

When is the go-live to change to InterQual from our current Medical Necessity Criteria?

February 1, 2011

How will the Providers be notified of the change?

Two mailings are expected to be sent to all providers. The first mailing will announce the change to InterQual from our current criteria. The second mailing will come from QI, and will be sent out in the winter edition of the Provider Newsletter. Additionally, we will load a notice of the change onto the Provider Landing pages of the website. This will include a direct link to the InterQual website.

What kind of delays will be associated with the change to InterQual?

The delays will be minimal. Providers should expect a minor delay once the switch to InterQual is made as a result of the fundamental system change.

What will the change to InterQual mean in regard to Cenpatico's current Medical Necessity Criteria?

InterQual's Medical Necessity Criteria will be used for inpatient, partial, intensive outpatient, outpatient and residential services. Fundamentally, however, Cenpatico's criteria will not change. Providers that received authorization and denials will continue to receive the same authorization or denials under the new system.

The only major change will come with how the Utilization Managers (UM) determine medical necessity in that the current process will change from manually reviewing and determining the criteria to a system in which the UM automatically enters information into CCMS. UMs will continue to have clinical oversight.

From the provider's end, the process will be the same. Providers will need to document and capture the same information that is captured under the current process.

Are any of Cenpatico's current Medical Necessity Criteria going to carry over from the current system to InterQual?

Yes, Cenpatico will continue to utilize the current Medical Necessity Criteria with respect to community-based services. This criterion has been loaded into InterQual and will be included in the automated process.

How can the Providers access InterQual's new Medical Necessity Criteria?

Providers will still be able to access the Medical Necessity Criteria specific to community-based services both via the website and the provider manual. However, due to copyright, Cenpatico is not able to give Providers the new Medical Necessity Criteria. Providers must logon to the InterQual website and purchase the criteria directly from InterQual. This is similar to Cenpatico's use of the American Society of Addiction Medicine's (ASAM) criteria. Providers must purchase the ASAM criteria directly from the ASAM website.

**Please note that when a Provider has a specific review when they call in to Cenpatico, the system will generate reference materials specific to that member. Cenpatico is permitted to supply the providers with that information. Also, if a Provider is denied authorization, Cenpatico will notify the providers of the reason(s) for the denial.*