



↑ Quality Care = Value
↓ Cost

INTERQUAL

Payers and providers like you want to deliver the highest quality and most appropriate care while eliminating unnecessary cost. That's value-based care. And for 40 years, the industry has relied on InterQual®—the leading evidence-based clinical criteria and utilization management technology—to support our quest for value. With rigorously developed and objective content, and an impressive track record of continuous innovation, InterQual is the one you can trust.

InterQual®
Never Stop Innovating

Year

Innovation

2017

- InterQual AutoReview™
Medicare Procedures powered by InterQual
Initial Review Criteria
Early Responder Criteria
CMS Geometric Mean Length of Stay

- InterQual Connect™
InterQual Products to the Cloud
Proprietary Benchmark Length of Stay
Proactive Care Management Guidance
Behavioral Health to Continuum Format

2015

- Comorbidity in Admissions Assessment
Home Care to Q&A Format

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

- Care Planning to Q&A Format
InterQual Customize
Review Manager CriteriaView

- DEX™ Diagnostics Exchange
SRx Oncology Criteria with NCCN
Review Manager Review Transmission

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

2010

- InterQual Coordinated Care
Transition Planning Tool
Quality Indicators Checklist

2007

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

1978

- InterQual: 1st Release

Content Updates & Enhancements

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



“Value” and “quality” have been associated with InterQual 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 Rigor & Integrity

Use InterQual with confidence as no other criteria provide a higher level of accuracy. InterQual's content 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 900 independent multidisciplinary experts sit on our clinical review panel, providing multi-level 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 five content suites provide comprehensive content across the medical and behavioral health continuum of care.

“The changes [to the condition-specific model] were a very important factor in the decrease for our Medicaid population from over 500d/1000 to almost 300d/1000 ...” - Robert Kritzler, MD, Deputy Chief Medical Officer, Johns Hopkins HealthCare

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, and help to cost-effectively improve outcomes. The unique Episode-Day structure helps 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, evaluating Severity of Illness along with Intensity of Service, provides a clinically-specific approach to stay determinations. And only InterQual has incorporated management of comorbid conditions upon admission, along with continued stay.

InterQual's Acute Care module also includes: Transition Plans to help foster the movement of patients safely through the continuum of care and reduce readmissions; InterQual Benchmark and CMS Geometric Mean Length of Stay data available as targets to assist discharge planning; and Proactive Care Management Guidance providing two types of content—expected progress and care facilitation—to help ensure that the patient is progressing along the expected trajectory.

“It's pretty simple. You want people to get all the care that they need, no more, at the right time, in the right place and fundamentally that is the decision process that underlies InterQual.”

- Brian Wolf, MD, senior medical director, Blue Cross & Blue Shield of Rhode Island

InterQual Criteria Portfolio



Level of Care



Behavioral Health



Care Planning



Powered by InterQual



Care Coordination

Acute Adult	Adult and Geriatric Psychiatry	Procedures	Medicare Procedures	Coordinated Care
Acute Pediatric	Child and Adolescent Psychiatry	Imaging	Proprietary 3rd Party Content	
Long-Term Acute Care	Substance Use Disorders	Durable Medical Equipment		
Acute Rehabilitation	Behavioral Procedures	Molecular Diagnostics		
Subacute & Skilled Nursing		Specialty Rx Oncology		
Home Care		Specialty Rx Non-Oncology		
Outpatient Rehab & Chiropractic		Specialty Referral		
		Retrospective Monitoring		

InterQual Behavioral Health Criteria

Manage the delivery of mental health and substance use care, including initial and continued stay level of care decisions. The depth of criteria enables care managers to consider behaviors, symptoms, level 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, behavioral health procedures are included for such key interventions as ECT, TMS and Applied Behavioral Analysis among others.

InterQual Care Planning Criteria

Identify the appropriateness of ambulatory interventions including imaging studies, procedures, durable medical equipment, molecular diagnostic tests, specialty pharmacy medications, and specialty referral consultations and assure the appropriate sequencing of care alternatives according to the evidence.

Content Powered by InterQual

Access third-party content in your familiar InterQual workflow to improve review efficiency and consistency. Content from CMS and others is converted into our easy-to-use Q&A format. Policies that are in disparate

sources or are cumbersome to navigate are streamlined and structured. Content powered by InterQual can be incorporated seamlessly into your existing workflow via InterQual technology solutions.

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.

"By using InterQual for specialty referrals as well as for acute care, imaging and procedures, our medical costs have decreased from close to a \$1 billion to a little over \$300 million in four years."

- Ricki Barnett, MD, Deputy Medical Executive, California Department of Corrections and Rehabilitation

Need to customize your content? Just use InterQual Customize to easily incorporate custom content based on your organization's unique policies.

InterQual Technology Portfolio



Authorization Solutions



Workflow Solutions



Online Reference



Installed Reference



Tools

InterQual Connect

InterQual AutoReview

InterQual Review Manager

InterQual Anonymous Review

InterQual Online

InterQual Transparency

InterQual View

InterQual Mobile

InterQual Customize

InterQual Interrater Reliability

Innovative and Flexible Technology Solutions

There have never been more ways to deploy InterQual Criteria. From integrated SaaS (software as a service) solutions to standalone workflow applications, to basic view capabilities, InterQual gives you a range of flexible delivery solutions that can fit most any need.

InterQual AutoReview

This transformational SaaS application automates the medical review process for providers, by pulling clinical data directly from the EHR. The automated reviews – enriched with real-time clinical data – are transmitted to InterQual Connect and can support the automation of the prior-auth process.

InterQual Connect

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

DEX™ Diagnostics Exchange for Payers

Easily manage molecular diagnostics (MDx) to help reduce costs and ensure test appropriateness. This test identification and policy management solution connects payers and labs to drive appropriate MDx coverage and payment.



InterQual Review Manage

Help improve accuracy and efficiency with our interactive, browser-based access to InterQual Criteria, which streamlines the medical review and provides workflow functionality.

Support for Your Success

Education & Services

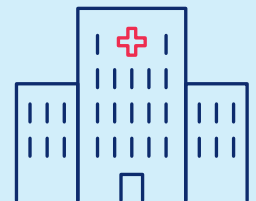
Accelerate your team's proficiency and help improve outcomes. We provide a variety of education and consulting services to help your team make the most of the InterQual Criteria and technology solutions you use.

InterQual Interrater Reliability

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.

10% Shorter Hospital Stays in InterQual Hospitals

A nationwide retrospective market study comparing 845 hospitals with InterQual to 845 non-InterQual hospitals observed that the average length of inpatient stay was 10% shorter in hospitals with InterQual.¹



1) 2017 AHA hospital list (2016 data); AHA Hospital Statistics, 2016 edition; internal analysis



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 four decades, the InterQual team has upheld the 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 annual 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:



4,600+ hospitals/facilities



~300 managed care organizations



100% RACs, MACs, CMS



www.InterQual.com

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