

Medical Necessity Review Criteria

Acentra Health uses InterQual®, a nationally recognized, evidence-based clinical decision support tool, to assist in evaluating medical necessity, determining the appropriate level of care, and supporting length-of-stay decisions. InterQual criteria is used in conjunction with clinical judgment to help ensure members receive the right care at the right time.

Members and providers have the right to request a copy of the clinical criteria used in the review of a medical necessity determination. To request a copy, please contact Acentra Health Customer Service:

- Phone: (800) 634-4832
- Fax: (512) 975-7642
- Email: NEIHBP@acentra.com