

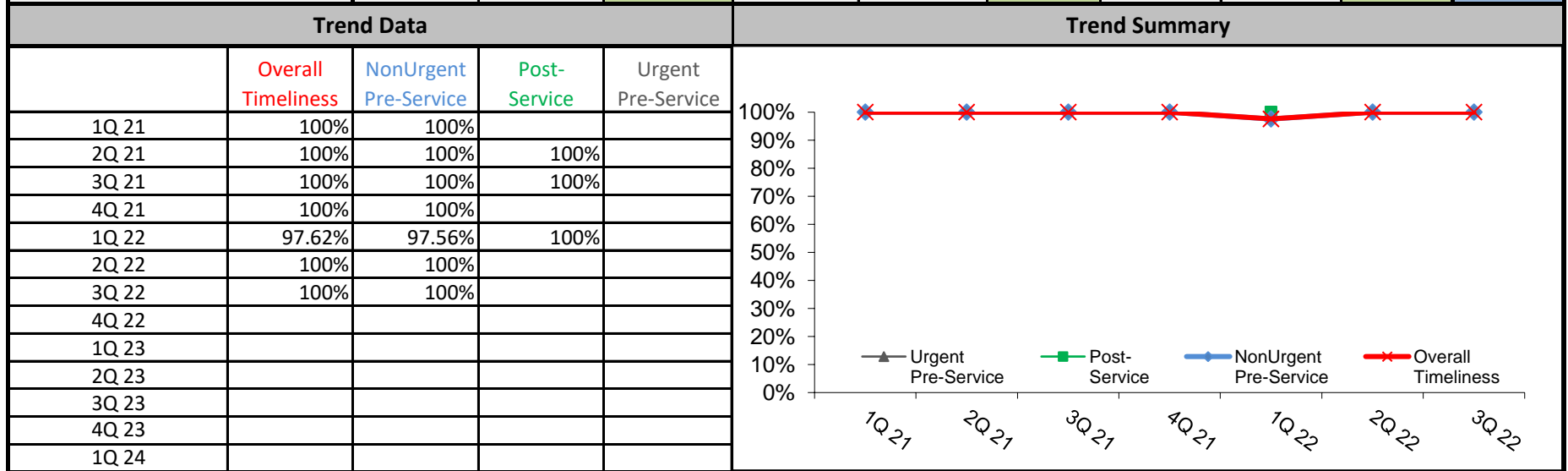


Dean Health Plan – WellFirst ACA IL (29285)

Commercial
UM Timeliness Report

3rd 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	46	46	100%	0	0	N/A	0	0	N/A	100%
Determination	46	46	100%	0	0	N/A	0	0	N/A	100%
Notifications	46	46	100%	0	0	N/A	0	0	N/A	100%
MSK	0	0	N/A	0	0	N/A	0	0	N/A	N/A
Determination	0	0	N/A	0	0	N/A	0	0	N/A	N/A
Notifications	0	0	N/A	0	0	N/A	0	0	N/A	N/A
Physical Medicine	17	17	100%	0	0	N/A	0	0	N/A	100%
Determination	17	17	100%	0	0	N/A	0	0	N/A	100%
Notifications	17	17	100%	0	0	N/A	0	0	N/A	100%
Overall Timeliness	63	63	100%	0	0	N/A	0	0	N/A	100%



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 NCCA, 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 63 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%.