

Best practices for submitting prior authorization requests with InterQual Connect questions through the e-referral system

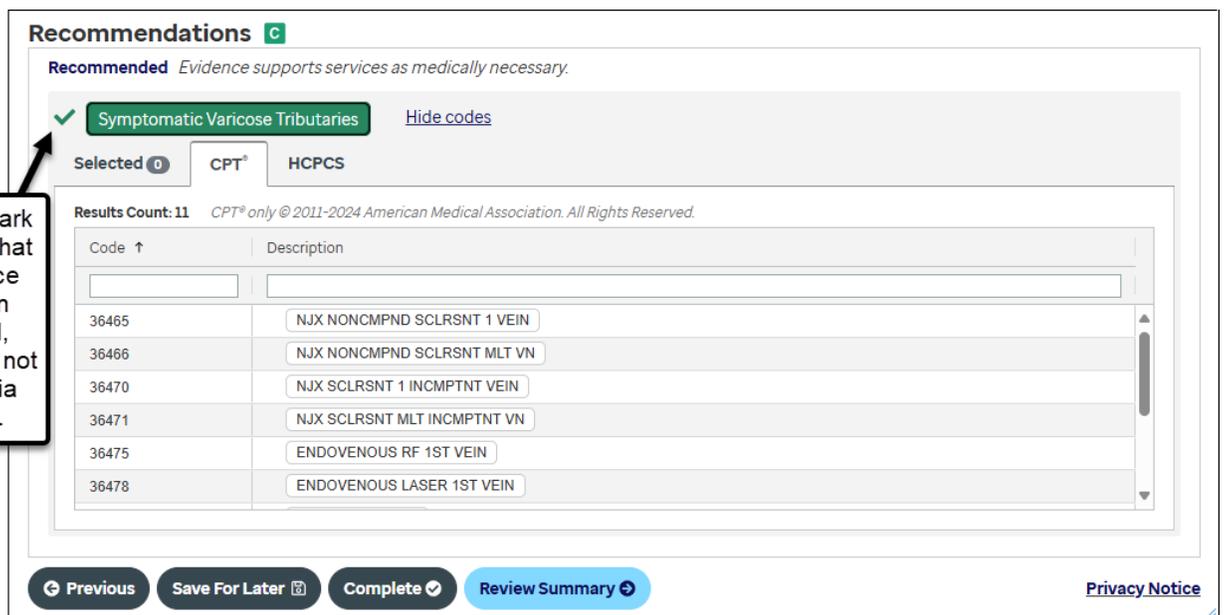
After answering InterQual Connect questions in the e-referral system, do the following to help ensure prior authorization requests are processed as quickly as possible:

- **Always click *Review Summary*** — Refer to Step 1 below for additional details.
- **Always click *Complete* to submit requests** — The *Save Review* button has been renamed to *Save For Later*. Don't click the *Save For Later* button, as it will cause your request to pend even if criteria are met and will delay the processing of your request. Refer to Step 2 below.

Here's what to do to submit a request 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> .



Recommended Evidence supports services as medically necessary.

✓ **Symptomatic Varicose Tributaries** [Hide codes](#)

Selected CPT* HCPCS

Results Count: 11 CPT® only © 2011-2024 American Medical Association. All Rights Reserved.

Code ↑	Description
36465	NJX NONCMPND SCLRSNT 1 VEIN
36466	NJX NONCMPND SCLRSNT MLT VN
36470	NJX SCLRSNT 1 INCMPTNT VEIN
36471	NJX SCLRSNT MLT INCMPTNT VN
36475	ENDOVENOUS RF 1ST VEIN
36478	ENDOVENOUS LASER 1ST VEIN

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

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

Important: Don't click *Save For Later*. 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 C

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Review Summary

Patient Name: <input type="text"/>	Criteria Status: Criteria Met
Date of Birth: <input type="text"/>	
Created By: <input type="text"/>	Criteria Product: CP:Procedures
Created Date: 04/11/2025, 09:40 AM EDT	Criteria Subset: Varicose Veins - HMO (Custom) - BCM
Review Status: In Primary	Criteria Version: Client Defined 2024
Completed Date: <input type="text"/>	
Facility: <input type="text"/>	

Recommendations indicates reviewer selection

RECOMMENDED *Evidence supports services as medically necessary.*

Symptomatic Varicose Tributaries

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