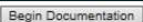














This Quick Reference Guide (QRG) Reviews Using Interqual Connect and Secondary Reviews.

Common Buttons & Icons

	Begin InterQual button
	Product drop-down arrow
	Find Subset button
	Set bookmark for current subset button
	Access bookmarks button
	Begin Medical Review within InterQual
	InterQual Day drop-down arrow
	InterQual indicator
	InterQual indicator
	Summary button
	InterQual Complete Review button
	InterQual Secondary Review button
	Address book icon

Locate an Interqual Secondary Review subset

➤ From the Care Manager View of the Clinical Review MPage:

STEP 1: Review the Clinical Review Guideline drop-down says InterQual Connect.

NOTE: If it doesn't say InterQual Connect use the drop-down arrow to set it.

STEP 2: Update the date and time if needed.

STEP 3: Click **Begin Documentation** .

STEP 4: Click the **Product** drop-down arrow.

STEP 5: Click to select the appropriate product.

STEP 6: Enter a keyword to narrow the list of results.

STEP 7: Click **Find Subsets** .

STEP 8: Remove the codes in the code field to widen your search if needed.

NOTE: Rerun your Subset search if you remove the codes.

STEP 9: Click the needed subset once it displays.

STEP 10: Scroll down to review the subset in its entirety to make sure it is the one you need.

NOTE: You can bookmark the subset for later by clicking **Bookmark Subset** at the bottom of the subset notes. Then navigate to the subset clicking the **Bookmarks** button the next time you want to use it.

Perform a Medical Review Using InterQual

➤ From the InterQual window within the Clinical Review MPage:

STEP 1: Navigate to the subset needed based on the steps above.

STEP 2: Click **Begin Medical Review** .

STEP 3: Click the **Select Day** drop-down arrow.

STEP 4: Click the appropriate day to select it.

STEP 5: Answer the questions based on the level of care, expanding the screen tree map as needed.

NOTE: If you hover over an item, it will turn green. However, it is not selected until you click to select it. Once selected it will have a green check mark.

STEP 6: Review you have all pertinent items selected.

STEP 7: Note if InterQual says the criteria has been met in the upper right corner.

STEP 8: Click **Review Summary** for the information in a readable format based on selections that are made.

STEP 9: Return to the previous screen by clicking **Previous**.

STEP 10: Click **Complete** when the review is complete.

STEP 11: Click **Yes** in the warning window as appropriate.

Send for a Secondary Review

➤ From the InterQual pane within the Clinical Review MPage:

STEP 1: Send for a secondary review when a patient does not meet the criteria and the status is pending complete as appropriate.

NOTE: At some member organizations, the review is to be completed using the Optum portal, and this workflow will be shared by the department leadership.

STEP 2: Click **Secondary Review** for the appropriate clinical review.

NOTE: All items with a red asterisk are required.

STEP 3: Enter the Recipient.

NOTE: You can use the address book to search or use a previously created group as the recipient.

STEP 4: Click the **Reason for referral** drop-down arrow.

STEP 5: Click the appropriate reason.

STEP 6: Click the **Calendar** icon, or type in the due date.

NOTE: **Best practice is to select the same day.**

STEP 7: Click the **Due Time** field.

STEP 8: Click the appropriate time.

NOTE: **Best practice is to give a two-hour window for review.**

STEP 9: Select the **Send a copy to myself** check box if you want a copy sent to you.

STEP 10: Select the **External Reviews** check box as appropriate.

NOTE: **Using this option, you will need to enter the external reviewer's contact information.**

STEP 11: Click the **Message** field to enter a free text comment as appropriate.

STEP 12: Document any other check boxes as needed.

STEP 13: Click **Send Request** .

Document Secondary Review Results

➤ **From the Clinical Review component within the patient chart:**

STEP 1: Click the date link for the InterQual review you want to update.

STEP 2: Click the **Additional Notes** field entering free text documentation as appropriate.

STEP 3: Open the Edit Secondary review window by clicking the **Outcome** field or the Requested Date field.

STEP 4: Click the **Outcome** drop-down arrow.

STEP 5: Click to select the appropriate outcome.

STEP 6: Click the **Additional Notes** field to enter free text documentation as appropriate.

STEP 7: Click **Save**.

STEP 8: Select the **Mark as Final** check box as appropriate.

STEP 9: Click **Save**.

STEP 10: Notify the provider of the review results.