

Continue to answer InterQual Connect questions in the e-referral system while we investigate technical issues

In December 2024, we made minor changes to the InterQual[®] Connect[™] process we use to review certain prior authorization requests in the e-referral system for Medicare Plus Blue, Blue Care Network commercial and BCN Advantage members.

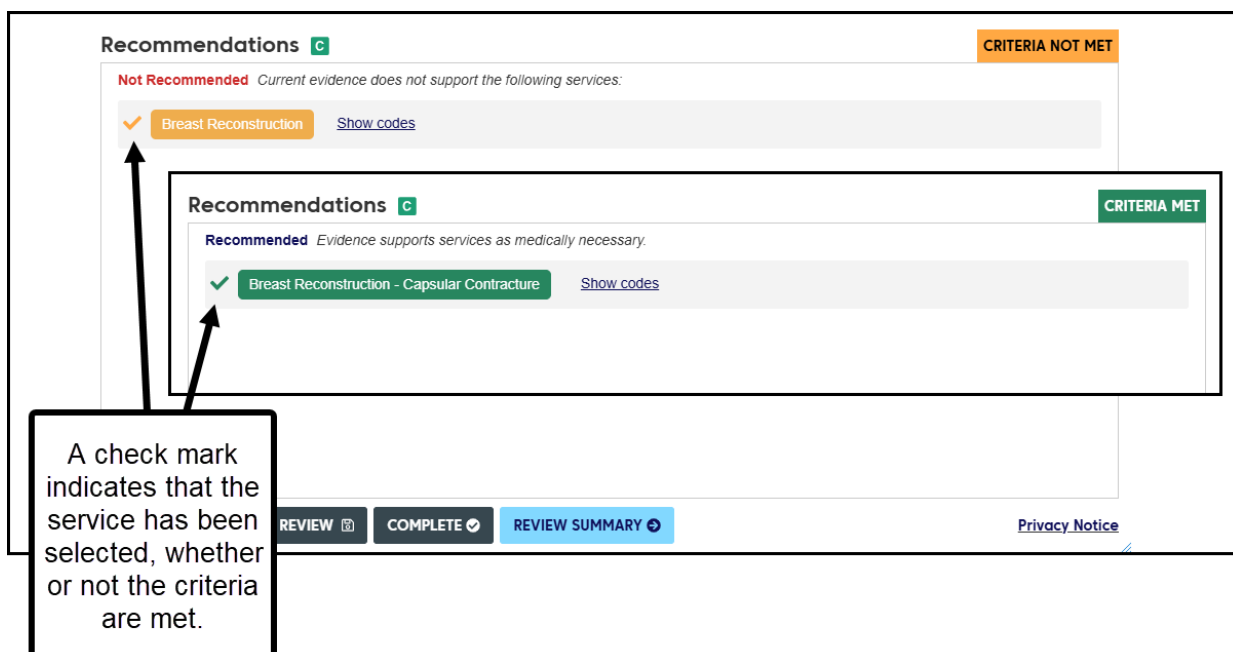
This change introduced an issue that causes prior authorization requests to pend for review for certain services in the e-referral system, even if the answers provided meet criteria. We are investigating the issue.

In the meantime, continue answering the InterQual Connect questions when they appear in the e-referral system. Answering the questions allows us to make determinations more quickly.

Here’s what to do after answering InterQual Connect questions in the e-referral system:

1. On the Recommendations screen, do one of the following:

If...	Do this...
The recommended service is automatically selected Tip: Look for a check mark to ensure the service is selected. See the image below for an example.	Click <i>Review Summary</i> . Important: If you don’t select a recommended service, cases that meet criteria will pend for review. This will delay our processing of your request.
The recommended service is not automatically selected	Select the service, and then click <i>Review Summary</i> .
There is no recommendation	Click <i>Review Summary</i> .



Recommendations C CRITERIA NOT MET
Not Recommended Current evidence does not support the following services:

Breast Reconstruction [Show codes](#)

Recommendations C CRITERIA MET
Recommended Evidence supports services as medically necessary.

Breast Reconstruction - Capsular Contracture [Show codes](#)

A check mark indicates that the service has been selected, whether or not the criteria are met.

[REVIEW](#) [COMPLETE](#) [REVIEW SUMMARY](#) [Privacy Notice](#)

2. On the Review Summary screen: Review the summary and click *Complete* to submit the request.

Important: Don't click *Save Review*. This will cause your request to pend even if criteria are met and will delay the processing of your request. Always click *Complete* to submit the request.

Review Summary

CONFIGURATIONS ⚙️ PRINT 🖨️

InterQual® Review Summary

Patient Name: [REDACTED] Criteria Status: **Criteria Met**

Date of Birth: [REDACTED]

Created By: [REDACTED] Criteria Product: **Medicare:Procedures**

Created Date: **01/23/2025, 11:03 AM EST** Criteria Subset: **Breast Reconstruction Following Mastectomy NCD**

Review Status: **In Primary** Criteria Version: **InterQual® 2024, Oct. 2024 Release**

Completed Date: [REDACTED] Determination #: **140.2**

Facility: [REDACTED]

Recommendations ✓ indicates reviewer selection

RECOMMENDED Evidence supports services as medically necessary.

✓ Breast Reconstruction - NCD

PREVIOUS SAVE REVIEW COMPLETE Privacy Notice

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