This document includes the following topics:

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Conducting a Review

When you conduct a Level of Care review, you use InterQual® Criteria that is organized in decision-tree format. InterQual products that use this format include the following:

- LOC: Acute Adult
- LOC: Acute Pediatric
- LOC: Long-Term Acute Care
- LOC: Inpatient Rehabilitation
- LOC Subacute/SNF

- BH: Adult and Geriatric Psychiatry
- BH: Child and Adolescent Psychiatry
- BH: Substance Use Disorders
- CP: Specialty Referral
- Retrospective Monitoring

ⓘ **Important**: If you are conducting a review for **LOC: Home Care Q&A, LOC: Outpatient Rehabilitation & Chiropractic** or **BH: Behavioral Health Services**, use the *InterQual® Conducting a Prior-Auth Review job aid*.

1. Find and select a subset using one or a combination of these methods:

   – Select a product and category. If you have access to criteria from multiple years, select a version.

   – Enter keywords (for example, words found in the subset name).

   – Enter medical codes (for example, ICD codes).

2. If you searched by keywords or medical codes, click FIND SUBSETS.

   When the results appear, the Results count indicates the number of subsets that match the search criteria.

3. Click a subset name to select it.

   The subset notes appear.

4. If there is more than one version of the subset available, select a subset version.

5.   Read the subset notes to get information about the subset. You can also access select supporting Clinical Reference resources (for example, the Review Process or drug list) from the Subset Notes page.

ⓘ   Note: If necessary, at any time, you can clear your subset selection by clicking CLEAR ALL or clicking CHANGE SUBSET to select a different subset.

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6.   Click Book View.

7.   Depending on the subset you selected, do the following:

–   **Level of Care: Acute Adult and Pediatric**—Select an Episode Day from the list.

–   **Level of Care: Long Term Acute Care and Inpatient Rehabilitation**—Select a review type (that is, Preadmission, Admission, Continued Stay, or Discharge).

–   **Subacute and Skilled Nursing**—Select a review type (that is Preadmission, Admission, Week 1, Continued Stay, Week 2-4, or Discharge Screens). For some subsets, select Initial Review, Ongoing, Review, or Discharge Review.

–   **Behavioral Health**—Select a level of care and then choose the appropriate Episode Day or Week.

–   **Care Planning: Specialty Referral**—Select an indication from the list.

8.   Expand the decision tree as follows:

–   Click a plus sign ⊞ to expand a section of the decision tree and click a minus sign ⊟ to collapse it.

–   Click Expand All to expand all criteria in the decision tree and click Collapse All to collapse it.

– Use the vertical scroll bar to see all the criteria.

9. View any notes associated with the criteria by clicking the appropriate note icon:

  – **Informational Note** —Informational notes provide reminders of the best clinical practice, new clinical knowledge, procedural information, explanations of criteria rationale, and current literature references.

  – **Quality Indicator Note** Qual —Indicates that quality indicator data exists for this condition.

  – **Transition Plan Note** Trans —Often indicates that the patient might be at a higher risk for readmission and could benefit from comprehensive discharge planning. If you select a criteria point that has a Transition Plan note, Change Healthcare recommends that you complete a transition plan.

  – **Note (Red)** Note —Mandatory notes are associated with an indication or criteria point and provide important information that you must read while conducting a review.

  – **Care Management Note** Care —Care Management notes provide information that helps to drive quality care and ensure that the patient is progressing along the continuum of care.

  – **CMS Two-Midnight Rule Note** 2MN — Provides instructions for the Two-Midnight rule.

10. When you finish viewing criteria, do any of the following:

  – Click Change Subset to view criteria for a different subset.

  – Click Previous to return to the Subset Overview screen.

– Click Menu to exit the workflow and then, optionally, select an option from the navigation pane.

Viewing the Clinical Reference

The Clinical Reference provides important information about InterQual® Criteria and how to conduct reviews.

You can use the Clinical Reference while you conduct a review, or as a resource for clinical information. If your organization has access to InterQual Criteria from previous years, then the appropriate historical versions of the Clinical Reference are also available.

ⓘ **Note**: You can also access select Clinical Reference resources (for example, the Review Process) directly from the Subset Notes screen.

View the Clinical Reference as follows:

1. On the main (Select Subset) screen, select a criteria product and version.

   The Clinical Reference button is enabled.
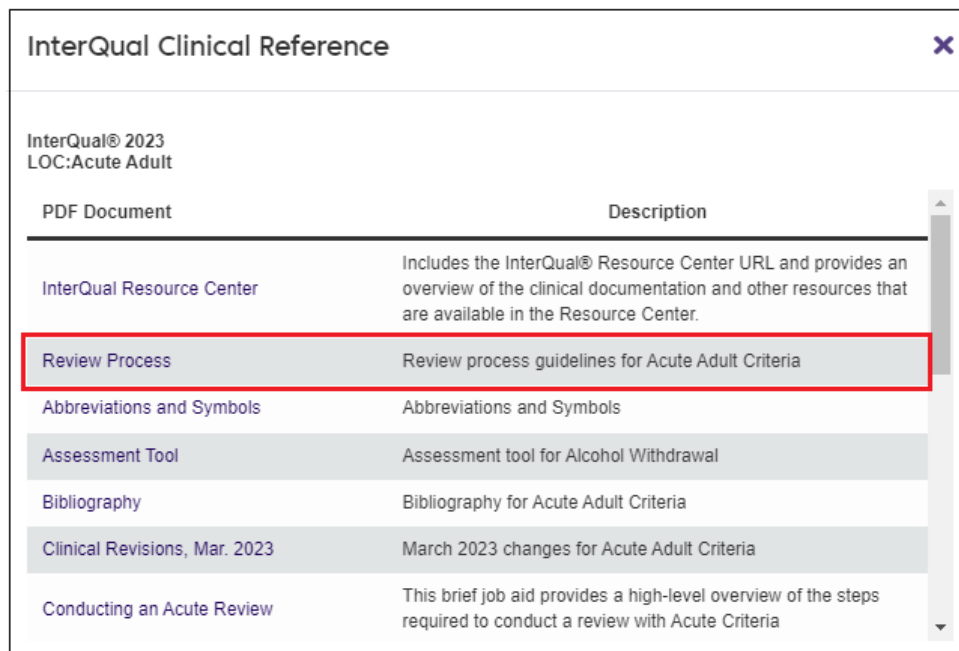
2. Click CLINICAL REFERENCE .

   A list of resources is displayed (for example, criteria bibliographies, Review Process, and other supporting materials).

3. Click a resource name to view it.

4. If the resource is a PDF, depending on the options available, click Open or click DOWNLOAD PDF .

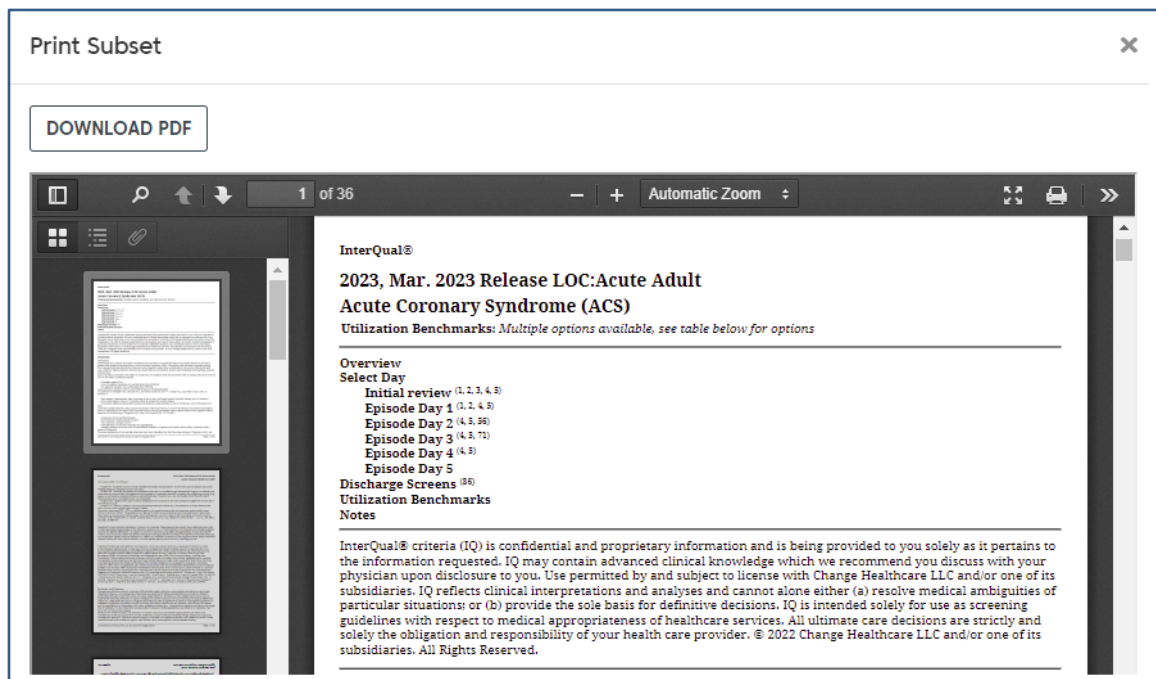5. Use the controls in the PDF to save and/or print a document.

InterQual Clinical Reference	✕

InterQual® 2023
LOC:Acute Adult

PDF Document	Description
InterQual Resource Center	Includes the InterQual® Resource Center URL and provides an overview of the clinical documentation and other resources that are available in the Resource Center.
Review Process	Review process guidelines for Acute Adult Criteria
Abbreviations and Symbols	Abbreviations and Symbols
Assessment Tool	Assessment tool for Alcohol Withdrawal
Bibliography	Bibliography for Acute Adult Criteria
Clinical Revisions, Mar. 2023	March 2023 changes for Acute Adult Criteria
Conducting an Acute Review	This brief job aid provides a high-level overview of the steps required to conduct a review with Acute Criteria

Printing a Subset

Printing a subset enables you to print the entire contents of a subset, including InterQual® Notes.

To print a subset:

1. [Find and select a subset](#).

2. Click **PRINT FULL SUBSET** 🖨 .

3. Depending on the options available, click Open or click **DOWNLOAD PDF** .

4. Use the controls in the PDF to save and/or print the PDF.

Viewing the Help

The online help provides a step-by-step guide for you to refer to as you use the software to work with InterQual Criteria. It also includes job aids and video tutorials.

You can access the Help by clicking the Help button at any time.