

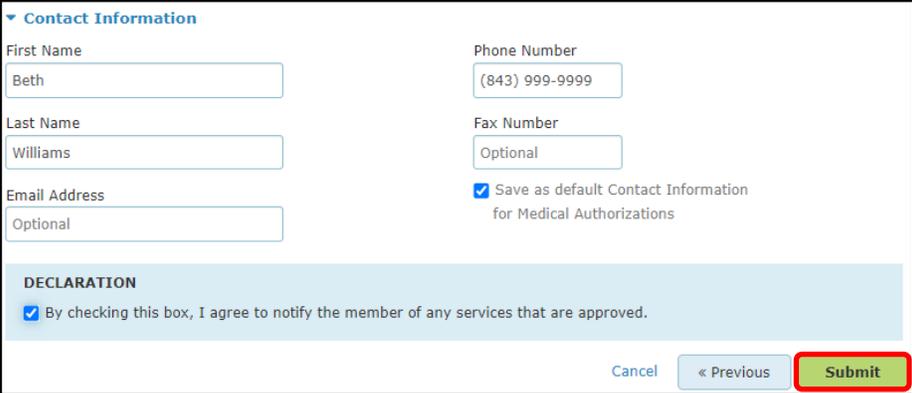
InterQual Assessment for Certified Recovery Specialist Authorizations

For Certified Recovery Specialist (CRS) authorizations to be completed, the InterQual Assessment must be completed as instructed below. Most authorizations will be auto approved, which allows providers to obtain the authorization approval immediately.

NOTE: While progressing through the questions below, if the next question does not appear and

No remaining questions. Click View Recommendations to continue.

appears in the lower left corner, the answer to the question has triggered a medical necessity review of the authorization and the authorization will be pended.

Step	Action
1.	<p>Once providers click Submit for the authorization details in the NaviNet Provider Portal,</p>  <p>The InterQual Assessment page will load.</p>
2.	<p>Choose Certified Recovery Specialist (CRS) Request.</p> 
3.	<p>Click Medical Review.</p> <p>Subset Overview</p> <p>Subset Notes</p> 

4. Select the Type of Certified Recovery Request, **Initial** or **Continued Service**.

Type of CRS request *Required* 

Initial

Continued Service

Choose an answer to continue

NOTE: If choosing **Continued Service**, providers should ensure that the **Individual Recovery plan is attached as a document in the previous screen.**

5. Select if the date of referral to CRS services is known.

NOTE: If choosing **Yes**, a date must be entered in the comments by clicking  .

Is the date of referral to CRS services known? If yes, enter that date in the comments. *Required* 

Yes, enter date in comments

No

Choose an answer to continue

Reviewer Comments



Is the date of referral to CRS services known? If yes, enter that date in the comments.
✓ Yes, enter date in comments

1/1/25

ADD COMMENT

Click **Add Comment** when finished.

6. Select if a first date of service was offered.

NOTE: If choosing Yes, a date must be entered in the comments by clicking  .

Was a first date of service offered? (Enter date in comments) *Required* 

Yes, enter date in comments

No

Choose an answer to continue

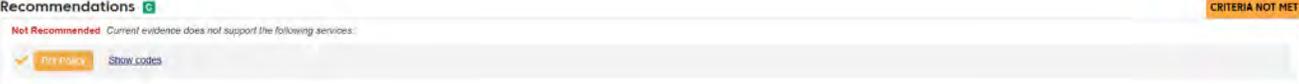
7. Select if the member is ≥ 18 .

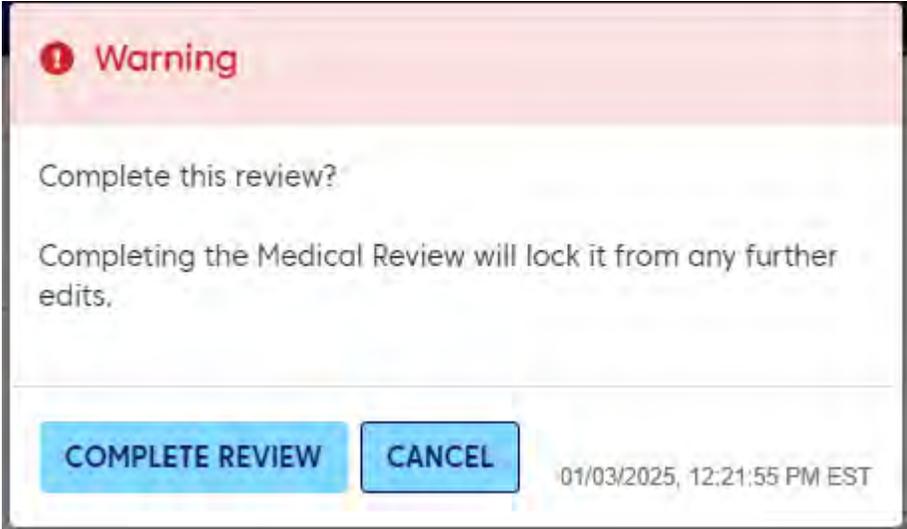
Is the member age ≥ 18 ? *Required* 

Yes

No

Choose an answer to continue

<p>8.</p>	<p>Select if the member has a primary SUD diagnosis.</p> <p>NOTE: If choosing Yes, the diagnosis must be entered in the comments by clicking  .</p> <p>Does the member have a primary SUD diagnosis? (Enter in the comments) <i>Required</i> </p> <p><input type="button" value="Yes, enter in the comments"/></p> <p><input type="button" value="No"/></p> <p><i>Choose an answer to continue</i></p>
<p>9.</p>	<p>Select if the member agrees to receiving services.</p> <p>Does the member agree to receiving Certified Recovery specialist services? <i>Required</i> </p> <p><input type="button" value="Yes"/></p> <p><input type="button" value="No"/></p> <p><i>Choose an answer to continue</i></p>
<p>10.</p>	<p>Click  .</p>
<p>11.</p>	<p>The next screen will show if the system deems that all answers have been answered appropriately to issue an auto approval or not.</p> <p>If an auto approval can be issued, the following screen will show,</p>  <p>If an auto approval cannot be issued, the following screen will show,</p>  <p>Providers can review the summary of answers to ensure that all questions have been answered appropriately and make changes if needed. If correct answers have been provided, providers should click Complete as outlined in Step 14.</p>
<p>12.</p>	<p>Clicking  will show all questions and answers as a summary so providers can double-check that the correct information has been recorded. Please ensure the Prescribers Name and First Date of Service has been entered as a comment.</p>

	<p>If providers do not want to review the summary, click Complete.</p> 
<p>13.</p>	<p>A pop-up box will appear to confirm your selection. Click Complete Review.</p> 
<p>14.</p>	<p>An approved authorization screen will then appear if the authorization was auto approved.</p>  <p>If the authorization could not be auto approved a pending authorization screen will appear,</p>  <p>PerformCare will complete a clinical review of the authorization and a response will be issued to providers within 2 business days.</p>

Providers can view an Interqual Assessments completed by clicking on Auth Details of an approved authorization and then scrolling to the Documents section,

▼ Documents (1)

	Name	Source
1	 CRS Criteria Met	Irenaut1 01/17/2025 8:07am