Becomes overdue

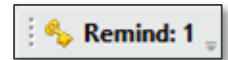
\*Due Time: [Time Picker]

Message: [Text Area]

Send a copy to myself **Send Request** Cancel

**STEP 10:** Update the **UM status** in the **Care Management** component using **Refer for Secondary Review**.

**NOTE:** When EHR responds, **Remind: 1** will display in the **Message Center** communication box in the toolbar. The number will update with the number of responses waiting to be reviewed.



## Reviewing a Secondary Response in Message Center

**STEP 1:** Navigate to the **Message Center**.

**STEP 2:** Select the bold **Remind: 1** next to the gold key.

- New responses will be bold. Red responses indicate they are overdue.

**STEP 3:** Double-click the response to open.

**STEP 4:** Once the response has been reviewed, select **Save to Chart/Complete**.

- The response will be saved in **Notes** in the **Care Management Secondary Review** folder and will no longer display in the Message Center.
- If the response should stay in the Message Center Reminders, select **Save to Chart**.

## Sending a Secondary Review to an Internal Physician Advisor

**STEP 1:** Navigate to the **Clinical Review MPage**.

- In the **Clinical Review** component, identify the InterQual review that will be sent to a secondary reviewer.
- Select the **blue date** to open the review.

**STEP 2:** Select the **Secondary Review** button.

**STEP 3:** Uncheck **Send request via Message Center**.

**STEP 4:** Enter the **Reviewer** name using **Provider Search**.

**STEP 5:** Using the dropdown, enter the **Reason for referral**.

**STEP 6:** Document the **Communication type** used to send the internal secondary review.

**STEP 7:** Select **Document Request**. Eyeglasses display indicating a secondary review has been sent.

A screenshot of the "Request Secondary Review" form. It contains several fields and checkboxes: "Send request via Message Center" (unchecked), "External Reviewer" (unchecked), "Send request via Direct" (unchecked), "Reviewer" (text input with a magnifying glass icon), "Reason for referral" (dropdown menu), and "Communication type" (radio buttons for Fax, Paper, Verbal). At the bottom right, there are "Document Request" and "Cancel" buttons. The "Document Request" button is highlighted with an orange border.A screenshot of the "Clinical Review" table. The table has columns for "Date/Outcome", "Type", and "Status". The first row shows a date of "04/08/2022" with a red "X" icon, a type of "LOC:Acute Adult Acute", and a status of "Pending Complete". The second row shows "Criteria Not Met" and "Coronary Syndrome (ACS)".

| Date/Outcome     | Type                    | Status           |
|------------------|-------------------------|------------------|
| 04/08/2022       | LOC:Acute Adult Acute   | Pending Complete |
| Criteria Not Met | Coronary Syndrome (ACS) |                  |

## Documenting a Secondary Review Response

**STEP 1:** Navigate to the **Clinical Review MPage**.

- In the **Clinical Review** component, identify the InterQual review that will be sent to a secondary reviewer.
- Select the **blue date** to open the review.

**STEP 2:** Scroll down to the **Secondary Review** section.

**STEP 3:** Select the **Completed** box.

The screenshot shows a 'Secondary Review' table with the following data:

| Requested  | Completed | Reason for Referral                     | Reviewer        | Outcome |
|------------|-----------|---|-----------------|---------|
| 04/08/2022 |           | Does not meet Inpatient Criteria per IQ | EHR Review Team |         |

The 'Completed' cell is highlighted with an orange box. To the right, the 'Edit Secondary Review' dialog box is open, showing the following details:

- Requested: 04/08/2022 (Message Center)
- Completed:
- Reason for Referral: Does not meet Inpatient Criteria per IQ
- Reviewer: EHR Review Team (External)
- Copied on Review: ZZ, CARE MANAGER P1

The 'Outcome' dropdown menu is open, showing the following options:

- Inpatient
- Observation
- Outpatient extended recovery
- Does not meet INP/OBS/OOB

The 'Save' button is highlighted with an orange box.

**STEP 4:** Using the **Outcome** dropdown, choose the applicable EHR response and select **Save**.

**NOTE:** The current date will display in the **Completed** box and the selected EHR response displays in the **Outcome** box.