InterQual View™ 2017

Quick Reference
General Terms: Change Healthcare Operations, LLC and/or one of its subsidiaries and affiliates ("Change Healthcare") is the owner/licensor of the InterQual® and InterQual Review Manager™ products, including the software and clinical content ("Clinical Content"; collectively referred to as the “Work”). Change Healthcare has prepared the Work for exclusive use by its licensees of software applications embodying the Clinical Content. The Work contains confidential and trade secret information of Change Healthcare and is provided to licensees who have an existing license agreement in force only under the time-limited license as provided under that license agreement. Licensee and any recipient thereunder shall use the Work in accordance with the terms and conditions of the license agreement.

If You Have Been Provided Access for Evaluation Purposes: Change Healthcare is the owner/licensor of the Work. Change Healthcare has prepared the Work for exclusive use by its licensees of software applications embodying the Clinical Content. The Work contains confidential and trade secret information of Change Healthcare and, if you have been provided access to the Work for evaluation purposes only, is provided to you only under a nontransferable, nonexclusive license whose term is limited to the time frame set forth in the e-mail notification sent to you containing your access password. You and any recipient hereunder shall use the Clinical Content in accordance with the terms and conditions of this license and the e-mail notification. You are granted this license solely for the purpose of your internal evaluation of the Work as part of your decision whether to license the Work, and for no other purpose. You expressly agree to keep the Work confidential and not to release or disclose the Work to any other third person without Change Healthcare’s express written permission. Further reproduction, including but not limited to the printing of any portion of the Work or results obtained as part of the permitted evaluation, adaptation, incorporation into other media, and release of the Work by you is strictly prohibited except upon prior written permission of an officer of Change Healthcare. Notwithstanding the foregoing, any copies or reproductions of the Work made by you during the limited evaluation term shall be destroyed and shall not be used for any purpose upon the expiration of the term.

Proprietary Notice: The Work is protected under United States and international copyright and other intellectual property laws. If this Work is delivered pursuant to a federal government contract that requires the conveyance of rights in data to the government, it is understood that the Work, including commercial software, clinical content, third-party software, documentation and/or other technical data, was developed exclusively at Change Healthcare’s private expense, and that Change Healthcare will convey only limited or restricted rights in the Work to the government consistent with the guidance set forth in the Federal Acquisition Regulation ("FAR") and/or FAR Supplements. Conveyance of any additional rights beyond limited or restricted rights in the Work requires Change Healthcare’s express consent contained in a separate written agreement.

© 2017 Change Healthcare Operations, LLC and/or one of its subsidiaries and affiliates. All Rights Reserved.

No portion of this publication may be copied, reproduced, or incorporated into any other media without Change Healthcare’s prior written consent.

Produced in Cork, Ireland.

Acknowledgments and Disclaimer: The Clinical Content is developed by Change Healthcare’s clinical research staff which includes physicians, registered nurses, and other healthcare professionals. Many members of Change Healthcare’s clinical staff hold advanced degrees and case management certification. The Clinical Content is reviewed and validated by a national
panel of clinicians and medical experts, including those in community and academic practice settings, as well as within the managed care industry throughout the United States. The Clinical Content is a synthesis of evidence-based standards of care, current practices, and consensus from licensed specialists and/or primary care physicians.

The Clinical Content reflects clinical interpretations and analyses and cannot alone either resolve medical ambiguities of particular situations or provide the sole basis for definitive decisions. The Clinical Content is intended solely for use as screening guidelines with respect to the medical appropriateness of healthcare services and not for final clinical or payment determinations concerning the type or level of medical care provided, or proposed to be provided, to a patient.

THE WORK IS PROVIDED “AS IS.” CHANGE HEALTHCARE DISCLAIMS ANY OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING AS TO MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE OR SERVICE OF THE WORK, OR THE COMPATIBILITY OF OUTPUT USING THE WORK WITH ANY LAW, REGULATION, OR ORDER. IN NO EVENT SHALL CHANGE HEALTHCARE BE LIABLE FOR SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR EXEMPLARY DAMAGES IN CONNECTION WITH, OR ARISING OUT OF, ANY USE OF THE WORK.

Trademarks: InterQual®, Autobook™, SmartSheets™, and SIM plus™ are trademarks of Change Healthcare Operations, LLC and/or one of its subsidiaries and affiliates. All other trademarks are the property of their respective owners.

Patents: The Work may be covered by one or more pending or issued patents, for details visit: http://www.mckesson.com/about-mckesson/patents/.

Third Party Notices:

AMA CPT® Codes: The Work may incorporate the CPT® terminology developed and copyrighted by the American Medical Association (“AMA”). The CPT codes and terminology are provided pursuant to a license agreement between Change Healthcare and the AMA.

CPT copyright 2010-2016 American Medical Association. All rights reserved. Fee schedules, relative value units, conversion factors and/or related components are not assigned by the AMA, are not part of CPT, and the AMA is not recommending their use. The AMA does not directly or indirectly practice medicine or dispense medical services. The AMA assumes no liability for data contained or not contained herein. CPT is a registered trademark of the American Medical Association. Applicable FARS/DFARS Restrictions Apply to Government Use.

U.S. Government Rights
The Work includes CPT which is commercial technical data and/or computer data bases and/or commercial computer software and/or commercial computer software documentation, as applicable, which was developed exclusively at private expense by the American Medical Association, AMA Plaza, 330 North Wabash, Suite 39300, Chicago, Illinois, 60611-5885. U.S. Government rights to use, modify, reproduce, release, perform, display, or disclose these technical data and/or computer data bases and/or computer software and/or computer software documentation are subject to the limited rights restrictions of DFARS 252.227-7015(b)(2) (November 1995) and/or subject to the restrictions of DFARS 227.7202-1(a) (June 1995) and DFARS 227.7202-3(a) (June 1995), as applicable, for U.S. Department of Defense procurements and the limited rights restrictions of FAR 52.227-14 (December 2007) and/or subject to the restricted rights provisions of FAR 52.227-14 (December 2007) and FAR 52.227-19 (December 2007), as applicable, and any applicable agency FAR Supplements, for non-Department of Defense Federal procurements.
Contents

InterQual View™ Quick Reference................................................................. 6
Accessing and Logging In to InterQual View ........................................... 6
Selecting an InterQual® Criteria Subset ...................................................... 8
Viewing InterQual® Criteria ....................................................................... 10
Printing InterQual® Criteria ....................................................................... 12
Printing Multiple Subsets of Criteria .......................................................... 14
Using Help and Other Resources ................................................................. 16
Additional Features ....................................................................................... 18
Product Support ............................................................................................. 19
   Accessing the Customer Hub .................................................................... 19
   Obtaining Product Support ...................................................................... 19
Accessing and Logging In to InterQual View

1. Username
2. Password
3. Login
4. Remember me on this computer (Log me in automatically)
## Accessing and Logging In to InterQual View

### To ...

<table>
<thead>
<tr>
<th>Do this …</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Access InterQual View</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

**Note:** Ensure that all pop-up blockers are turned off.

| **Log in to InterQual View, if necessary** | 1. Enter your username (1) and password (2). |
| 2. Click Login (3) or press the Enter key on your keyboard. |

**Note:** If InterQual View is installed locally on your PC, then you will log in automatically; you do not need to enter a username or password.

| **Log in automatically on subsequent visits** | As you log in, select “Remember me on this computer” (4). |

**Note:** If you have problems accessing or logging in to InterQual View, contact your system administrator.
Selecting an InterQual® Criteria Subset

To ... | Do this ...
---|---
Find a criteria subset by product and category | 1. From the InterQual Products list (1), select a product.

   **Note:** InterQual View remembers the last product you selected.

2. If you have access to criteria sets from multiple years, from the Content Versions list (2), select a content version.

3. From the Categories list (3), select a category.

4. If the category has subcategories, from the Subcategories list, select a subcategory.
To ... | Do this ...
---|---
Find a criteria subset by keyword(s) | 1. In the Keyword(s) box (4), enter a keyword. Examples:
   - For all products, enter a keyword found in the subset name.
   - For most Level of Care products, enter any of the terms listed in the indices from within the Clinical Reference Help.
   - For Procedures, Imaging, and SIM plus™ Criteria, you can search for a subset using keywords, including alternate names for the procedures such as RYGB for bariatric surgery.
   2. Click Find Subsets (6).
Find a criteria subset by medical code(s) | 1. In the Medical Code(s) box (5) enter a medical code.
   2. Click Find Subsets (6).
View the note(s) associated with a subset | In the Notes column to the left of the subset name, click the note icon (7). To close the note, click the Close button [X] in the upper-right corner of the note.
Select a criteria subset | In the Subset Description column, click the criteria subset name (8).

Note: When finding a criteria subset, you can use a combination of the methods described above. For example, you can find a subset by InterQual product and keyword.
Viewing InterQual® Criteria

To ...  Do this ...

In the navigation pane, click a criteria component (①).

Examples:
- Care Planning (Procedures, Imaging, Molecular Diagnostics, Specialty Rx Oncology and Non-Oncology, and Durable Medical Equipment): Medical Review or Recommendations
- Care Planning (Specialty Referral only): An indication
- Level of Care (Acute): Episode Day
- Level of Care (Post Acute, excluding Home Care): Severity of Illness, Intensity of Service
- Level of Care (Home Care): Medical Review or Recommendations
- Behavioral Health: Level of Care, Indications for Use
- Behavioral Health Procedures Q&A: Medical Review or Recommendations
- Medicare Procedures: Medical Review or Recommendations
- SIM plus™: Tissue (T), Confirmation (C), Indication (I)

View a specific criteria component(s)
<table>
<thead>
<tr>
<th>To ...</th>
<th>Do this ...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expand criteria</td>
<td>Click a plus (+) sign (2).</td>
</tr>
<tr>
<td>Collapse criteria</td>
<td>Click a minus (-) sign (3).</td>
</tr>
<tr>
<td>View notes</td>
<td>To view notes associated with a criteria subset, click the criteria subset name (4) in the navigation pane. To view notes associated with a specific indication or criteria point, click a note icon (5). The corresponding notes display in a separate window.</td>
</tr>
<tr>
<td>View Care management information</td>
<td>Refer to information regarding Expected Progress and Care Facilitation (6) specific to the subset for Level of Care Acute Adult and Acute Pediatric products.</td>
</tr>
<tr>
<td>View Benchmark LOS</td>
<td>Click Benchmark LOS (7) for Level of Care Acute Adult and Acute Pediatric products, and for inpatient procedures.</td>
</tr>
<tr>
<td>Select a different criteria subset</td>
<td>1. Click Change Subset (8). 2. Select a criteria subset.</td>
</tr>
<tr>
<td>Open additional criteria subsets</td>
<td>1. Move the pointer over Book View and then click View Subset (9). 2. Select a criteria subset. Note: You may open up to 10 criteria subsets.</td>
</tr>
<tr>
<td>Navigate among open criteria subsets</td>
<td>1. Move the pointer over Open Items (10). A list of open criteria subsets displays. 2. In the navigation pane, click the criteria subset name you want to view.</td>
</tr>
<tr>
<td>Navigation pane</td>
<td>Select information in the navigation pane (11) to perform a review.</td>
</tr>
<tr>
<td>View a citation</td>
<td>Hover over superscript numbers (12) to view the long descriptions of the citation(s).</td>
</tr>
<tr>
<td>Increase or decrease the font size (percentage) for viewing criteria</td>
<td>Click the plus sign to increase, or the minus sign to decrease, the text size (13).</td>
</tr>
<tr>
<td>Close a criteria subset</td>
<td>Click the [X] in the upper right corner (14).</td>
</tr>
</tbody>
</table>
Printing InterQual® Criteria

<table>
<thead>
<tr>
<th>To ...</th>
<th>Do this ...</th>
</tr>
</thead>
</table>
| Print a criteria subset | 1. In the navigation pane, click the criteria subset name (1).  
2. Click Printer Friendly (3). |
| Print a specific criteria component (for example, Episode Day) | 1. In the navigation pane, click a criteria component (2).  
2. Click Printer Friendly (3). |
To ... | Do this ...
---|---
Print criteria (continued) | 1. Move your pointer over the bottom middle of the page and click the print icon (4). The Print dialog box displays.
2. Select print settings (for example, the printer name), if necessary. Click OK.

Note: To print criteria, Adobe Reader Version 9.0 or later is required. You can download and install the latest version from http://www.adobe.com. For more information, contact your system administrator.
Printing Multiple Subsets of Criteria

1. Change Healthcare

2. Print Book

SEARCH

- InteQual® Products
- LOC: Acute Adult
- LOC: Acute Pediatric
- BH: Substance Use Disorders

3. subset Description
- Asthma
- Acetaminophen Overdose
- Acute Coronary Syndrome (ACS)
- Anemia/Bleeding
- Antepartum
- Arrhythmia
- Carbon Monoxide Poisoning
- Cholecystitis
- COPD
- Cystic Fibrosis

4. Create Book

© Change Healthcare Operations, LLC and/or its subsidiaries or affiliates. All Rights Reserved.
<table>
<thead>
<tr>
<th>To ...</th>
<th>Do this ...</th>
</tr>
</thead>
</table>
| Print multiple subsets | 1. Select Book View (1) and then Print Book (2).  
2. Select a Product, Version, and Category as you did in “Selecting an InterQual® Criteria Subset” earlier in this quick reference.  
3. From the list of subsets that displays, select the subsets that you want to print (3). In addition, you can select or clear all subsets by selecting the Subset Description check box (4).  
4. Click Create Book (5).  
The book is printed in PDF format. |
# Using Help and Other Resources

## Help Menu
Move the pointer over Help (1). Provides a list of Help and other resources.

## Quick Reference (This Document)
Click Quick Reference (2). Provides a step-by-step guide for using InterQual View to select a criteria subset, view criteria, print criteria, use Help and other resources, etc.

## A Brief Demonstration of InterQual View
Click Demo (3). Provides a demonstration (using a simulation of the InterQual View software) of how to select a criteria subset, view criteria, print criteria, etc.
<table>
<thead>
<tr>
<th>To view ...</th>
<th>Do this ...</th>
<th>Provides ...</th>
</tr>
</thead>
</table>
| InterQual Clinical Reference | 1. Move the pointer over InterQual Clinical Reference (4).  2. Click Clinical Reference 2017 (5). | Information about InterQual Criteria and conducting reviews:  - Abbreviations & Symbols  - Drug List  - Criteria product information, including review process, bibliography, and clinical revisions  
| | | Note: You can also view the Abbreviations and Symbols list or the Drug List by clicking Abbreviations and Symbols (7) or Drug List (8), respectively. |
| InterQual Clinical Reference for a prior year (if available) | 1. Move the pointer over Historical InterQual Clinical Reference (6).  2. Click the appropriate option (for example Clinical Reference 2016). | |
| InterQual Clinical Reference specific to the selected InterQual Criteria product | In the navigation pane, click InterQual Clinical Reference (9). | |
| About InterQual View | Click About InterQual View (10). | Software version/build numbers, and contact information. |
Additional Features

To ... | Do this ...
---|---
Select a subset from a list of subsets you recently accessed | Click the refresh button (1) to refresh the list at any time. The default number of subsets that displays in the Subsets Recently Accessed list is 15.
Limit a search by keyword or medical code to the latest content version | Clear any product and content version selections by clicking Clear Search. The Limit search to latest content version check box (2) is then automatically selected.
Log out of InterQual View | Click Logout (3).
Product Support

You can contact Product Support in the following ways:

- **Web**—MHSCustomerHub.McKesson.com
- **Phone**—1-800-CRITERIA or 1-800-274-8374
- **E-mail**—cesupport@mckesson.com

Accessing the Customer Hub

The Customer Hub (http://MHSCustomerHub.McKesson.com) provides interactive support, answers to commonly asked questions, and links to other resources. For a user ID and password, on the Customer Hub login page, click the “Need a User ID and Password?” link or contact your Customer Hub site administrator. If you experience difficulty obtaining a User ID and password, contact Product Support.

Obtaining Product Support

If you experience difficulties using the software that you have licensed, please do the following before you contact Product Support:

- Consult the online Help and other documentation that accompanies the software to see whether your specific problem is addressed.
- Consult your internal help desk.

If you still cannot resolve your problem, before contacting Product Support, please do the following to assist the Product Support representative in expediting the diagnosis and resolution of your problem:

- Record the nature of the problem and what you were doing just before the problem occurred.
- Determine the release number and the build number of the software that you are using. To obtain this information, on the menu bar, click Help and then click the “About” option.
- If possible, contact Product Support from in front of your workstation with the relevant application open.