



ZUCKERBERG
SAN FRANCISCO GENERAL
Hospital and Trauma Center

Civil Service Commission: DPH PSC 2578 InterQual

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What is Interqual?

- “InterQual” is the name of ZSFG's 3rd party evidence-based review system managed by Optum Healthcare, formally known as Change Healthcare.
- The purpose of InterQual is to support payers, providers, and government agencies who want to help ensure clinically appropriate medical-utilization decisions.
 - These decisions are based off meeting specific “criteria points”
- Criteria points are based on best practices, clinical data, and medical literature. They are updated continually and released annually.

✓ LOC:Acute Adult:Infection: CNS Determination: Acute Met		
Review Type	Created With	Associated Date
Continued Stay	InterQual Connect	9/21/2025
Review Status		
Primary Completed (set b	RN on 9/23/2025 1140)	

Why InterQual is needed

- ZSFG is a participant under the DHCS Designated Public Hospital TAR-Free Process, which requires ZSFG to have InterQual or MCG to validate patients meet acute criteria that will be billed to Medi-Cal FFS.
- ZSFG signed our updated agreement with DHCS earlier this year.
- We additionally use it to validate patients whom we believe do not meet acute criteria any longer, which the review is then sent to our DOCC physicians for a secondary review.

II. DPH Requirements for Using InterQual/MCG and Case Management/UR Documentation

a. Are daily InterQual/MCG reviews required?

Answer: Yes, each acute day that will be billed to Medi-Cal FFS must meet InterQual/MCG criteria or be approved on Secondary Review. Acute administrative days (AAD) and inpatient hospital services for deliveries and well babies, as specified in CCR Title 22 Section 51327(a)(1)(A), are exempt from this requirement. DPHs should utilize the most current version of their evidence-based standardized review criteria (InterQual/MCG).

Questions?

