

# Customer Success: Exception-Based UM with InterQual® AutoReview



## OSF Healthcare (IL)

- 15 hospitals, (10 acute care, 5 critical access) with ~2,000 licensed beds throughout Illinois and Michigan
- 40+ case managers and nonclinical support

### Highlights

#### Challenge

The utilization review process was inefficient and resource intensive; as a result, unnecessary time and clinical expertise were allocated to reviewing all cases requiring a review, regardless of complexity

#### Solution

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

#### Results

**Time savings:** In the first four months of use, completed ~8,000 automated reviews for a savings of 2,000 hours (an average of 500 hours per month)

**Resource optimization:** Simple tasks are now automated, enabling exception-based utilization management; clinical staff can practice at the top of their licenses and time was redirected to complex cases, same-day reviews, and continued-stay reviews

“InterQual AutoReview eliminated the need for our staff to conduct reviews on the straightforward cases, saving us hundreds of hours per month. Their time and expertise have been redirected to the complex cases, continued-stay reviews, and other high-value activities. Staff are now spending more of their time where it can make the biggest impact, both on our reimbursements and patient outcomes.”

— Jenny Landino, MSN, RN-BC, director of utilization management and review and clinical denial and appeals