



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

### Commercial UM Timeliness Report

3rd 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>	21	21	100%	0	0	N/A	0	0	N/A	100%
Determination	21	21	100%	0	0	N/A	0	0	N/A	100%
Notifications	21	21	100%	0	0	N/A	0	0	N/A	100%
<b>MSK</b>	1	1	100%	0	0	N/A	0	0	N/A	100%
Determination	1	1	100%	0	0	N/A	0	0	N/A	100%
Notifications	1	1	100%	0	0	N/A	0	0	N/A	100%
<b>Physical Medicine</b>	18	18	100%	0	0	N/A	0	0	N/A	100%
Determination	18	18	100%	0	0	N/A	0	0	N/A	100%
Notifications	18	18	100%	0	0	N/A	0	0	N/A	100%
<b>Overall Timeliness</b>	40	40	100%	0	0	N/A	0	0	N/A	100%

Trend Data					Trend Summary	
	Overall Timeliness	NonUrgent Pre-Service	Post-Service	Urgent Pre-Service		
1Q 21	100%	100%				
2Q 21	100%	100%	100%			
3Q 21	100%	100%	100%			
4Q 21	100%	100%				
1Q 22	97.62%	97.56%	100%			
2Q 22	100%	100%				
3Q 22	100%	100%				
4Q 22	100%	100%				
1Q 23	98.00%	98.00%				
2Q 23	100%	100%				
3Q 23	100%	100%				
4Q 23						
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 40 combined NonUrgent Pre-service case(s), all met the timeframe for determination and 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 100%.