

# InterQual Access Guide For External Providers

## ACCESSING INTERQUAL THROUGH SELECTHEALTH.ORG

### 1. Access the Select Health Providers page.

- Go to the Select Health public site for providers: <https://selecthealth.org/providers>. Click on the **Policies** tab at the top of the Home page. Scroll down to the bottom of this page, where you will see **InterQual Criteria** as a clickable link.
- You may also access the criteria through the [Select Health Medical Policies](#) page by scrolling to the bottom of the page, where you will see a **One Healthcare ID** clickable link.

### 2. Open the InterQual login page.

- Select one of the above options that leads to **InterQual®** review criteria.
- You will be directed to the One Healthcare ID login page.
- Click **Sign in with One Healthcare ID**.

### 3. Create a One Healthcare ID (if you don't already have one).

- On the InterQual login screen, click **Sign in with One Healthcare ID**.
- Select **Create One Healthcare ID**.
- Enter your:
  - Name
  - Email
  - Create a username
  - Password
  - Phone number
- Complete registration and verify your email.
- For assistance with creating an account, access the **Help Center**.

## TROUBLESHOOTING: "I ALREADY USE ONE HEALTHCARE ID FOR ANOTHER SITE"

Some providers get redirected or blocked when they use the same One Healthcare ID for multiple portals. This problem is commonly caused by **browser cache conflicts**, especially in Google Chrome, which Select Health recommends for provider tools.

### Fix the Issue in Google Chrome:

1. Open Google Chrome.
2. Go to the top right and click the **Menu** icon (☰).
3. Select **Settings** → **Privacy and security**.
4. Click **Delete browsing data**.

5. Select:
  - **Browsing history**
  - **Cookies and other site data**
  - **Cached images/files**
6. Click **Delete from this device**.
7. Close Chrome completely, reopen it, then return to the InterQual login page.

After clearing the history, log in again using **Sign in with One Healthcare ID**. If the issue persists, select the **Chat with support** option on the One Healthcare ID login page.

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# InterQual Access Guide, Continued

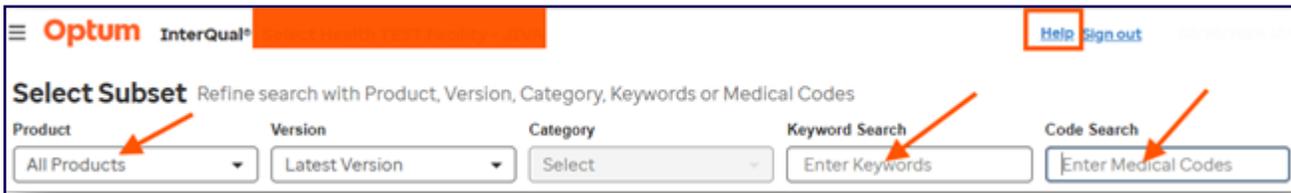
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## NAVIGATING INTERQUAL AND FINDING HELP

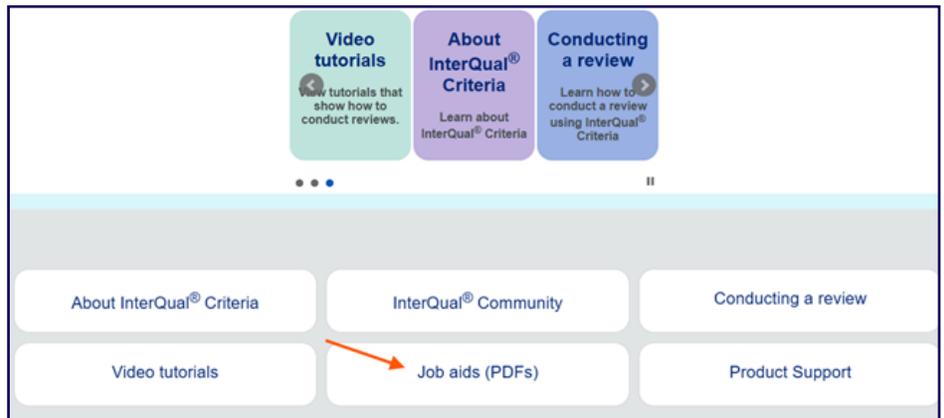
Optum provides online **Help**, training, and **Job Aids** through its provider tools portal. Public-facing provider resources include structured support content and learning materials.

### How to Reach Help/Job Aids After Login

- After signing in, you may search for a **Product** or use the **Keyword Search/Code Search** to look for criteria.
- To access job aids and learn how to use the InterQual tool, access the **Help** option (in the top right corner of the page).



- Access available resources such as:
  - **Job Aids (how to review criteria)**
  - **Quick Tutorials**
  - **Portal navigation guides**
  - **Support Inquiry steps**



- **Book View** allows users to quickly view InterQual criteria in a full reference format without having to conduct a full review or decision pathway. It can be accessed at the bottom of the screen after a subset is selected.

