Dean Health Plan – WellFirst ACA IL (29285) Commercial

				UM Ti	meliness Re	eport					
				4th	Quarter 202	23					
NonUrgent Pre-Service				Post-Service			Urgent Pre-Service			Overa	
Timeliness Metric		Cases Processed	Cases Met	% Met	Cases Processed	Cases Met	% Met	Cases Processed	Cases Met	% Met	% Met
RBM		30	30	100%	0	0	N/A	0	0	N/A	100%
Determination		30	30	100%	0	0	N/A	0	0	N/A	1009
Notifications		30	30	100%	0	0	N/A	0	0	N/A	1009
MSK		2	2	100%	0	0	N/A	0	0	N/A	1009
Determination		2	2	100%	0	0	N/A	0	0	N/A	1009
Notifications		2	2	100%	0	0	N/A	0	0	N/A	1009
Physical Medicine		10	10	100%	0	0	N/A	0	0	N/A	100
Determination		10	10	100%	0	0	N/A	0	0	N/A	100
Notifications		10	10	100%	0	0	N/A	0	0	N/A	1009
Overall Timeliness		42	42	100%	0	0	N/A	0	0	N/A	100
	Trei	nd Data					Tre	end Summar	у		
	Overall Timeliness	NonUrgent Pre-Service	Post- Service	Urgent Pre-Service	100% ר 💥	* *	× .	* *	×	× ×	*
1Q 21	100%	100%			90% -						~
2Q 21	100%	100%	100%		80% -						
3Q 21	100%	100%	100%		70% -						
4Q 21 1Q 22	100% 97.62%	100% 97.56%	100%		60% -						
20 22	97.82%	97.56%	100%		50% -						
30.22	100%	100%			40% -						
4Q 22	100%	100%			30% -						
10 23	98.00%	98.00%			20% -		B F	Poet-	-NonUrgent		nall
	100%	100%			10% -	Pre-Servi		Service	Pre-Service		eliness
2Q 23					0% +						
2Q 23 3Q 23	100%	100%				· · · ·		· · ·			
		100% 100%				$\hat{\varphi}_{z_7} \hat{\varphi}_{z_7} \hat{\varphi}_{z_7} \hat{\varphi}_{z_7}$	27 ⁴ Q27 ⁷ () ~~		

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 42 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%.