

InterQual®

Evidence-Based Decision Support for Behavioral Health Payors and Providers



The power to access the best clinical evidence.
The power to align all behavioral health disciplines.
The power to optimize care management.

You have the power to improve the quality and reduce the cost
of healthcare.

Partner with a trusted leader

More than 4,000 hospitals, hundreds of other provider organizations, and dozens of federal and state agencies use InterQual to assess the appropriateness of care for individual patients. Among these entities, over 2,000 use our behavioral health solutions.

Today, InterQual products are relied on to support clinical appropriateness decisions by:

- 4,000 hospitals
- 300 health plans
- 2,000 behavioral health organizations
- State departments of mental health
- Quality Improvement Organizations in over 40 states, Washington DC, Puerto Rico and US Virgin Islands
- 9 out of 10 Medicare Administrative Contractors (MACs)
- The Centers for Medicare & Medicaid Services
- Military Health System
- 21 Veterans Integrated Service Networks (175 facilities)

InterQual. Access a higher intelligence.

As a health professional, you know that behavioral health problems require a different patient management approach than medical problems. And at a time when parity is becoming part of all benefit plan designs, a solid foundation for managing behavioral healthcare has never been more essential for payors and providers.

McKesson has developed evidence-based clinical decision support criteria specifically for behavioral health to help you move patients or members safely and efficiently to the appropriate initial and subsequent level of care. The criteria — designed for the varying development needs of seniors, adults, adolescents and children — encourage reviewers to consider the severity of illness as well as episode-specific variables that match the level of care to a patient's current condition.

Our behavioral health criteria are developed with the rigor our customers expect for InterQual, tapping into the expertise of a multidisciplinary panel of psychiatrists, psychologists, psychiatric nurses and social workers. Standardized decision paths provide case managers, utilization reviewers and providers with a common language that enables consistent, objective decision-making wherever the criteria are used.

InterQual offers unparalleled breadth and depth of behavioral health content to help you improve patient safety, cost and quality of care. No wonder we call InterQual the gold standard in evidence-based clinical decision support — and customers do too, because they know about our:

Credibility — The intense rigor of the InterQual clinical development process results in unparalleled content integrity, inspiring confidence in clinical decision-making that paves the way for greater transparency and alignment among medical, psychiatric, and social work professionals, and between payors and providers.

Flexibility — You can access and use InterQual in the way that suits you best. You can easily combine InterQual with your care management systems and workflows, customize criteria (e.g., with regional guidelines), share information and tailor a solution to your unique environment.

Commitment — The McKesson team is there every step of the way, dedicated to making your experience a superior one with the best in content, technology and professional services.

InterQual Behavioral Health Criteria: Spanning the Continuum of Care

InterQual Behavioral Health Criteria provide a comprehensive range of level-of-care alternatives to support movement up and down the continuum, with age-specific content tailored to seniors, adults, adolescents and children. Our expanded levels of care include residential centers and intensive community-based treatment to reflect the continually changing behavioral health environment.

- Geriatric Psychiatry
- Adult Psychiatry
- Adolescent Psychiatry
- Child Psychiatry
- Chemical Dependency & Dual Diagnosis
- Residential & Community-Based Treatment

InterQual Behavioral Health Algorithm Cornerstones



InterQual Criteria apply rules and time parameters to patient-specific behaviors and symptoms, and provide three levels of filters to help you make clinically appropriate decisions.

InterQual at work

Client: Large Blue Cross and Blue Shield plan

Results over 18 months:

- 1.5 day reduction in ALOS
- Reduced days/1000
- Identified network improvement opportunities
- Supported more flexible use of the behavioral health benefit for members
- Significant factor in achieving "Excellent" status from NCQA

Client: National behavioral health company with over 10 million members

Results over four years:

- Supported a 36% decrease in denial rate for inpatient and alternate care without a subsequent increase in utilization
- Enabled structured, highly efficient clinical review process using evidence-based criteria
- Provided improved intelligence about provider performance

Client: Medicaid managed care organization in a parity environment

Results over 18 months:

- 5.4 day per 1000 reduction in ALOS
- Reduced admits/1000 from 24 to 18

Unmatched credibility

Providers know and trust in the clinical integrity that is the hallmark of InterQual — integrity that creates a credible basis for interaction with your physician community. The InterQual Clinical Development Team works year-round to update and develop the unmatched breadth of InterQual products.

The development team applies a rigorous, methodical approach to identifying and evaluating evidence — critical for efficiently sorting through the thousands of medical articles published each month. InterQual clinical content developers classify sources into five categories, displaying

this information for users. This meticulous and consistent approach assures that the InterQual criteria are:

- **Evidence-based** — providing clinical knowledge based on the most current, scientifically valid sources
- **Comprehensive** — covering the medical and behavioral health continuums of care
- **Patient-centric** — enabling better management of individuals based on their presentation, including comorbidities or non-specific diagnoses

Adding up to quality content

- 60 McKesson clinical developers
- 1,100-member Independent Clinical Review Panel
- 16,000 literature citations
- Over 30 years experience developing and refining clinical content
- 5 categories of evidence in our classification system

InterQual clinical development process



InterQual Criteria	Criteria Subset	Levels of Care
Geriatric Psychiatry (Ages ≥ 65 years)	<ul style="list-style-type: none"> • Anxiety • Mood Disturbance • Behavior Disturbance • Psychosis • ECT Acute / Short-term • ECT Continuation / Maintenance • Psychological Testing • Neuropsychological Testing 	<ul style="list-style-type: none"> • Inpatient / Observation • Partial Hospital • Home Care • Intensive Outpatient • Outpatient
Adult Psychiatry (Ages 17 to 65 years)	<ul style="list-style-type: none"> • Anxiety • Depressed Mood • Mania / Hypomania • Reckless / Impulsive • Psychosis • Eating Disorder • ECT Acute / Short-term • ECT Continuation / Maintenance • Psychological Testing • Neuropsychological Testing 	<ul style="list-style-type: none"> • Inpatient / Observation • Partial Hospital • Intensive Outpatient • Outpatient • Residential (Eating Disorders Only)
Adolescent Psychiatry (Ages 13 to 17 years)	<ul style="list-style-type: none"> • Anxiety • Depressed Mood • Mania / Hypomania • Disruptive Behavior • Psychosis • Eating Disorder • ECT Acute / Short-term • Psychological Testing • Neuropsychological Testing 	<ul style="list-style-type: none"> • Inpatient / Observation • Partial Hospital • Intensive Outpatient • Outpatient • Residential (Eating Disorders Only)
Child Psychiatry (Ages 4 to 12 years)	<ul style="list-style-type: none"> • Anxiety • Depressed / Irritable Mood • Mania / Hypomania • Disruptive Behavior • Suspected / Identified Psychosis • Psychological Testing • Neuropsychological Testing 	<ul style="list-style-type: none"> • Inpatient / Observation • Partial Hospital • Intensive Outpatient • Outpatient
Chemical Dependency & Dual Diagnosis (Adult / Adolescent)	<ul style="list-style-type: none"> • Intoxication / Withdrawal • No Withdrawal • Dual Diagnosis 	<ul style="list-style-type: none"> • Inpatient Observation • Inpatient / Detoxification • Inpatient Rehabilitation • Partial Hospital • Ambulatory Detoxification • Intensive Outpatient • Outpatient
Residential & Community-Based Treatment	<p>Psychiatry (Adult)</p> <p>Psychiatry (Adolescent / Child)</p> <p>Substance Use (Adult)</p> <p>Substance Use (Adolescent)</p>	<ul style="list-style-type: none"> • Residential Crisis Program • Treatment Center • Supervised Living • Intensive Community-Based Treatment • Sub-Acute Care • Residential Treatment Center • Therapeutic Group Home • Intensive Community-Based Treatment • Residential Treatment Center • Therapeutic Group Home • Residential Treatment Center • Therapeutic Group Home • Intensive Community-Based Treatment

InterQual integration partners

Since 1996, McKesson has developed and maintained partnerships with prominent healthcare information technology companies to ensure that customers have a full range of launch points into InterQual content. With each new InterQual release, our partners undergo a well-refined certification process to validate their updated integration. They have full responsibility for installing, supporting and maintaining the validated integration for our 700+ mutual customers. All of our partners integrate Behavioral Health content.

3M

Acesis

ACS Midas+

Allscripts

CaseNET

Click4Care

CPSI

DST Health Solutions

Electronic Data Systems (EDS)

Epic Systems

Health Solutions Plus

IMA Technologies

InfoMC

Landacorp

MEDecision

Morrisey Associates

MZI HealthCare

Pegasystems

PICIS SoftMed Systems

TCS Healthcare Technologies

Thomson Reuters

TriZetto

ZeOmega

Flexibility to fit your workflow

The most effective way to access InterQual Criteria is through CareEnhance® Review Manager (Review Manager) software. This software automates clinical reviews, facilitates collection of critical data and enables analysis and comparisons to benchmarks. Review Manager can be used stand-alone, but is truly designed for integration with existing information systems and care management workflow processes. And McKesson offers a menu of additional solutions for customers to expand the integration, extend access to staff and ensure consistency.

The flexibility of deployment and user options has made InterQual the most widely used evidence-based clinical content, improving alignment between providers and payors in care management decisions and payments.

Integration

■ Use with your existing system.

McKesson partners with more than 20 of the leading healthcare information technology companies, and more than 700 customers leverage these proven InterQual product integrations. For more information on these companies, please visit McKesson.com.

■ Create your own integrations.

Your software developers can build access to InterQual content from within other applications when they use our Integration Toolkit, expanding your seamless workflow for easier adoption and efficiency.

■ Exchange data in real time.

Healthcare organizations can reduce manual data entry and achieve faster access to information with our bi-directional HL7 interface.

Access

■ Offer 'anywhere' access for staff.

When your staff needs a quick criteria reference — whether on the road, at home, or at a satellite facility — InterQual® Online or InterQual® View makes it easy to view your licensed InterQual content using any browser and Internet connection.

■ Achieve distributed workflow.

With InterQual® Distributed Workflow, payors can enable providers to perform patient reviews via the payor's provider portal, making the authorization process quicker and more efficient for everyone.

CareEnhance Review Manager® software provides InterQual Criteria in a user-friendly care management application that enhances workflow efficiency, offers flexible reporting and improves communications.

- **Share criteria with providers.**

Payors can offer behavioral health providers online access to the specific criteria that are critical to their practices via the InterQual® Transparency Solution. Sharing the criteria enables providers to understand the clinical evidence and knowledge basis for decisions.

- **Review Transmission.** Capability to centrally collect, exchange and synchronize criteria-based reviews with another Review Manager system, streamlining communications and workflow.

Reporting and testing

- **Generate actionable reports.** Users can run or customize more than 50 standard reports available within Review Manager whenever needed — including seven specific to behavioral health utilization and trending. Customers who license Crystal® Reports can import custom developed reports for use within InterQual software products.

- **Drive interrater reliability.** Our online InterQual® Interrater Reliability Suite allows you to measure how well and how consistently staff members apply InterQual Criteria. Plus we offer tools for modifying the portfolio of standard tests and case studies to meet your specific needs.

Commitment to customer support

Everyone says it. We mean it: McKesson is dedicated to enabling your team to drive the greatest level of efficiency while using the full potential of our products.

Our 140-member Professional Services Team includes industry leading experts with experience in technology, strategic and operational best practices. The team — clinicians and other professionals who have worked directly with the nation's top provider and payor organizations to develop best practices — identifies issues that stand in the way of optimal performance and getting the most from InterQual; the team provides solutions that may include customized process improvements; more

efficient system interfaces and integrations; up-to-date care management strategies; and comprehensive training.

Professional services include:

- **Implementation.** We have successfully guided hundreds of clients through the implementation process, customizing our mix of training, consulting and technical services for fast, efficient results.

- **Technology and integration support.** Through software customization, Web services development, interface construction and management services, we make sure that InterQual products deliver value quickly in your environment.

- **Training and education.** We help reviewers clearly understand the principles of effective utilization review and apply the InterQual Criteria consistently. We offer Web-based modules, live training in your setting and customized programs for users at all levels of experience. And for those who seek professional development, we also offer an accredited certification program in healthcare management.

- **Product support.** Our support team is available 12 hours a day, five days a week, via a toll-free hotline and email. We can access client desktops for quick technical troubleshooting. And our customer Web site enables users to search a database of questions and answers as well as report and keep track of issues.

RAC and Other Audit Support

We offer a comprehensive suite of services plus software applications for providers to manage RAC and other audits. Our audit support services assess processes to identify and address gaps in medical necessity review workflows and train individuals to maximize review effectiveness. These services provide process and educational improvement recommendations, mentoring and interrater reliability testing to support clients before, during and after audits.

We are proud to have achieved and maintain accreditation for CareEnhance Review Manager under URAC's Vendor Certification program in Healthcare Utilization Management. This certification assures you that the quality for which InterQual is known extends to our software development.



Underscoring our commitment to providing outstanding support for our customers, we earned Services Capabilities & Performance certification from the foremost customer support accreditation group, Service Strategies. Year after year, almost 100% of our customers report they are satisfied with their product support experience.



InterQual Suite of Products

Clinical Content

InterQual Behavioral Health Criteria

- Child Psychiatry
- Adolescent Psychiatry
- Adult Psychiatry
- Geriatric Psychiatry
- Chemical Dependency & Dual Diagnosis
- Residential & Community-Based Treatment

InterQual Care Planning Criteria

- Durable Medical Equipment
- Imaging
- Molecular Diagnostics
- Procedures
- Specialty Referral

InterQual Clinical Evidence Summaries

InterQual Coordinated Care Content

InterQual Level of Care Criteria

- Acute
- Long-Term Acute Care
- Rehabilitation
- Subacute & SNF
- Home Care
- Outpatient Rehabilitation & Chiropractic

InterQual Retrospective Monitoring Criteria

- *SIM plus*[™]

Software and Technology

- CareEnhance[®] Review Manager
- Auto Authorization Solution
- InterQual Online
- InterQual Online Anonymous Review
- InterQual View
- InterQual Interrater Reliability Suite
- Custom Criteria Utility
- Enterprise Plus Pak
- InterQual Transparency Solution
- InterQual Historical Criteria

Business Services

- RAC and Other Audit Services
- Optimization Assessments
- Value Study Programs
- Technology and Integration Services
- Implementation Services

Training and Education

- Product Training
- InterQual Certified Instructor (IQCI)
- Certification in Professional Healthcare Management (CPHM)

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The power to bring it all together.

Listening to our customers, McKesson delivers collaborative solutions with unrivaled clinical integrity that enable payors, providers, consumers and employers to come together to transform the business and process of healthcare. Our comprehensive portfolio of medical management and payment management solutions addresses every facet of your organization's efforts to enhance healthcare quality while improving resource management. With our exceptional people, our broad product and service offerings, and the largest customer base in the industry, McKesson can help elevate the overall performance of the health system, one partner at a time.