

# Dean Health Plan - WellFirst ACA IL (29285)

#### Commercial

## **UM Timeliness Report**

### 2nd Quarter 2021

		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		24	24	100%	1	1	100%	0	0	N/A	100%
Determination		24	24	100%	1	1	100%	0	0	N/A	1009
Notifications		24	24	100%	1	1	100%	0	0	N/A	1009
MSK		3	3	100%	0	0	N/A	0	0	N/A	1009
Determination		3	3	100%	0	0	N/A	0	0	N/A	100
Notifications		3	3	100%	0	0	N/A	0	0	N/A	100
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		44	44	100%	1	1	100%	0	0	N/A	100
Trend Data					Trend Summary						
	Overall Timeliness	NonUrgent Pre-Service	Post- Service	Urgent Pre-Service	4000/	000/					
1Q 21	100%	100%			100% -	* *					
2Q 21	100%	100%	100%		90% -						
3Q 21					80% - 70% -						
4Q 21											
10.22					60% -						

### **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.

50%

40%

30%

20%

10%

0%

- Uraent

Pre-Service

₹Q27

NonUrgent

Pre-Service

Ф<sub>гг</sub>

Post-

3051

Service

Overall

Timeliness

30<sup>55</sup>

#### **Overall Performance:**

1Q 22

2Q 22

3Q 22

4Q 22

1Q 23

2Q 23

3Q 23

4Q 23 1Q 24

- Of the 44 combined NonUrgent Pre-service case(s), all met the timeframe for determination and 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 100%