

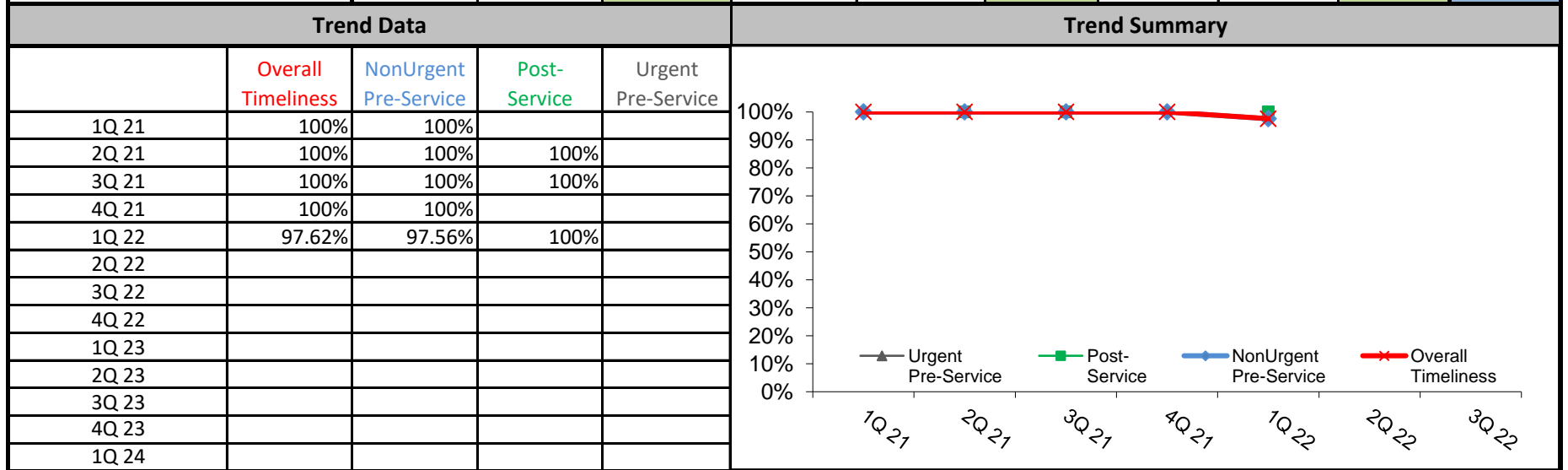


Dean Health Plan – WellFirst ACA IL (29285)

Commercial
UM Timeliness Report

1st Quarter 2022

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
RBM	31	31	100%	1	1	100%	0	0	N/A	100%
Determination	31	31	100%	1	1	100%	0	0	N/A	100%
Notifications	31	31	100%	1	1	100%	0	0	N/A	100%
MSK	1	0	0.00%	0	0	N/A	0	0	N/A	0.00%
Determination	1	1	100%	0	0	N/A	0	0	N/A	100%
Notifications	1	0	0.00%	0	0	N/A	0	0	N/A	0.00%
Physical Medicine	9	9	100%	0	0	N/A	0	0	N/A	100%
Determination	9	9	100%	0	0	N/A	0	0	N/A	100%
Notifications	9	9	100%	0	0	N/A	0	0	N/A	100%
Overall Timeliness	41	40	97.56%	1	1	100%	0	0	N/A	97.62%



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 NCOA, 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 41 combined NonUrgent Pre-service case(s), 1 did not meet the timeframe for determination and/or notifications.
- Of the 1 combined Post-Service case(s), all met the timeframe for determination and notifications.
- No Urgent Pre-Service cases were processed this quarter.

Analysis and Improvement Opportunities:

Results yield an overall compliance rate of 97.62%.