View clinical content used by Security Health Plan for medical decision-making with the InterQual® Transparency Tool

Security Health Plan uses the InterQual® Transparency Tool to assist with medical decision-making as part of our utilization management process. The InterQual® line of products provide enhanced clinical detail to allow for consideration of an individual patient's severity of illness, comorbidities and complications during the review process in real-time.

The Centers for Medicare and Medicaid Services (CMS) requires health plans to share the medical decision-making process and clinical content information for providers or practice administrators and our members. To view clinical content on the InterQual® Transparency Tool, visit Change Healthcare (part of Optum®) and follow these steps:

1. Create a One Healthcare ID.
2. Once logged in, you can select the subsets from the drop-down menu.
3. Under product, select the appropriate subsets: LOC: Acute Pediatric, CP: Imaging, etc.

InterQual® criteria sets records for acute adult, acute pediatric, inpatient rehabilitation and subacute skilled nursing facilities. They contain objective endpoints for service and cover the continuum of medical care, allowing utilization review nurses to perform reviews of admission, discharge, or transfer readiness with built-in checkpoints to identify progress, plateau or achievement of goals.

Because all of our level-of-care criteria sets support decisions based on the individual's clinical needs, the clinical review process guides the reviewer toward the safest and most efficient level.

Security Health Plan has adopted the following criteria:

- InterQual® LOC Acute Adult
- InterQual® LOC Acute Pediatric
- InterQual® LOC Subacute and Skilled Nursing Facility criteria
- InterQual® LOC Home Care Services criteria
- InterQual* BH: Adult and Geriatric Psychiatry
- InterQual* BH: Child and Adolescent Psychiatry
- InterQual* BH: Substance Use Disorders
- InterQual * BH: Behavior Health Services
- InterQual * CP: Procedures
- InterQual* CP: Imaging
- InterQual* Concert Genetic Navigator

- InterQual*Medicare: Post Acute & Durable Medical Equipment
- InterQual* Medicare: Procedures

The InterQual® criteria are used by the utilization review nurses when conducting inpatient, post-acute and home care utilization review. InterQual® criteria are clinically based on best practice, clinical data and medical literature. The criteria are updated continually and released annually.

InterQual® criteria are a first-level screening tool to assist in determining if the proposed services are clinically indicated and provided in the appropriate level or whether further evaluation is required. The first-level screening is done by the utilization review nurse. If the criteria are met, the case is approved; if the criteria are not met, the case is referred to the medical director. InterQual® criteria cannot be used to deny a case. Only physicians can determine clinical appropriateness.

Security Health also recognizes criteria can never address all the issues nor can it apply to every patient in every situation. Use of the criteria never replaces clinical judgment.

The InterQual® Level of Care criteria will be reviewed and approved annually by the medical director and the WorkGroup Committee. Security Health Plan chose InterQual® LOC criteria based on requests from providers and because all of our contracted care facilities use InterQual® LOC criteria. These criteria are available via the Change Health Care https://prod.ds.interqual.com/service/connect/transparency?tid=461d3e06-61f1-48a1-98c8-2a377ebaa732