

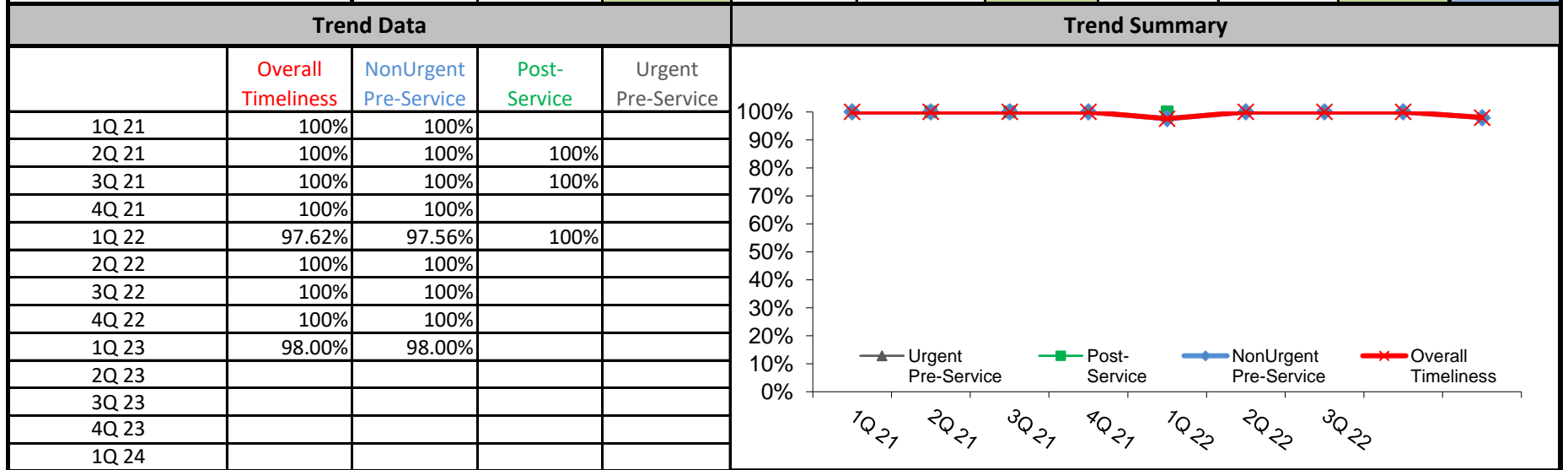


## Dean Health Plan – WellFirst ACA IL (29285)

### Commercial UM Timeliness Report

1st Quarter 2023

Timeliness Metric	NonUrgent Pre-Service			Post-Service			Urgent Pre-Service			Overall
	Cases Processed	Cases Met	% Met	Cases Processed	Cases Met	% Met	Cases Processed	Cases Met	% Met	% Met
<b>RBM</b>	26	26	100%	0	0	N/A	0	0	N/A	100%
Determination	26	26	100%	0	0	N/A	0	0	N/A	100%
Notifications	26	26	100%	0	0	N/A	0	0	N/A	100%
<b>MSK</b>	4	3	75.00%	0	0	N/A	0	0	N/A	75.00%
Determination	4	4	100%	0	0	N/A	0	0	N/A	100%
Notifications	4	3	75.00%	0	0	N/A	0	0	N/A	75.00%
<b>Physical Medicine</b>	20	20	100%	0	0	N/A	0	0	N/A	100%
Determination	20	20	100%	0	0	N/A	0	0	N/A	100%
Notifications	20	20	100%	0	0	N/A	0	0	N/A	100%
<b>Overall Timeliness</b>	50	49	98.00%	0	0	N/A	0	0	N/A	98.00%



**Definitions and Measurement Method:**  
 This report displays quarterly timeliness performance for nonurgent pre-service, post-service, and urgent pre-service authorization requests. It complies with the reporting standards set forth by NCQA, separately measuring determinations from notifications, as well as measuring overall timeliness for utilization management review. Total cases measured include approvals and denials for medical necessity.

- Overall Performance:**
- Of the 50 combined NonUrgent Pre-service case(s), 1 did not meet the timeframe for determination and/or notifications.
  - No Post-Service cases were processed this quarter.
  - No Urgent Pre-Service cases were processed this quarter.

**Analysis and Improvement Opportunities:**  
 Results yield an overall compliance rate of 98.00%.