

## CONIFER UTILIZATION REVIEWS



### Helping You:

- Quickly identify cases that may not meet evidence-based criteria
- Improve service quality with live monitoring during all shifts
- Support improvements in physician documentation
- Better assist your staff in next-day patient management
- Reduce rate of inpatient admissions that fail to meet payer criteria for medical necessity
- Enhance clinical decision support protocols

## Expert Clinical Reviews that Help You Screen Admissions for Medical Necessity

Achieving timely review of admissions requires a staff of trained clinicians on hand, 24 hours a day

### **YOUR BUSINESS CHALLENGE**

Payers' and auditors' evolving criteria for medical necessity of inpatient admissions have placed extra emphasis on making sure patients are admitted with the appropriate status and level of care. Because the decision to hospitalize patients is being made 24 hours a day, it is critical that resources be available to perform the necessary admission reviews, without disrupting your workflow. Although many hospitals and health systems strive to complete these reviews within 24 hours of admission, delays or lack of consistent quality in the review process can lead to incorrect patient status assignments and related billing compliance issues.

### **WHAT WE OFFER**

Conifer Utilization Reviews give you a faster, better way to help you validate that a physician's decision to admit a patient to your hospital meets evidence-based clinical criteria. Our team of InterQual® certified experts delivers a high degree of quality service by accurately and efficiently identifying the patients that require second-level evaluation by a physician. Because our licensed nurse reviewers handle admission reviews, your local case managers have more time for direct patient interaction and care planning.

Conifer Health helps organizations transition from volume to value-based care, enhance the patient experience and improve quality, cost and access to healthcare.

## **CONIFER** HEALTH SOLUTIONS®

**Hospitals & Health Systems**  
ConiferHealth.com/Hospitals

**Physician Groups**  
ConiferHealth.com/Physicians

**Employers**  
ConiferHealth.com/Employers

Our proprietary workflow and reporting technology—customized for each hospital to complement your established protocols—utilizes daily at-a-glance reports to assist your staff in next-day patient management. Our solution includes:

- Access to InterQual® certified trainers and licensed nurse reviewers as a seamless extension of your staff
- Around-the-clock nurse reviewers, including coverage on nights, weekends and holidays
- Evidence-based decision support to screen hospital admissions for medical necessity
- Collaboration between our reviewers and your care management staff to enhance workflow
- Monthly and real-time reporting to help identify trends in admissions, services ordered and reimbursement

### **HOW WE'RE DIFFERENT**

#### **Unmatched experience**

The Conifer Health utilization review team has unmatched experience—performing nearly one million first-level admission reviews to date.

#### **Expert quality assurance**

Our quality assurance supervisors—senior licensed nurses—provide live monitoring on all shifts, 24 hours a day, seven days a week, including holidays.

#### **Proprietary technology**

We have built our own powerful workflow and reporting technology to manage quick response time, create notifications of cases that require escalation for physician review, and track physician and payer trends.

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