Case study

A health plan with over two million covered lives in the Midwest increased efficiency and consistency of authoring member communications with Decision Reasons content.

Goals

- Streamline the manual processes associated with creating and maintaining a content library
- Reduce variability by aligning determination language to the InterQual criteria utilized in the review
- Utilize consumer-level content to increase readability and personalization of determination letters
- Maintain NCQA accreditation status and comply with regulations such as CMS-0057-F

Solution

Added Decision Reasons to the following criteria modules to assist with communicating decision rationale at the fifth- to seventh-grade reading level:

- InterQual® Acute Adult Criteria
- InterQual® Acute Pediatric Criteria
- InterQual® Procedures Criteria

Results



Improved efficiency
of authoring determination letters



Increased consistency
and readability of determination communications, supporting overall member satisfaction



Increased alignment
with accreditation and regulatory requirements



"With the robust Decision Reasons content library, we no longer have to create and maintain our own content for determination letters. This has saved our staff significant time, increasing their overall efficiency and effectiveness. The InterQual team's continuous innovation is a paramount reason for why they've been a trusted partner of ours for over two decades."

– Health Services Director

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