



June 11, 2019

Providers,

Empower Healthcare Solutions is using InterQual as the level of care criteria for all Medical Necessity reviews. InterQual is intended for use as screening guidelines with respect to clinical appropriateness of healthcare services. The Empower Utilization Management (UM) team uses InterQual to assist UM staff in making clinically appropriate medical necessity decisions. InterQual includes specific subsets for behavioral health providers who work with child/adolescents and adults. Criteria for Habilitative and Rehabilitative therapy services is also available.

The InterQual criteria is available, for in-network providers, on the Empower Provider Portal at [www.getempowerhealth.com](http://www.getempowerhealth.com). Look for “InterQual Transparency” on the top navigation bar. The tool itself is navigated by clicking on the clinical subset that you wish to obtain information on and from there, you can review the full criteria set.

The InterQual criteria is available upon request for out of network providers by calling Empower Provider Services at 855-429-1028, option 1 (Authorizations/Utilization Management).

The Empower Healthcare Solutions clinical teams will be providing webinars at the end of July in order to walk through navigating the tool with Providers. More details will be coming out related to specific dates, times and webinar information.

The screenshot shows the Empower Provider Portal interface. At the top left is the Empower Healthcare Solutions logo. To its right is the text "Provider Portal". Below this is a green navigation bar with the following links: Home, Claims, Patient, Tools & Resources, User Profile, Portal User Guide, and InterQual Transparency. The "InterQual Transparency" link is circled in red. Below the navigation bar is a dark blue header with the "CHANGE HEALTHCARE" logo, "InterQual" text, and "Signed in" on the right. Below the header is a white bar with a "MENU" button and the text "Empower Arkansas Transparency". Below this is a "Select Subset" section with the instruction "Refine search with Product, Version, Category, Keywords or Medical Codes". It contains three dropdown menus: "SELECT PRODUCT", "SELECT VERSION", and "SELECT CATEGORY". Below these are three input fields: "Enter Keywords", "Enter Medical Codes", and a "FIND SUBSETS" button. To the right of the "FIND SUBSETS" button are "CLEAR ALL" and "BOOKMARKS" buttons. At the bottom, there is a table with three columns: "Subset", "Product", and "Version".