Case study

A mid-to-large sized health plan in the Midwest utilized Decision Reasons content to increase efficiency and consistency of authoring member adverse determination letters.

Goals

- Increase efficiency of authoring determination letters within their existing utilization management workflow
- Support members with a clear, easy to understand and specific reason for the determination
- Utilize evidence-based content to assist with and maintain consistent member adverse determination letters
- Support NCQA and URAC accreditation standards and regulatory compliance with CMS-0057-F

Solution

- Added Decision Reasons content to provide structured, personalized clinical rationale at the appropriate reading level

Results



25-30% decrease
in time it takes to author determination letters



Enhanced transparency
into why services may not be clinically appropriate for members



Increased consistency
of required language used to build comprehensive statements



"Decision Reasons is now our one-stop-shop approach to providing member information. The content simplifies our determination notices and streamlines our medical necessity review processes, significantly alleviating manual burden on our staff. Throughout this transition, the InterQual team has provided the necessary support to ensure our nurses and MDs can achieve maximum value from the solution. We look forward to expanding our use of Decision Reasons across other areas of the InterQual criteria suite."

– Director, Utilization Management

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