

InterQual[®] Evidence-Based Clinical Decision Support for Healthcare Payors



The power to ensure appropriate care.
The power to strengthen provider relations.
The power to drive costs down.

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

InterQual.

Access a higher intelligence.

“We chose InterQual because of its solid research foundation, its flexibility to complement our existing policies and procedures and because it is the national standard for evidence-based medicine. With InterQual, we have given our clinicians a very powerful tool to strengthen and improve the standards of care and services we provide our members.”

Allen Hinkle, MD
Chief Medical Officer
Tufts Health Plan
Massachusetts

As a healthcare payor, you are always looking for better ways to move members safely and efficiently through their courses of care, in compliance with regulatory requirements – and in close collaboration with other healthcare stakeholders.

McKesson knows that the only path to quality and efficiency is through solid medical evidence, applied consistently. That is why we base our InterQual appropriateness of care criteria on well researched, scientific, evidence-based knowledge and real world clinical experience. Top health plans across the country – plus more than 3,700 hospitals, hundreds of other provider organizations, and dozens of federal and state agencies – use InterQual to assess the appropriateness of care for individual patients.

InterQual is the expert clinical knowledge core of McKesson's CareEnhance® Review Manager software, which enables plans to seamlessly integrate clinical decision support into existing systems and processes.

Today, InterQual is the undisputed leader and gold standard in evidence-based clinical decision support, for good reason:

- **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 between providers and payors.
- **Flexibility** – You can access and use InterQual in the way that suits you best. You can easily combine InterQual with existing care management systems and workflows, customize criteria (e.g., with regional guidelines), share information, conduct auto authorizations, and tailor a solution to your unique environment.
- **Commitment** – The McKesson team is there every step of the way, dedicated to making the client experience a superior one with the best in content, technology and professional services.

Partner with a trusted leader

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

- 3,700 hospitals
- 300 health plans
- 1,500 behavioral health facilities
- Quality Improvement Organizations in most states
- Most Medicare Administrative Contractors and Fiscal Intermediaries
- 30 Medicaid programs
- The Centers for Medicare & Medicaid Services
- Military Health System
- The U.S. Department of Veterans Affairs (175 facilities)

Independent Clinical Review Panel

Members represent:

- U.S. and Canada
- All major specialties
- Full continuum of care
- Active practitioners
- Academic and community-based medicine

Members are:

- Licensed
- Board-certified/credentialed

InterQual Clinical Development Team

- Full-time physicians, registered nurses, allied health and other professionals
- Trained by the Delfini Group, world-renowned experts in the concepts, methods and skills of evidence-based clinical improvement to achieve better outcomes and value in clinical care
- Ongoing training and EBM methodology skills evaluation

Unmatched credibility

Providers know and trust in the clinical integrity that is the hallmark of InterQual – integrity that creates a credible basis for interactions with your provider community.

The InterQual Clinical Development Team works year-round to update and develop the unmatched breadth of InterQual products. The team applies a rigorous, methodical approach to identifying and evaluating evidence – critical for efficiently sorting through the thousands of medical articles published each month. This meticulous and consistent

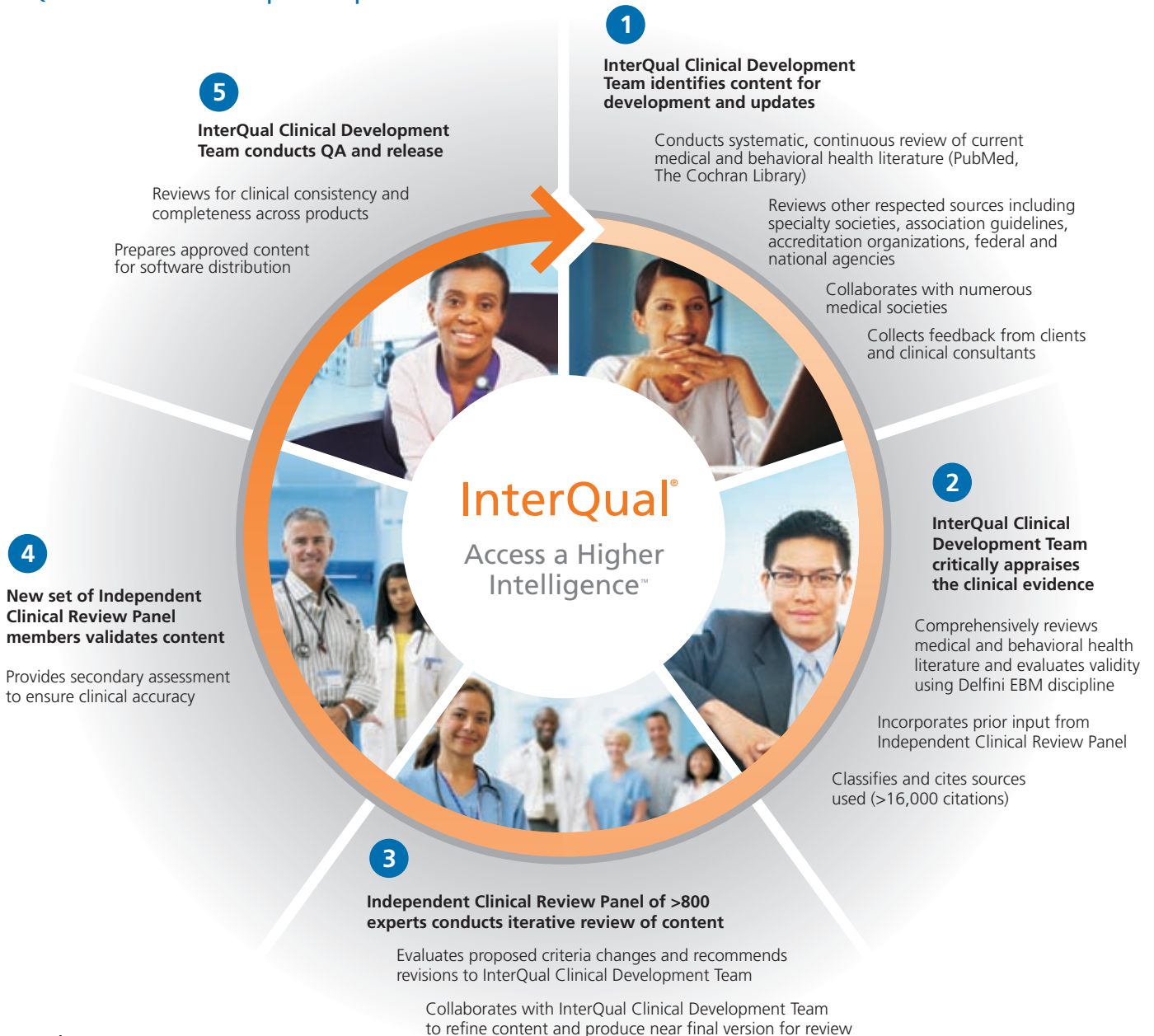
approach assures that the InterQual Criteria are:

- **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
- 800-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 managed care Integration partners

With each new 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.

Partner	Product
CaseNET, Inc.	CaseNET
Click4Care, Inc.	ThinkHealth
DST Health Solutions, Inc.	CareSTEPP
Electronic Data Systems Corp. (EDS®)	ATLANTÉS
Epic Systems Corp.	Tapestry®
Health Solutions Plus, Inc.	UniFlow™
IMA Technologies, Inc.	CaseTrakker Enterprise
InfoMC, Inc. (Behavioral Health)	eCura® Information System
Landacorp, Inc.	maxMC
MEDdecision, Inc.	CarePlanner™ WEB
MZI Healthcare	EZ-CAP®
Pegasystems	Care Management Framework
TCS Healthcare Technologies	Wisdom™, Acuity Advanced Care Management
The TriZetto Group, Inc.	CareAdvance®
ZeOmega, LLC	JIVA™

Flexibility to fit your workflow

Users access InterQual clinical criteria 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 even to your providers.

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

Integration

- **Use with your existing system.**
McKesson partners with the leading healthcare information technology companies that provide most payor systems, so our customers can leverage proven InterQual product integrations.
- **Create your own integrations.**
Your software developers can build access to InterQual content within other applications when they use our Integration Toolkit, expanding your seamless workflow for easier adoption and efficiency.
- **Integrate your own content.**
Plans can achieve a single foundation of clinical content for care management programs by using the Review Manager Custom Criteria Utility to easily incorporate regional, regulatory and organizational policies, and other content alongside the InterQual Criteria.

Access

- **Offer 'anywhere' access for staff.**
When your staff needs a quick criteria reference – whether on the road, at home, or at an off-site facility – InterQual Online makes it easy to view your licensed InterQual content using any browser and Internet connection.
- **Share criteria with providers.**
You can offer physicians online access to the specific criteria that are critical to their practices via the InterQual Transparency Solution. Sharing the criteria enables physicians to understand the clinical evidence and knowledge basis for decisions.
- **Achieve distributed workflow.**
With InterQual Distributed Workflow, you can enable providers to perform patient reviews within your portal, making the authorization process quicker and more efficient for everyone.
- **Access criteria within auto authorization solution.**
InterQual Molecular Diagnostics, Imaging and Procedures criteria in McKesson's Clear Coverage™ auto authorization solution guide medical necessity decision-making, resulting in unprecedented efficiency in the authorization process.

Reporting and testing

- **Generate actionable reports.**
Users can run – or customize – the 40+ standard reports available within Review Manager whenever needed. Customers that license Crystal Reports® can import custom-developed reports for use within InterQual software products.
- **Drive interrater reliability.**
Our online InterQual Interrater Reliability Suite allows plans to measure how well and how consistently staff members apply InterQual Criteria – and 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 efficiency while using the full potential of the technology.

Our 140-member Professional Services Team includes industry experts with experience in technology, strategic and operational best practices. These top-notch clinicians and other professionals have worked directly with the nation's top healthcare organizations to develop best practices. They identify issues that inhibit optimal performance and getting the most from InterQual, and work to provide solutions that may include:

- Customized process improvements
- More efficient system interfaces and integrations
- Up-to-date care management strategies
- 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, hosting 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 are able to apply the InterQual Criteria consistently. We offer Web-based modules, live training in the client setting and customized programs for users at all levels of experience.
- **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, report and track issues, and link to related sites.

Audit support

We offer a comprehensive suite of services plus software applications for healthcare payors to manage audits, including evaluation of target areas and audit findings using the InterQual Criteria. Audit Support Services provide process and educational improvement recommendations, mentoring and interrater reliability testing to support clients before, during and after audits.

“We were looking for criteria that could be applied over a broad range of clinical situations and that were acceptable to both our internal users and to our provider community. The InterQual products met our requirements and were easily integrated into our core utilization management system.”

Gary Owens, MD
Vice President of Medical Management and Quality
Independence Blue Cross
Pennsylvania

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 at work

Addressing rising hospital stays

Client: Southeastern U.S. commercial plan with over 2 million covered lives

Challenges:

- Rising trend in days per 1000
- Disparities in the way that InterQual Acute Criteria were being applied to medical cases in the hospital setting
- Difficulty maximizing the criteria's impact on the cost and quality of care for its members

Solution: McKesson professional services consultants studied 982 cases to assess problem scope across a sample of 10 network hospitals and to quantify the value of using InterQual Acute Criteria.

Results: The study found the plan could have saved nearly \$4 million in one year by applying InterQual Acute Criteria more consistently for the small subset of hospitals and cases alone.

Managing radiology utilization

Client: CareCore National LLC, Wappingers Falls, New York

Challenge: Fast growing radiation utilization and expense

Solution: InterQual Imaging Criteria

Results: CareCore's imaging management services have successfully enabled plans to reduce their radiology trends from what had been running at 20 percent unmanaged per year to less than 7 percent. The use of the InterQual Imaging Criteria alone has resulted in savings ranging from \$0.75 to \$1.00 PMPM.

Alignment with government guidelines

Many federal agencies, Quality Improvement Organizations and state Medicaid programs rely on InterQual Criteria for care management decisions. InterQual is the most frequently used criteria for assessing the appropriateness of care for beneficiaries. InterQual products enable any payor organization serving government beneficiaries to:

- **Access government-related content.** InterQual includes notes outlining where Medicare guidelines differ or overlap with InterQual Criteria. In addition, clients can add Medicare, Medicaid or other policies to be viewable within Review Manager, and can also use the Review Manager Custom Criteria Utility to add content to InterQual Care Planning Criteria.

- **Streamline patients' reviews.** InterQual Rehabilitation Criteria and Durable Medical Equipment Criteria offer a single source for users to complete reviews, as they include content that parallels Medicare guidelines:

- InterQual Rehabilitation Criteria include Acute Rehabilitation subsets that address the 13 specified qualifying conditions – and match the Centers for Medicare & Medicaid Services (CMS) regulations.
- The Senior category in InterQual Durable Medical Equipment Criteria is aligned with Medicare coverage guidelines.



InterQual Criteria: Spanning the Continuum of Care

Level of Care Criteria		
For assessing the clinical appropriateness of patient services across the continuum of care: retrospectively, concurrently or prospectively. Rich clinical detail allows organizations to consider severity of illness, comorbidities and complications, and the intensity of services being delivered in real time, guiding them to the most efficient, safest level of care.	Criteria Sets	Support payors/providers in determining the appropriateness of ...
	Acute	Admission, continued stay and discharge for patients receiving acute care, including admissions for procedures in the inpatient setting
	Long-Term Acute Care	Long-term acute care admission, continued stay and discharge for the top referral diagnoses requiring extended acute care services
	Rehabilitation	Admission, continued stay and discharge for the range of inpatient acute and subacute rehabilitation levels of care
	Subacute & SNF (Skilled Nursing Facility)	Admission, continued stay and discharge for those who have reached some level of stability yet require continued inpatient skilled services before home or outpatient settings are appropriate
	Home Care	Home care services; organized both by service ordered and initial or ongoing review types to maximize workflow efficiency
	Outpatient Rehabilitation & Chiropractic	Care for the top referral diagnoses
Behavioral Health Criteria		
For managing the delivery of mental health and substance use care, including initial and concurrent level-of-care decisions. The comprehensive range of level-of-care alternatives allows for movement up and down the continuum of care, and criteria content is tailored to the needs of seniors, adults, adolescents and children.	Criteria Sets	Supports payors in making care management decisions about ...
	Child Psychiatry (age 4–12)	Admission, continued stay, alternate levels of care, and procedures (neuropsychological and psychological testing)
	Adolescent Psychiatry, Adult Psychiatry, and Geriatric Psychiatry	Admission, continued stay, alternate levels of care, and procedures (ECT, neuropsychological and psychological testing)
	Chemical Dependency & Dual Diagnosis	Admission, continued stay, and alternate levels of care for adults and adolescents presenting with withdrawal, no withdrawal, and dual diagnoses
	Residential & Community-Based Treatment	Admission, continued stay, and alternate levels of care for adult, adolescent, and child psychiatric and substance use patients with severe and persistent symptoms
Care Planning Criteria		
For identifying when imaging studies, procedures, DME and specialty referral consultations are appropriate. The criteria can be applied prospectively or retrospectively to manage utilization and identify differences in practice patterns. Sharing this information can produce a sentinel effect that improves care quality.	Criteria Sets	Supports payors in making care management decisions about ...
	Molecular Diagnostics	Molecular and genetic diagnostic tests
	Imaging	Imaging studies for children and adults
	Procedures	Surgery and invasive procedures, providing recommended levels of care (inpatient and outpatient) and identifying urgent and controversial indications
	Durable Medical Equipment	High-cost and complex equipment listed in a “stair step” of cost and complexity
	Specialty Referral	When specialty care is appropriate and could remain in the hands of a generalist
Retrospective Monitoring Criteria: SIM <i>plus</i> [™]		Clinical Evidence Summaries
For assessing the appropriateness of surgical and non-surgical invasive procedures retrospectively. SIM <i>plus</i> provides criteria for checking pathology test results when applicable, as well as for documenting whether a procedure was performed adequately or whether evidence of significant pathology was present and expected.		These complement InterQual Criteria sets with relevant research on complex and controversial diagnoses and procedures, such as CT colonography, drug-eluting stents and uterine artery embolization. Available on 100 topics, these evidence-based white papers provide a common language for physician-to-physician discussions.

Classifying the evidence		
InterQual clinical content developers classify sources into five categories, and display this information for users. McKesson is committed to offering this level of detail and transparency in support of our customers' confidence in the InterQual Criteria.	Classification	Type of Evidence
	I	Meta-analysis or systematic review
	II	Well-designed controlled clinical trial or experimental study
	III	Well-designed observational or epidemiologic study
	IV	Evidence-based guideline
	V	Expert opinion, panel consensus, literature review, reference book, descriptive study, case report, or case series

InterQual® Suite of Products

Clinical Content

InterQual Level of Care Criteria

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

InterQual Care Planning Criteria

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

InterQual Behavioral Health Criteria

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

InterQual Retrospective Monitoring Criteria

- SIM *plus*™

InterQual Clinical Evidence Summaries

Software and Technology

- CareEnhance® Review Manager
- Auto Authorization Solutions
- InterQual Transparency Solution
- InterQual Distributed Workflow
- Custom Criteria Utility
- Enterprise Plus Pak
- InterQual Historical Criteria
- InterQual Online
- InterQual Online Anonymous Review
- InterQual Interrater Reliability Suite

Business Services

- Audit Support Services
- Optimization Assessments
- Value Study Programs
- Technology and Integration Services
- Implementation Services
- Training and Education Services
- Professional Healthcare Management Certification (CPHM) Program

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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 claims performance 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.