



↑ Quality Care = Value  
↓ Cost

**INTERQUAL**®

Payers and providers alike want to deliver the highest-quality and most appropriate care while eliminating unnecessary cost, but they are challenged with limited staff and resources. And for decades, the industry has relied on InterQual®—one of the leading evidence-based clinical criteria and utilization management technology—to support our quest for value. With an impressive track record of continuous innovation and rigorously developed, objective content, InterQual is the one you can trust.

Year

Innovation

2022

- The ASAM Criteria® Navigator  
Review Share  
Decision Reasons Content

2019

- AI-Enabled Predictive Analytics
- Hospital in the Home Criteria  
Percent Paid as Observation Benchmarks

2015

- InterQual AutoReview  
First Medicare Criteria Powered by InterQual Module  
Initial Review Criteria  
Early Responder Criteria  
CMS Geometric Mean Length of Stay

2015

- InterQual Connect  
InterQual Products Move to the Cloud  
Proprietary Benchmark Length of Stay  
Care Management Information Notes  
Behavioral Health Continuum Format

Content Updates & Enhancements

- Comorbidity in Admissions Assessment

- InterQual Mobile  
Partner Content Powered by InterQual  
Acute Pediatric Level IV Nursery

- Care Planning Q&A Format  
InterQual Customize

- SRx Oncology Criteria with NCCN  
Review Transmission

2010

- Level of Care Condition-Specific Format  
SRx Non-Oncology Criteria

- InterQual Coordinated Care  
Transition Planning Tool  
Quality Indicators Checklist

2007

- Auto-Authorization Platform
- Molecular Diagnostics Criteria
- InterQual Transparency Solution

1978

- InterQual: 1st Release

InterQual®  
Never Stop Innovating



# InterQual: For Those Devoted to Appropriate Care in a Value-Based World



The terms *value* and *quality* have been associated with InterQual® since long before they became healthcare industry trends. InterQual's mission is and has always been to promote evidence-based care, improve quality and value, and reduce unnecessary costs—the same goals that value-based care strives for today. To achieve this, InterQual aligns payers and providers with actionable, evidence-based clinical intelligence to support appropriate care and foster optimal utilization of resources.

## Developed With Integrity

InterQual Criteria are produced using a rigorous development process based on the principles of evidence-based medicine (EBM) to give you complete confidence in the guidance provided. InterQual Criteria is updated annually, or more frequently as needed.



- **Rigorous, evidence-based development process**  
Our highly trained clinical development team performs a systematic review and critical appraisal of the evidence, using elements of the GRADE approach, to help ensure InterQual Criteria are based on the best available evidence.
- **Extensive peer review**  
More than 1,000 independent multidisciplinary experts sit on our clinical review panel, providing multilevel peer review. For cases that don't lend themselves to clinical trials, our experts help ensure InterQual Criteria reflect the latest standard of care and best practice.

## Objective, Comprehensive Content

InterQual Criteria are objective and specific to better help you ensure the most appropriate care and more consistent, defensible decision-making. Our four content suites provide comprehensive content across the medical and behavioral health continuum of care.

### InterQual® Level of Care Criteria

Assess the safest and most efficient care level for more than 95% of reasons for admission. The condition-specific format presents evidence-based interventions that are specific to the condition, helping to cost-effectively support improve outcomes. The unique Episode-Day structure helps clinicians evaluate if a patient is responding as expected and recommends interventions in the event of complications or a slower-than-expected response to treatment, or next steps for early responders. Our novel approach evaluates Severity of Illness along with Intensity of Service, providing a clinically specific approach to stay determinations. And InterQual has incorporated management of comorbid conditions upon admission, along with continued stay.

InterQual's Acute Care module also includes: transition plans to help reduce readmissions and foster the safe progression of patients through the continuum of care; InterQual Benchmark and CMS Geometric Mean Length of Stay (LOS) data available as targets to assist discharge planning; Percent Paid as Observation benchmarks to help guide placement; and Care Management Information notes providing three types of content—admission considerations, expected progress, and care facilitation—to help ensure that the patient is progressing along the expected trajectory.

### InterQual® Behavioral Health Criteria

Our Behavioral Health Criteria help clinicians manage the delivery of mental health and substance use care, including initial- and continued-stay level-of-care decisions. The depth of criteria supports care managers in the consideration of behaviors, symptoms, level

# InterQual Criteria and Industry Content

## InterQual® Criteria and Industry Content



**Level of Care**



**Behavioral Health**



**Ambulatory Care Planning**



**Industry Content**

Acute Adult*	Adult & Geriatric Psychiatry	Procedures*	The ASAM Criteria®
Acute Pediatric*	Child & Adolescent Psychiatry	Imaging	Medicare Behavioral Health
Long-Term Acute Care	Substance Use Disorders	Durable Medical Equipment	Medicare Procedures
Inpatient Rehabilitation	Behavioral Health Services	Molecular Diagnostics	Medicare Imaging
Subacute & Skilled Nursing		Specialty Rx Non-Oncology	Medicare Durable Medical Equipment
Home Care		Specialty Rx Oncology	Medicare Molecular Diagnostics & Lab
Outpatient Rehab & Chiropractic		Specialty Referral	Medicare Pharmacy
		Retrospective Monitoring	

+ Decision Reasons add-on available

The ASAM Criteria is a registered trademark of the American Society of Addiction Medicine.

of function, social risks, and support systems, while the comprehensive range of level-of-care alternatives allows for movement across the continuum of care. The evidentiary content-development process for the Behavioral Health Criteria is the same as for our medical/surgical products. Additionally, criteria for behavioral services, procedures, tests, and medications are included for such key interventions as ECT, TMS, and Applied Behavioral Analysis, among others. InterQual proprietary LOS benchmarks are included where appropriate.

### InterQual® Ambulatory Care Planning Criteria

Identify the appropriateness of ambulatory interventions, including imaging studies, procedures, durable medical equipment, molecular diagnostic tests/test panels, specialty pharmacy medications, and specialty referral consultations, and helps ensure the appropriate sequencing of care alternatives according to the evidence. InterQual proprietary length of stay benchmark and CMS Geometric Mean Length of Stay data is included where appropriate.

### Industry Content

Access third-party content in your familiar InterQual workflow to help improve review efficiency and consistency. Content from CMS and others is convert-

ed into our easy-to-use Q&A format and can be incorporated seamlessly into your existing workflow via InterQual technology solutions. Policies that are cumbersome to navigate or stored in disparate sources are streamlined and structured.

### Additional Offerings

**InterQual Customize**—Incorporate custom content within your workflow based on your organization's unique policies.

**Decision Reasons**—Effectively and consistently communicate why a service may not be clinically appropriate for a patient/member with this content add-on.

### Complex Care Management

#### InterQual® Coordinated Care

Generate a patient-specific, evidence-based care plan for complex cases and high-risk members using InterQual's patented blended assessment. More than 40 assessments cover common barriers to care, case management, condition management, readmissions reduction, palliative care, and many industry-validated screening tools. This content was designed to help meet NCQA Case, Disease, and SNP program requirements.

# InterQual Technology Portfolio

## InterQual Delivery & Optimization



Automation



Interactive



Static



Optimization

InterQual AutoReview

InterQual Connect

Medical Review Service

Anonymous Review

Coordinated Care Viewer

Review Manager (installed)

Mobile (included)

View (included)

Online

Transparency

Customize

Education

Interrater Reliability

## Innovative and Flexible Technology Solutions

It has never been easier to deploy InterQual Criteria. With integrated SaaS (Software as a Service) solutions and a variety of online and installed options, we provide a range of flexible delivery solutions that can fit most any need.

### InterQual® AutoReview

InterQual AutoReview with predictive analytics is a cloud-based solution that applies AI to real-time data extracted from the EHR to automatically create, populate, and complete the InterQual medical review with the relevant clinical data embedded, as well as to predict a patient-specific level of care and length of stay. The automated reviews—enriched with real-time clinical data—are transmitted to InterQual Medical Review service and can support the automation of the prior authorization process.

### InterQual® Connect

InterQual Connect is a unique, integrated SaaS solution that streamlines the review process and provides authorization connectivity enabling fully automated authorization within existing utilization and care management workflows. This solution helps you lower administrative costs, speed authorizations, and reduce authorization hassle for you and your providers.

### Medical Review Service and Review Manager

Help improve accuracy and efficiency with interactive, browser-based access to InterQual Criteria. Choose between our integrated SaaS solution that also

includes the review sharing capability or the installed stand-alone option.

## Support for Your Success

### Education and Services

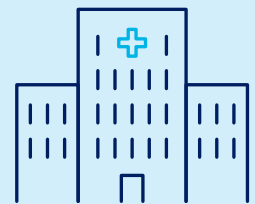
Accelerate your team's proficiency and help improve outcomes with our variety of education and implementation services. We help your team make the most of the InterQual Criteria and technology solutions you use.

### InterQual® Interrater Reliability (IRR)

Measure how well and how consistently your staff applies InterQual Criteria with this web-based tool to help improve usage and quality within your organization. Physician IRR assessment is also available.

## 7.8% Shorter Hospital Stays in InterQual Hospitals

A nationwide retrospective market study comparing 809 hospitals with InterQual to 809 non-InterQual hospitals observed that the average length of inpatient stay was 7.8% shorter in hospitals with InterQual.<sup>1</sup>



1) 2018 AHA hospital database (2017 data); AHA Hospital Statistics, 2018 edition, Table 1, page 4; Internal analysis of two randomly matched sample groups of 809 hospitals in each group



# Leadership, Innovation, and Integrity

In an industry undergoing rapid change, it's crucial to choose a partner you can trust—one with a shared vision who can help you achieve your strategic objectives.

For decades, the InterQual team has upheld a singular vision of improving patient outcomes by advocating and supporting evidence-based care. Our innovative clinical content, technologies, solutions, and services have helped reduce the administrative burden, enhance payer-provider relations, and improve care quality for our customers. As healthcare continues to evolve, so will InterQual, with regular releases that support those committed to the passionate pursuit of quality outcomes without unnecessary cost.

Choose a partner you can trust. Choose InterQual.

## InterQual Is Trusted By:



4,300+ hospitals/facilities



280+ managed care organizations



100% RACs, MACs, CMS



[www.InterQual.com](http://www.InterQual.com)

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**CHANGE**  
HEALTHCARE

Insight. Innovation. Transformation.

Inspiring a Better Healthcare System

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