| NonUrgent Pre-Signation Timeliness Metric Cases Processed Cases Met RBM 27 27 Determination 27 27 Determination 27 27 Notifications 27 27 MSK 0 0 Determination 27 27 MSK 0 0 Determination 0 0 Notifications 0 0 Physical Medicine 12 12 Determination 12 12 Overall Timeliness 39 39 Overall Timeliness NonUrgent Pre-Service Post- Service 1Q 21 100% 100% 2Q 21 100% 100% 3Q 21 10 100% | | Cases Processed 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | 1 Post-Service Cases Met 0 0 0 0 0 0 0 0 0 0 0 0 0 | % Met N/A N/A N/A N/A N/A N/A N/A N/A | Cases Processed 0 0 0 0 0 0 0 0 0 | ent Pre-Serv Cases Met 0 0 0 0 0 0 0 0 0 0 | % Met N/A N/A N/A N/A N/A N/A N/A | % Met 100% 100% 100% N/A N/A |
|---|---|---|---|---|--|---|---|--|
| Timeliness MetricCases ProcessedCases MetRBM2727Determination2727Notifications2727MSK00Determination00Determination00Notifications00Notifications1212Physical Medicine1212Determination1212Determination1212Overall Timeliness3939Trerd DataIQ 21100%100%2Q 2110100%4Q 2111 | % Met 100% 100% 100% N/A N/A N/A 100% | Cases Processed 0 0 0 0 0 0 0 0 | Cases Met 0 0 0 0 0 0 0 0 | Met N/A N/A N/A N/A N/A N/A | Cases Processed 0 0 0 0 0 0 0 0 0 | Cases Met 0 0 0 0 0 0 0 0 | % Met N/A N/A N/A N/A N/A N/A N/A | Overa % Met 100% 100% N/A N/A N/A 100% |
| Timeliness Metric Processed Met RBM 27 27 Determination 27 27 Notifications 27 27 Notifications 27 27 MSK 0 0 Determination 0 0 Determination 0 0 Notifications 0 0 Notifications 12 12 Physical Medicine 12 12 Determination 12 12 Notifications 12 12 Overall Timeliness 39 39 Overall Timeliness NonUrgent Preservice 1Q21 100% 100% 2Q21 4 4 4 4Q21 4 4 4 | Met 100% 100% 100% N/A N/A N/A 100% | Processed 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | Met 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | Met N/A N/A N/A N/A N/A N/A | Processed 0 0 0 0 0 0 0 0 0 0 0 | Met 0 0 0 0 0 0 0 0 0 0 | Met N/A N/A N/A N/A N/A N/A | Met 1009 1009 N/A N/A |
| Image: margin basic state structure Image: margin basic structure Determination 27 27 Notifications 27 27 MSK 0 27 Determination 0 0 Determination 0 0 Notifications 0 0 Physical Medicine 12 12 Determination 12 12 Notifications 12 12 Notifications 12 12 Overall Timeliness 39 39 Overall Timeliness NonUrgent Presservice Post-service 1Q21 100% 100% 2Q21 Interpresservice Service 3Q21 Interpresservice Interpresservice | 100% 100% N/A N/A N/A 100% 100% | 0 0 0 0 0 0 | 0 0 0 0 0 0 | N/A N/A N/A N/A N/A N/A | 0 0 0 0 0 0 | 0 0 0 0 0 0 | N/A N/A N/A N/A N/A N/A | 1009 1009 N/A N/A |
| Notifications 27 27 Notifications 27 27 MSK 0 0 Determination 0 0 Notifications 0 0 Physical Medicine 12 12 Determination 12 12 Notifications 12 12 Overall Timeliness 39 39 Overall Timeliness Overall Timeliness NonUrgent Pre-Service 1Q 21 100% 100% 2Q 21 I I 3Q 21 I I | 100% N/A N/A N/A 100% 100% | 0 0 0 0 0 | 0 0 0 0 0 | N/A N/A N/A N/A N/A | 0 0 0 0 0 | 0 0 0 0 0 | N/A N/A N/A N/A | 1009 N/A N/A |
| MSK 0 0 Determation 0 0 Notifications 0 0 Notifications 10 0 Physical Medicine 12 12 Determation 12 12 Notifications 12 12 Notifications 39 39 Overall Timeliness NonUrgent Pre-Service Post- Service 1Q 21 100% 100% 3Q 21 I I I | N/A N/A N/A 100% | 0 0 0 | 0 0 0 | N/A N/A N/A N/A | 0 0 0 | 0 0 0 | N/A N/A N/A N/A | N// N// |
| Notifications 0 0 Notifications 0 0 Physical Medicine 12 12 Determination 12 12 Determination 12 12 Notifications 12 12 Notifications 12 12 Overall Timeliness 39 39 Overall Timeliness 1Q 21 100% 100% 2Q 21 Interpretended Interpretended 3Q 21 Interpretended Interpretended 4Q 21 Interpretended Interpretended | N/A N/A 100% | 0 0 0 | 0 0 0 | N/A N/A N/A | 0 0 0 | 0 0 0 | N/A N/A N/A | N// |
| Notifications 0 Physical Medic 0 Determination 12 Determination 12 Notifications 12 Notifications 12 Overall Timeliness 39 Overall Timeliness NonUrgent Pre-Service Post- Service 1Q 21 100% 100% 3Q 21 Interpreter Interpreter | N/A 100% 100% | 0 | 0 | N/A N/A | 0 | 0 | N/A N/A | N// |
| Physical Medicine 12 12 Determination 12 12 Notifications 12 12 Overall Timeliness 39 39 Overall Timeliness Overall NonUrgent Pre-Service Post- Service 1Q 21 100% 100% 3Q 21 I I | 100% | 0 | 0 | N/A | 0 | 0 | N/A | |
| Determination 12 12 Notifications 12 12 Overall Timeliness 39 39 Trev Data Overall Timeliness NonUrgent Doverall NonUrgent Post- Service 1Q 21 100% 100% 2Q 21 Interpresent Interpresent 3Q 21 Interpresent Interpresent | 100% | - | | | - | - | | 100 |
| Notifications 12 12 Overall Timeliness 39 39 Trend Data Overall Timeliness Overall Timeliness NonUrgent Post-Service 10,21 100% 100% 20,21 100 100% 30,21 10 10 | | 0 | 0 | N/A | | | | |
| Overall Timeliness3939Trend DataOverall TimelinessNonUrgent Pre-ServicePost- Service1Q 21100%100%2Q 21003Q 21004Q 2100 | 100% | 1 | - | , | 0 | 0 | N/A | 100 |
| Overall TimelinessNonUrgent Pre-ServicePost- Service1Q 21100%100%3Q 214Q 214 | 100% | 0 | 0 | N/A | 0 | 0 | N/A | 100 |
| Overall TimelinessNonUrgent Pre-ServicePost- Service1Q 21100%100%2Q 213Q 214Q 21 | 100% | 0 | 0 | N/A | 0 | 0 | N/A | 100 |
| Timeliness Pre-Service Service 1Q 21 100% 100% 2Q 21 3Q 21 4Q 21 | | | | Tre | end Summary | y | | |
| 2Q 21 | Urgent Pre-Service | 100% ¬) | * | | | | | |
| 3Q 21 | | 90% - | ••• | | | | | |
| 4Q 21 | + | 80% - | | | | | | |
| | + | 70% - | | | | | | |
| 1Q 22 | 1 | 60% - | | | | | | |
| 2Q 22 | | 50% - | | | | | | |
| 3Q 22 | | 40% - 30% - | | | | | | |
| 4Q 22 | | 30% - 20% - | | | | | | |
| 1Q 23 | | 10% - | - Urgent | B F | Post- 🛶 | -NonUrgent | Over | all |
| 2Q 23 | 1 | 0% | Pre-Servi | ce S | Service | Pre-Service | Time | liness |
| 3Q 23 | + | 070 | 10 30 | , ° | | 10 | ŝ | 30 |
| 4Q 23 1Q 24 | 1 | | Ψ, | 2_7 | 27 27 | 422 | ·\$~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~ | 302, |

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 39 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%.