
InterQual® Mobile

Getting Started

Using InterQual® Mobile to conduct medical necessity reviews with InterQual® Criteria involves the following steps:

1. Download the InterQual Mobile app from Google Play™ or the Apple® App Store™.
2. Get your InterQual licensing credentials from MHS Customer Hub.
3. Select the content you want to download to your device.

Note: For detailed technical requirements, including supported operating systems, refer to *InterQual Mobile Technical Requirements*.

Step 1: Download the InterQual Mobile app

The InterQual Mobile application is available from both Google Play and the Apple App Store and is free to download.

Step 2: Get your InterQual licensing credentials

To download InterQual Criteria to your device, you will be prompted to enter the following credentials:

- Customer Number
- License Number


This information is available from the MHS Customer Hub (<http://mhscustomerhub.mckesson.com>) on the My Company's Info tab or by calling Product Support at 1-800-CRITERIA or 1-800-274-8374.

Note: Your Customer Number and License Number determine which InterQual Criteria products you can download.


Step 3: Select the content you want to download

Use InterQual Mobile to download InterQual Criteria from McKesson to your device as follows:

1. On your device, run InterQual Mobile.
2. Enter your Customer Number and License Number.
3. Tap Submit.

4. Review the Help screens and then tap either Hide Help screens or Skip Help screens.
5. Tap the cloud icon (), if necessary.

The Cloud InterQual[®] Library screen lists the books available to download from McKesson to your device.

6. To the right of the book(s) you wish to download, tap Download.
7. Tap the device icon ().

The My InterQual[®] Library screen lists the books that have been downloaded from McKesson to your device.

Product Support

If you experience difficulties downloading the InterQual Mobile application, getting your InterQual licensing credentials, or downloading content to your device, or if you experience any other technical issues, you can contact Product Support in the following ways:

- **Web**—<http://mhscustomerhub.mckesson.com>
- **Phone**—1-800-CRITERIA or 1-800-274-8374
- **E-mail**—cesupport@mckesson.com

Product Support is available during normal business hours (8am-8pm ET), Monday through Friday.