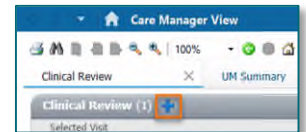


This is a cloud-based tool used by Utilization Review staff to determine if criteria are met for different levels of care. InterQual Connect updates will be available to UR staff in real time.

Accessing InterQual Connect

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

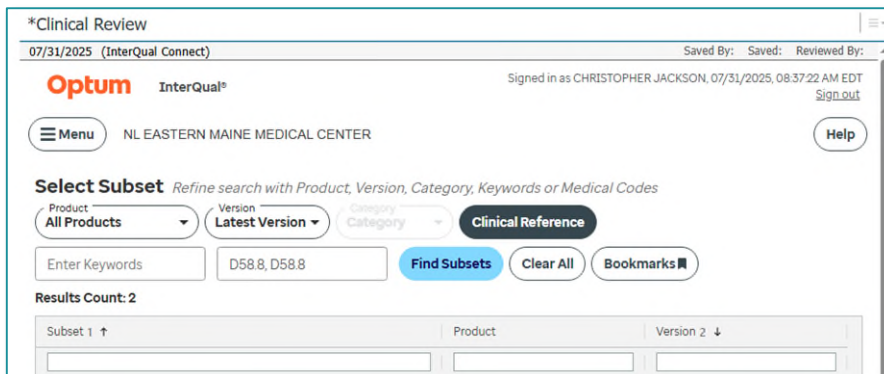
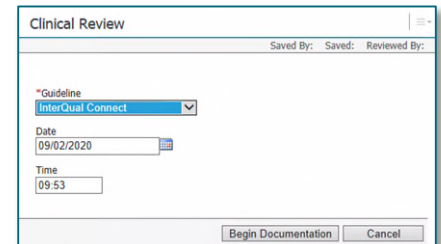


STEP 1: Select InterQual Connect.

- 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.

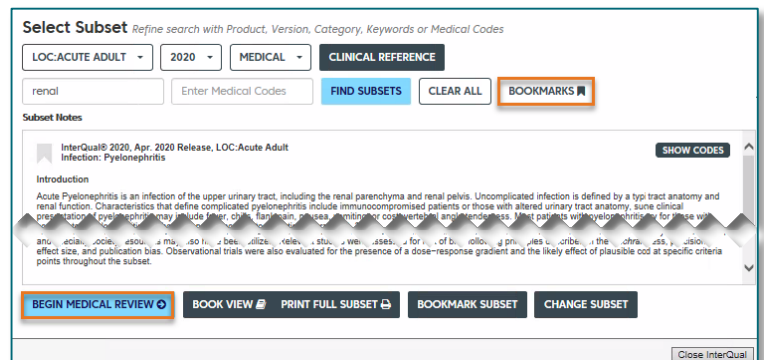


STEP 3: Click the **Product** dropdown to select *COVID-19 Criteria, LOC: Acute Adult* or *LOC: Acute Pediatric*.

STEP 4: Select the appropriate **Category** from the dropdown.

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** dropdown.

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.

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

Source identified and addressed in a condition specific subset, One: **Cellulitis use Infection: Cellulitis subset**

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**.

- 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**.

Date/Outcome	Type	Status
09/03/2020	LOC:Acute Adult Acute Kidney Injury	Pending

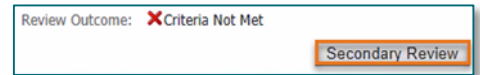
➤ After the review is completed, click the **Complete Review** button.

- 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.

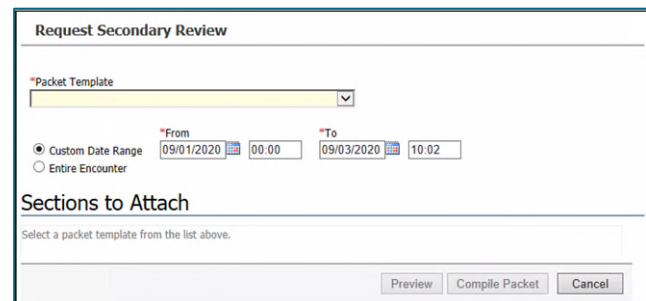
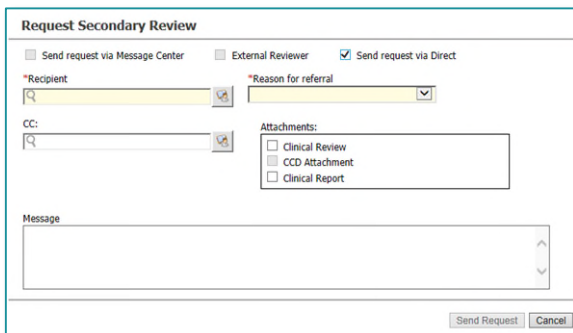
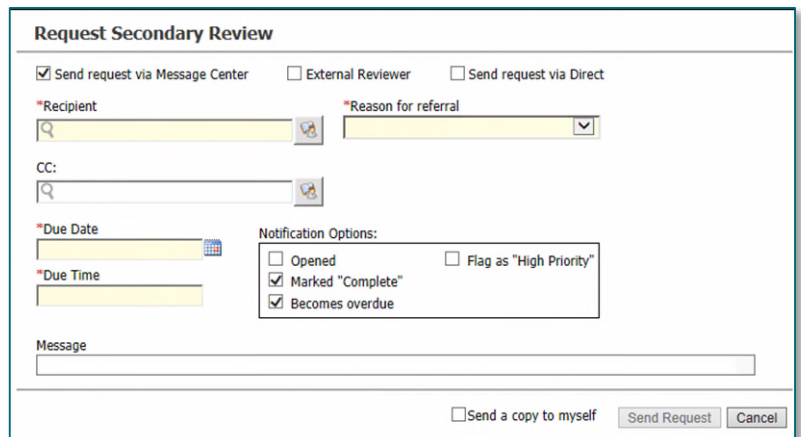
- Additional information can be added under the headings of Other and Notes in Additional Notes.
- If no Secondary Review is needed, click **Mark as Final** and **Save**.

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**.



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.

Requested	Completed	Reason for Referral	Reviewer	Outcome	Additional Notes
09/03/2020		Does not meet Inpatient Criteria per IQ	EHR Review Team		

Requested	Completed	Reason for Referral	Reviewer	Outcome	Additional Notes
07/26/2019	07/26/2019	Does not meet Inpatient Criteria per IQ	ELLIOTT, ROWENA E	Inpatient	Dr. Secondary Review has indicated...

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