Dean Health Plan – WellFirst ACA IL (29285) Commercial

UM Timeliness Report											
1st Quarter 2023											
		NonUrgent Pre-Service			Post-Service			Urgent Pre-Service			Overall
Timeliness Metric		Cases Processed	Cases Met	% Met	Cases Processed	Cases Met	% Met	Cases Processed	Cases Met	% Met	% Met
RBM		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%
MSK		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%
Physical Medicine		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%
Overall Timeliness		50	49	98.00%	0	0	N/A	0	0	N/A	98.00%
Trend Data					Trend Summary						
	Overall Timeliness	NonUrgent Pre-Service	Post- Service	Urgent Pre-Service	100% ר 🎽	<u> </u>	* *		<u>* *</u>	*	*
1Q 21 2Q 21	100% 100%	100% 100%	100%		90% -						~
3Q 21	100%	100%	100%		80% -						
4Q 21	100%	100%	10076		70% -						
10 22	97.62%	97.56%	100%		60% -						
2Q 22	100%	100%			50% -						
3Q 22	100%	100%			40% -						
4Q 22	100%	100%			30% -						
1Q 23	98.00%	98.00%			20% -		- F	Post- 🛶	-NonUrgent		rall
2Q 23					10% - 0%	Pre-Servi	ce s	Service	Pre-Service		eliness
3Q 23							1 ² 0 <		2, 2		
4Q 23					l í	1027 2027	ٽ ^ر ج	¹ 0 ₂₇ ¹ 0 ₂₂	2022 30	ç ₅	
1Q 24						·	-	`	•	-	

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%.