Care Providers and Payers

Point-of-Care Decision Support Solutions

ACCREDITED
CORE with VENDOR
CERTIFICATION
in Case Management,
Disease Management and
Health Utilization Management

Review Manager is URAC-certified for recognized standards in the Health Utilization Management Program.

CareEnhance Review Manager Enterprise
Bringing Greater Automation and Accuracy to the InterQual Review Process

CareEnhance® Review Manager Enterprise (Review Manager) software puts the power of InterQual® Criteria, an industry leader in evidence-based clinical decision support, at your fingertips. Review Manager is a browser-based, interactive product that helps automate and streamline the care review process and enables data retrieval and aggregated reporting.

Review Manager helps improve consistency among reviewers and supports a more efficient review process. Review Manager's workflow enables you to prioritize reviews, add important information and schedule follow-up reviews on your worklists for a specified date — all of which save you time. You can quickly find the status of any review using multiple search parameters.

Review Manager allows organizations to electronically share medical necessity reviews, along with the additional patient information required for the review to be useful to each organization (e.g., diagnosis codes and patient/member identifiers). This helps hospitals and health plans interact with each other in real time while supporting automation of inpatient

Point-of-Care Decision Support Solutions authorizations. You can send and receive reviews between Review Manager systems within your organization or between Review Manager and McKesson's Clear Coverage™, a clinical and financial decision support software-as-a-service solution that brings automated authorizations and coverage information to the point of decision. You can also see InterQual Criteria in a read-only view.

Review Manager's reporting capabilities help you get the most out of your software and data. Reports give you insight into productivity and utilization management outcomes, helping you identify and improve practice patterns. For example, managers can track review completion times by facility, then use that information to understand where opportunities for improvement exist. More than 40 Care Providers and Payers predefined reports are included. With Crystal Reports®, you can also build custom reports for import and reuse.

Review Manager is delivered two ways: locally installed or McKesson hosted. You

can also use it as a standalone solution, or, when locally installed, it can be integrated with other applications, such as McKesson VITAL Platform or other care management workflow applications. When integrated, Review Manager enables access to InterQual review information from within other applications, so you can easily put that information to work.

Review Manager helps:

- **Increase consistency.** Because you're using automated workflows that rely on InterQual Criteria, you can achieve greater consistency from reviewer to reviewer.

- **Get you up to speed quickly and easily.** Intuitive workflow and criteria screen displays, and printable books and criteria sets make Review Manager easy to use.

- **Improve business practices.** The ability to collect and organize data helps you identify trends, meet regulatory requirements, explore reasons behind utilization patterns and identify areas for quality improvement.

BUSINESS
CARE
CONNECTIVITY

- **Enhance efficiency.** Capabilities such as worklists, search capabilities and workflow options help enhance productivity. For example, the role assignment feature lets you tailor Review Manager functionality for your organization by enabling specific capabilities for specific staff roles.

- **Streamline administrative processes.** By enabling electronic communication of patient reviews between organizations, Review Manager simplifies administrative processes while supporting a collaborative approach to patient care.

Review Manager offers:

- **Access to InterQual Criteria.** InterQual is widely-used clinical content that is based on well-researched, evidence-based literature and real-world clinical practice.

- **Automatic review sharing.** Collaborating in real time, organizations can share reviews electronically, saving rework, errors and effort. In addition, reviews may be transmitted directly to Clear Coverage to facilitate inpatient authorization submission to payers.

- **Insight into recommendation logic to complement the Q&A format.** For criteria subsets formatted in the Q&A

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model, the CriteriaView™ feature allows users to view the criteria that are needed to get the desired procedure, imaging study, piece of equipment or service. This information can be used to support reviewers, to educate physicians and to support medical policy review.

- **Role assignment.** Because you can assign specific capabilities by content, staff location and staff role, you can shape Review Manager for your organization while helping to enhance efficiency.

- **Flexible workflows.** Intake personnel can assign reviews to appropriate coordinators, while managers can readjust workloads as needs shift.

- **Incorporation of organization specific policies.** InterQual Criteria can be annotated with your organization-specific policies to simplify use — annotations that can migrate with each annual release.

- **User-friendly searching.** You can search for relevant criteria by key words or by medical codes such as CPT®, ICD-9 and ICD-10.

- **Incorporation of reviewer comments.** You can provide additional documentation to a review to enhance communication and consistency in decision making.

- **Comprehensive reporting.** Review Manager offers over 40 predefined reports, the ability to customize reports with no programming skill required, and the ability to import reports designed using Crystal Reports.

- **Tracking of outcome reasons.** You can customize outcome reason codes and use them to track resource, quality and network issues.

- **HL7 interface.** This opt-in feature enables two-way, real-time data exchange between Review Manager and other clinical and administrative systems. Data only needs to be entered once, and then flows where it is needed.

- **Easy access to citations.** Links to short or long citations allow you to quickly

get to information that helps deepen your understanding of the criteria. Long citations include evidence classification ratings as well as article abstracts when available.

- **HIPAA enablement.** Review Manager helps providers safeguard patient data.

- **URAC certification.** Review Manager software meets recognized URAC standards in the Health Utilization Management Program.

Extending Your Review Manager Investment

- **InterQual® Interrater Reliability Suite.** Hosted, online testing measures and reports on how well and how consistently staff are applying the criteria.

- **InterQual® Content Customization Tool.** An easy to-use editing environment incorporates your organization's unique policies and procedures and InterQual Criteria into a single workflow. This custom content can be migrated as you move to the latest versions of InterQual and Review Manager.

- **InterQual® Transparency Solution.** You can put your licensed criteria on a secure portal for providers to view, helping boost consistency in decision making.

MCKESSON