

Customer Success: Centralized UM Team Saves 600 Hours per Month with InterQual® AutoReview



Adventist Health

- HQ: Roseville, CA
- 22 acute hospitals representing ~3,000 beds on the West Coast and Hawaii
- 60+ case managers plus additional nonclinical support

Highlights

Challenge

The centralized UM team's productivity was hindered by resource-intensive processes; as a result, valuable time and clinical expertise were being spent on routine tasks

Solution

Implemented InterQual AutoReview to automate the population of medical necessity reviews with embedded clinical data extracted directly from the EHR

Results

Time savings: Completed 14,000 automated reviews in six months for a savings of 3,600 hours (600 hours per month)

Resource optimization: Centralized UM team can successfully manage utilization review for 20+ hospitals remotely with consistency and accuracy across all facilities; clinical staff are practicing at the top of their licenses; staff time and expertise are redirected to complex cases and continued stay reviews

"InterQual AutoReview has been vital to the success of our centralized CMRC team, responsible for utilization management for 20+ hospitals. The time savings from these reviews increases our team's productivity and allows us to reallocate resources to where their potential is maximized. Additionally, the 'impartiality' of the automated review—the fact that there is little human intervention—develops trust with payers."

— Regina Berman, R.N., M.A.; Integrative Care Management and ACO Executive, Care Division; Adventist Health