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Accessing and Logging In to InterQual View

To access InterQual View:

Do one of the following:

- From the Start menu, select Programs > InterQual View > InterQual View.
- From your desktop, double-click the InterQual View icon.
- Open Microsoft® Internet Explorer, or Google Chrome™, and then type the URL or address (supplied by your system administrator, IS/IT department, or manager) in the Address box.

URL: ______________________________________________

Alternatively, you or your system administrator might have added this URL to your list of browser favorites or created a shortcut on your desktop.

**Note:** Ensure that all pop-up blockers are turned off.
To log in to InterQual View, if necessary:

- Enter your username (1) and password (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.

To login 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.

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**Selecting an InterQual® Criteria Subset**

To 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 find a criteria subset by keyword(s):

1. In the Keyword(s) box, 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 InterQual® 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.

To find a criteria subset by medical code(s):

1. In the Medical Code(s) box, enter a medical code.

2. Click Find Subsets.

To view the note(s) associated with a subset:

In the Notes column to the left of the subset name, click the note icon. To close the note, click the Close button [X] in the upper-right corner of the note.

To select a criteria subset:

In the Subset Description column, click the criteria subset name.

**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.
To view a specific criteria component(s):

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
- Ambulatory 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)

To expand criteria:

Click a plus (+) sign (2).
To collapse criteria:
Click a minus (-) sign (9).

To view notes:

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.

To view Care Management information:

Refer to Admission Considerations (6) notes on the day of admission, and Expected Progress and Care Facilitation notes specific to an episode day.

To view Benchmark LOS:

Click Benchmark LOS (7) for Level of Care Acute Adult and Acute Pediatric products, and for inpatient procedures.

To select a different criteria subset:

1. Click Change Subset (8).
2. Select a criteria subset.

To open additional criteria subsets:

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.

To navigate among open criteria subsets:

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.

To use the navigation pane:

Select information in the navigation pane (11) to perform a review.

To view a citation:

Hover over superscript numbers (12) to view the long descriptions of the citation(s).

To increase or decrease the font size (percentage) for viewing criteria:

Click the plus sign to increase, or the minus sign to decrease, the text size (13).

To close a criteria subset:

Click the [X] in the upper right corner (14).
Printing InterQual® Criteria

To print a criteria subset:

1. In the navigation pane, click the criteria subset name (1).
2. Click Printer Friendly (3).

To 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 print criteria (continued):

1. If using Internet Explorer, move your pointer over the bottom middle of the page and click the Print icon ( ). If using Google Chrome, select Print from the upper right corner of the browser.

   The Print dialog box displays.

2. Select print settings (for example, the printer name), if necessary.

   Click OK.

   **Note:** If using Internet Explorer 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.
To 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

To view the Help menu:

Move the pointer over Help (1).
This provides a list of Help and other resources.

To view the Quick Reference (this document):

Click Quick Reference (2).
This 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.
To view a brief demonstration of InterQual View:

Click Demo (3).

This provides a demonstration (using a simulation of the InterQual View software) of how to select a criteria subset, view criteria, print criteria, etc.

To view the InterQual Clinical Reference:

1. Move the pointer over InterQual Clinical Reference (4).
2. Click Clinical Reference 2018 (5).

To view 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 2017).

To view InterQual Clinical Reference specific to the selected InterQual Criteria Product:

In the navigation pane, click InterQual Clinical Reference (9).

All the InterQual Clinical Reference provides 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.

To view About InterQual View:

Click About InterQual View (10).

This provides software version/build numbers, and contact information.
Additional Features

To select a subset from a list of subsets you recently accessed:

Click the refresh button (1) to refresh the list at any time.

The number of subsets that displays in the Subsets Recently Accessed list is 15.

To 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.

To log out of InterQual View:

Click Logout (3).

Product Support

You can contact Product Support in the following ways:

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

Accessing the Change Healthcare Customer Hub

The Customer Hub (customerhub.changehealthcare.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.