

Before initiating a prior authorization

- Always verify patient eligibility, benefits, and prior authorization requirements.
- Review applicable medical necessity guidelines.
- Some services now have an electronic questionnaire (SmartSheet) to process InterQual medical review. If medical necessity can be determined from the answers, you will receive an instant prior authorization approval.
- Review the criteria and collect required information/documentation (ex: patient information, medical history, clinical notes, photographs, elements of the medical record, etc)

Access and print the SmartSheet

To help you understand the SmartSheet questions and determine what information you'll need to get started, we recommend that you review the SmartSheet before you initiate a prior authorization request. By reviewing the questionnaire first, you'll be able to collect the required information needed to complete the request. Avoid the unnecessary rework of having to stop during the authorization submission process to collect additional information. Need help getting all the information? Print and share a copy of the questionnaire with your staff as needed.

1. Log into your HPHConnect account

Because the InterQual questionnaires are proprietary, they are located behind a secure log in. Log in to HPHConnect, our secure provider portal, at www.harvardpilgrim.org/provider or at <https://hphcproviders.healthtrioconnect.com>.

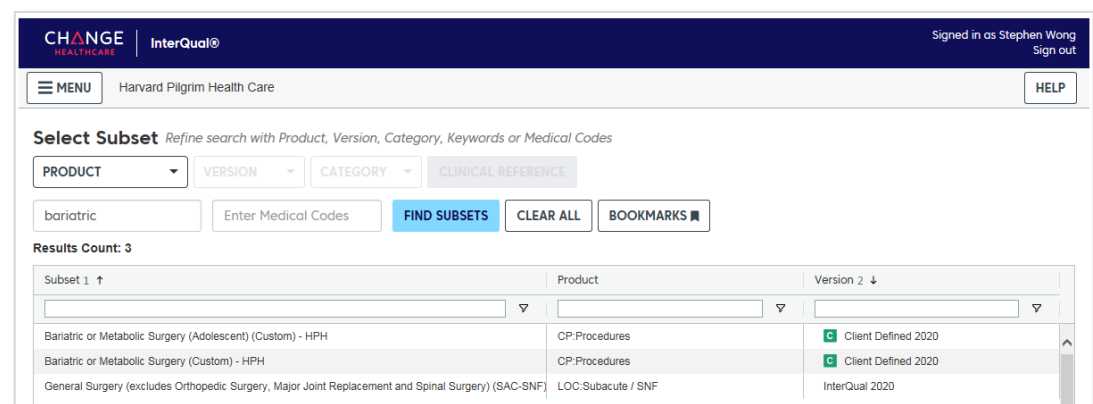
2. Select "InterQual Criteria"

Scroll down to the "Quick Access to" section on the bottom left of the home page and click on InterQual Criteria, which will take you to the Change HealthCare InterQual page.

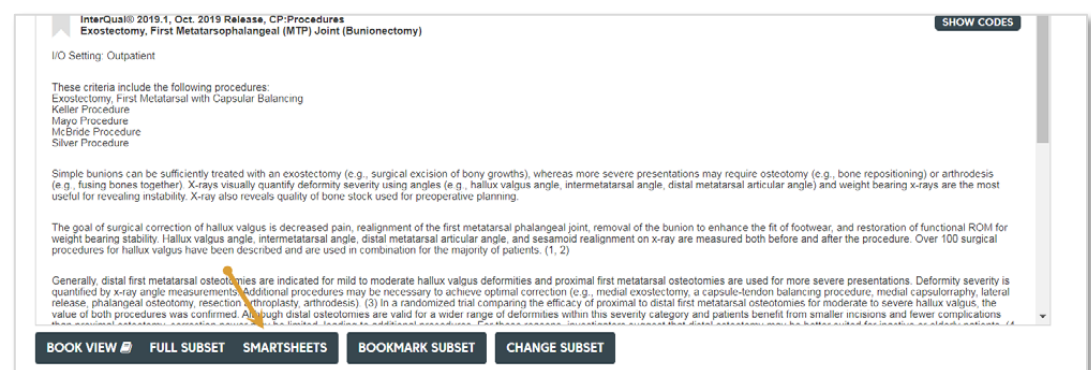


3. Search for the applicable criteria

You can search for a SmartSheet using keywords (for example, "bariatric"), medical codes, or the product list.



4. Select the criteria and click on "SmartSheets"



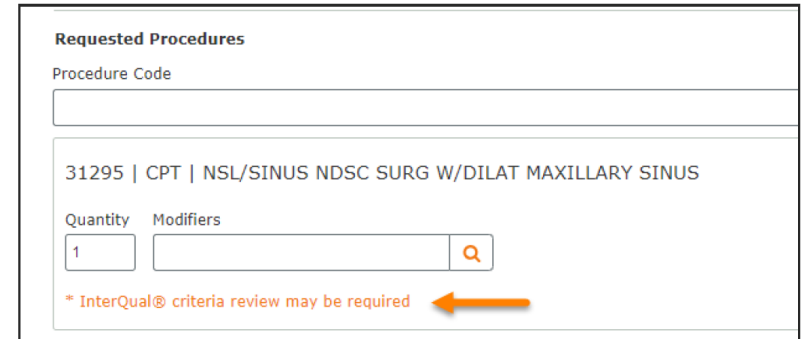
5. Select "Download PDF" to download and print the questionnaire



How to conduct an InterQual review

1. Determine if there is an electronic questionnaire for the service

- Initiate the prior authorization request in HPHConnect.
- If the service has an electronic questionnaire, you'll see a message when entering the procedure.



Requested Procedures

Procedure Code

31295 | CPT | NSL/SINUS NDSC SURG W/DILAT MAXILLARY SINUS

Quantity: 1

Modifiers: []

* InterQual® criteria review may be required

2. Begin the InterQual review

- Complete the other fields and click **Submit**.
- You will be directed to InterQual to complete the criteria review.
- Select **Begin InterQual Review**.



Referral & Authorizations / Search Requests / Admission Submission

Admission Request - InterQual® Review

The following elements of this referral require InterQual® review:

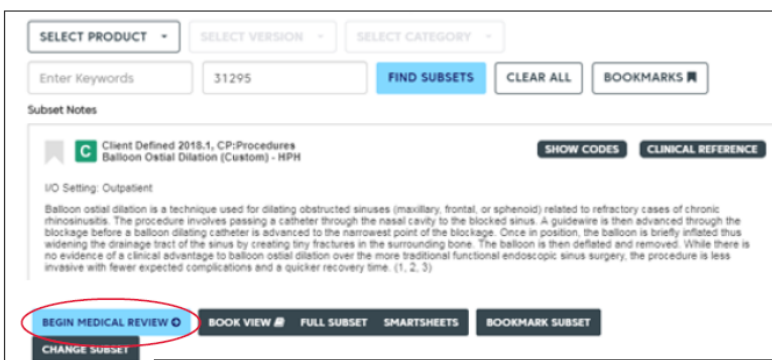
Requested Procedures: 31295: NSL/SINUS NDSC SURG W/DILAT MAXILLARY SINUS (Not yet reviewed)

Begin InterQual® Review

Submit Save

3. Select the criteria

- Select the appropriate policy from the list of policies for the requested procedure code.
- **C** icon denotes that Harvard Pilgrim has customized the criteria, so it may differ from InterQual criteria that other health plans use.



SELECT PRODUCT | SELECT VERSION | SELECT CATEGORY

Enter Keywords: 31295

FIND SUBSETS | CLEAR ALL | BOOKMARKS

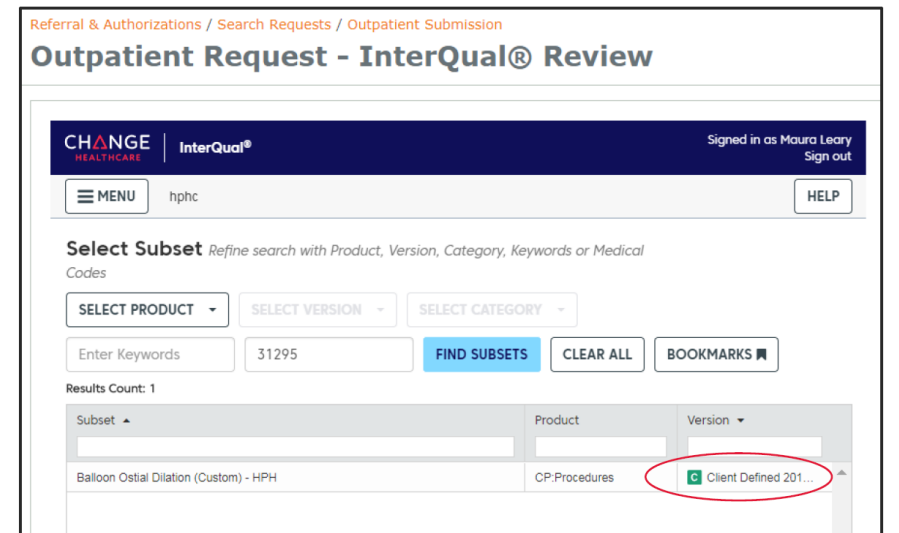
Subsets

Client Defined 2018.1, CP:Procedures
Balloon Ostial Dilatation (Custom) - HPH

SHOW CODES | CLINICAL REFERENCE

IO Setting: Outpatient

Begin Medical Review



Referral & Authorizations / Search Requests / Outpatient Submission

Outpatient Request - InterQual® Review

CHANGE HEALTHCARE | InterQual® | Signed in as Moura Leary | Sign out

MENU | hphc | HELP

Select Subset Refine search with Product, Version, Category, Keywords or Medical Codes

SELECT PRODUCT | SELECT VERSION | SELECT CATEGORY

Enter Keywords: 31295

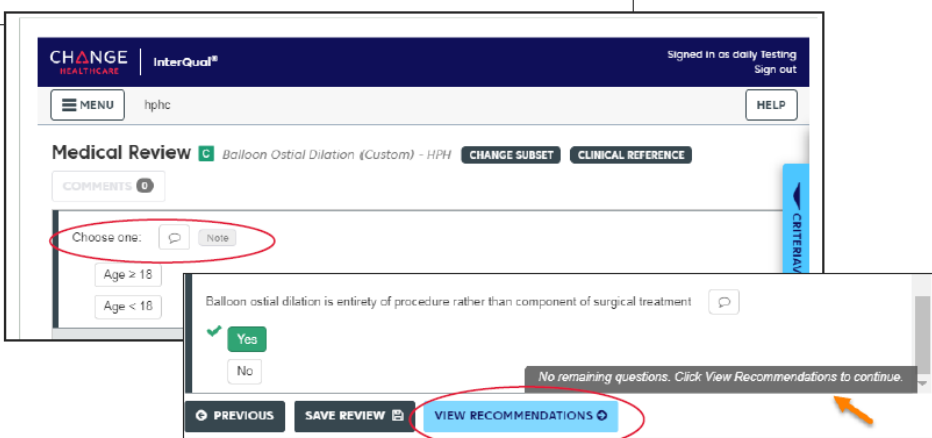
FIND SUBSETS | CLEAR ALL | BOOKMARKS

Results Count: 1

| Subset | Product | Version |
|--|---------------|-----------------------|
| Balloon Ostial Dilatation (Custom) - HPH | CP-Procedures | Client Defined 201... |

4. Complete the Medical Review Questionnaire (SmartSheet)

- Select **Begin Medical Review**.
- Answer the questions presented.
- Click **View Recommendations** to continue.
- A review summary will appear. Click **Complete** to proceed.



CHANGE HEALTHCARE | InterQual® | Signed in as daily testing | Sign out

MENU | hphc | HELP

Medical Review

COMMENTS

Choose one:

Age > 18

Age < 18

Balloon ostial dilatation is entirety of procedure rather than component of surgical treatment

Yes

No

No remaining questions. Click View Recommendations to continue.

PREVIOUS | SAVE REVIEW | VIEW RECOMMENDATIONS

5. Finalize the InterQual review and submit the Prior Authorization to Harvard Pilgrim

You will receive one of the following responses:

- Criteria Met
- Criteria Not Met
- Criteria Partially Met

To finalized the review, click Submit. A popup will appear asking you to confirm submission. *Once finalized, you cannot make additional edits to the InterQual review.*

You have the option to save your work or submit the prior authorization request to receive a decision. The prior authorization has not been submitted to Harvard Pilgrim until you receive a request number and a response:

- **Approved** – the prior authorization is approved based on the information provided
- **Pended** – upload clinical documentation for further clinical review