

InterQual® View

# Downloading InterQual View

Please follow the instructions below to complete the two phases of downloading InterQual View. This product is available to all InterQual licensed organizations free of charge.

**NOTE:** It is important that the only person who downloads InterQual View is the person at your organization responsible for downloading software.

## Phase 1: Requesting Your Product Key

1. Access McKesson Health Solutions (MHS) Customer Hub using Internet Explorer at: <http://mhscustomerhub.mckesson.com>
  - a. If you have a Customer Hub log in already, proceed to log in and continue to step 2
  - b. If you have not accessed Customer Hub previously, click “Need a User ID and Password”
    - i. Enter your corporate email address
    - ii. If you receive an error message, please contact customer support at the number provided to get your log in information
  
2. On the MHS Customer Hub home page, go to “Create New Case” in the left navigation bar

The screenshot shows the MHS Customer Hub interface. On the left, a navigation menu includes 'Create New Case', which is highlighted with a red circle. The main content area features a 'Welcome' banner, a 'MHS Customer Hub' header, and a table of 'Open Cases (1 - 5 of 1754)'. The table lists several cases with their codes, names, priorities, and statuses. Below the table, there are 'Announcements (1 - 2 of 2)', including one about updates to clinical revision documents.

Case Code	Case Name	Priority	Status
345735	request for IW Technical doc	4-Standard	Resolved
345156	How do I enter a Pivotal incident on behalf of a client?	4-Standard	Resolved
344815	Access to VITAL Navigator for new Clinical Implementation Specialist	3-Medium	Resolved
344255	Requesting for the Review Manager 13.0 Product key	4-Standard	Resolved
344086	Reoccurrence of a STEMI	4-Standard	Resolved

### 3. Complete the New Case form

McKesson Empowering Healthcare

Home | My Profile | My Company's Info | Other Links | Offices | Download Central | Education | Site Tour | Help | Log Off

#### Create New Case

Fields with an asterisk (\*) are mandatory.

**Case Information**

\* Subject (Select from drop-down)      \* Topic (Select from drop-down)

**Priority**

If you submit an URGENT or HIGH priority case, you MUST contact MHS Product Support directly by phone or the case will be treated as Medium priority.

- For InterQual and CCMS/Vital Platform call 800.477.7042.
- For Claims Performance call 888.474.4262

\* How would you rate the priority of this case? (Select from drop-down)

**Case Details**

Your confirmation e-mail will provide instructions for submitting supporting information such as screen shots or log files.

\* Case Name

\* Description

- Select "Product Support" from the SUBJECT drop down
- Select "CCMS/Review Manager/Disease Monitor Software" from the TOPIC drop down menu
- Select a priority level based on your timing needs
- On the CASE NAME line enter "IQ View product key"
- On the DESCRIPTION line enter "InterQual View 2015"
- Verify that the contact information listed for you is valid
- Click SUBMIT
- You will see a confirmation message pop up and receive a confirmation email shortly after
- Based on the priority you've selected, you will receive a response with your unique InterQual View product key in a separate email within the timeframe specified.

## Phase 2: Downloading Your Software

- If you've previously used Download Central, proceed to step 2. If you have not used Download Central, follow the next steps to get access.
  - To start, log back into MHS Customer Hub
  - In the top navigation bar, click "My Company's Info"

McKesson Empowering Healthcare

Home | My Profile | **My Company's Info** | Other Links | Offices | Download Central | Education | Site Tour | Help

### Welcome

#### MHS Customer Hub

Your Web Portal for  
McKesson Health Solutions Product Support

Open Cases ( 1 - 5 of 1754 ) [View All](#)

Case Code	Case Name	Priority	Status
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344815	Access to VITAL Navigator for new Clinical Implementation Specialist	3-Medium	Resolved
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344086	Reoccurrence of a STEMI	4-Standard	Resolved

Announcements ( 1 - 2 of 2 )

- c. Copy the number under the column “Customer Number/DLC Account Number”, you will need this to request access to Download Central.
  - i. If there are multiple rows, copy the number associated with your particular facility/site name

The screenshot shows the 'My Company's Information' page. At the top, there is a navigation bar with links: Home, My Profile, My Company's Info, Other Links, Offices, Download Central, Education, Site Tour, Help, Log Off. Below this is a 'My Company's Information' header. The main content area is divided into sections: 'Company Information' with fields for Company Name (McKesson Health Solutions, Product Division), City (Newton), and State (MA); 'McKesson Account Managers' with a table showing Name, Title, Phone, and E-mail (No Records); and 'Facilities/Sites - Click the arrow for more info' with a table:

Facility/Site Name	City	Customer Number/DLC Account Number	License Number
Sample Company	Newton	123456789	
	Newton		
	Newton		

2. From Customer Hub click “Download Central” (DLC) in the top navigation bar where or go to <https://mckesson.subscribenet.com/>.

The screenshot shows the 'Download Central' page. The top navigation bar includes links: Home, My Profile, My Company's Info, Other Links, Offices, Download Central (circled in red), Education, Site Tour, Help. The main content area features a 'Welcome' message, 'MHS Customer Hub' header, and a table of 'Open Cases (1 - 5 of 1754)'. Below this is an 'Announcements' section. The 'Download Central' section is highlighted with a red arrow pointing to the 'Download Central' link. The page includes a login form with fields for 'Login ID' and 'Password', a 'Login' button, and a 'Registration Information' link. A 'New Member Access McKesson Download Central:' section provides instructions for new users.

- a. If you have previously used DLC, proceed to log in and continue to step 3
- b. If you have not accessed DLC previously, click “Registration Information” in the top navigation bar
  - i. Fill out the form. You will need the customer number you just copied from Customer Hub.
  - ii. Once the request is approved by your account administrator, you will receive your activation email for DLC and can log in
- c. Note, your LOGIN ID is your email address

- Once on the DLC home page, scroll down to “Browse My Software and Documentation” and click on “InterQual”
- A column will open on the right with a list of InterQual product lines, select “InterQual View”

Welcome Support View Cart Order Status Log Off Search  Advanced Search

**Home** Agreements Products Account Notifications News Forms Help

[Download Central Home](#)

## Download Central Home

Welcome to the Download Central Homepage! Check out "My Recent Email Notifications" to view the latest update notifications. "My Recent Files Posted" displays any files posted in the past 30 days. "My Recent Agreements" shows your list of recent agreements. "My Products" shows your list of products.

### My Recent Files Posted View All

⚠ denotes a critical file

Mar 16, 2015	⚠	CCMS Authorization Service (XAUTH) v3.2.2.1 Transaction Guide
Mar 16, 2015	⚠	CCMS Authorization Service (XAUTH) v3.2.2.1 Technical Release Notes
Mar 16, 2015	⚠	CCMS Authorization Service (XAUTH) v3.2.2.1
Mar 5, 2015	⚠	VITAL Platform v7.2.5.1 Technical Release Notes
Mar 5, 2015	⚠	VITAL Platform v7.2.5.1
Mar 4, 2015		Clear Coverage Integration Service v3.9 Technical Release Notes
Mar 4, 2015		McKesson VITAL Platform Clear Coverage Integration Service Install ...
Mar 4, 2015		Clear Coverage Integration Service v3.9

### My Recent Email Notifications View All

Mar 16, 2015	Your Login to Download Central has been reactivated
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### My Recent Agreements View All

Feb 18, 2015	2111160\$AGW1.0
Feb 16, 2015	2111160\$CCMSCU15
Feb 16, 2015	2111160\$NDC2015

### Browse My Software and Documentation

My Products	Product Lines
CareEnhance Clinical Management Software	InterQual Anonymous Review
CareEnhance Resource Management Software (CRMS)	InterQual Content Customization Tool
CareEnhance Review Manager	InterQual Coordinated Care Content
CareEnhance Review Manager Enterprise	InterQual Mobile
Coordinated Care Management System (CCMS)	InterQual® View 
InterQual 	
InterQual Coordinated Care Content	
InterQual Training	

5. Select the "InterQual View 2015" line

The screenshot shows the McKesson Download Central website. The header includes the McKesson logo, a welcome message for Krista Hunt, and navigation links for Support, View Cart, Order Status, Log Off, and a search bar. A blue navigation bar contains links for Home, Agreements, Products, Account, Notifications, News, Forms, and Help. The main content area is titled 'My Products' and features the 'InterQual® View' product line. Below this, there are tabs for 'Current Version Releases' and 'Previous Versions & Releases'. A table lists the current version releases:

Version	Release	# of Files	Latest File Posted
2015	<a href="#">InterQual View 2015</a>	16	Feb 4, 2015
2013	<a href="#">InterQual View 2013</a>	26	Feb 6, 2014
2012	<a href="#">InterQual View 2012</a>	9	Aug 31, 2012

A red arrow points to the 'InterQual View 2015' link in the table. The footer contains the McKesson logo and links for About Us, Contact Us, McKesson.com, HIPAA, EU Safe Harbor Notice, Disclaimer, and Privacy.

6. Download the file named "ReviewManager\_140.zip"

The screenshot shows a file list table with the following columns: File Description, File Size, Date Added, and File Name. A red arrow points to the 'ReviewManager\_140.zip' file in the File Name column.

<input type="checkbox"/>	+	File Description	File Size	Date Added	File Name
<input type="checkbox"/>	+	CareEnhance Review Manager 14.0, InterQual View 2015, please read ...	3.4 GB	Mar 20, 2014	<a href="#">ReviewManager_140.zip</a>

7. A download window will pop up. Follow prompts to download the file to your computer. Depending on your internet speed, the download time will vary.
  - a. Once this file is downloaded, you should review the installation instructions document within the file to complete installation titled "IQ View instruction guide 14.0"
  - b. REMEMBER: To complete installation you will need your product key

## Product Support

If you experience difficulties accessing InterQual View, or if you experience any other technical issues, you can contact Product Support in the following ways:

**Web:** [mhscustomerhub.mckesson.com](http://mhscustomerhub.mckesson.com)  
**Phone:** 1-800-CRITERIA or 1-800-274-8374  
**E-mail:** [cesupport@mckesson.com](mailto:cesupport@mckesson.com)