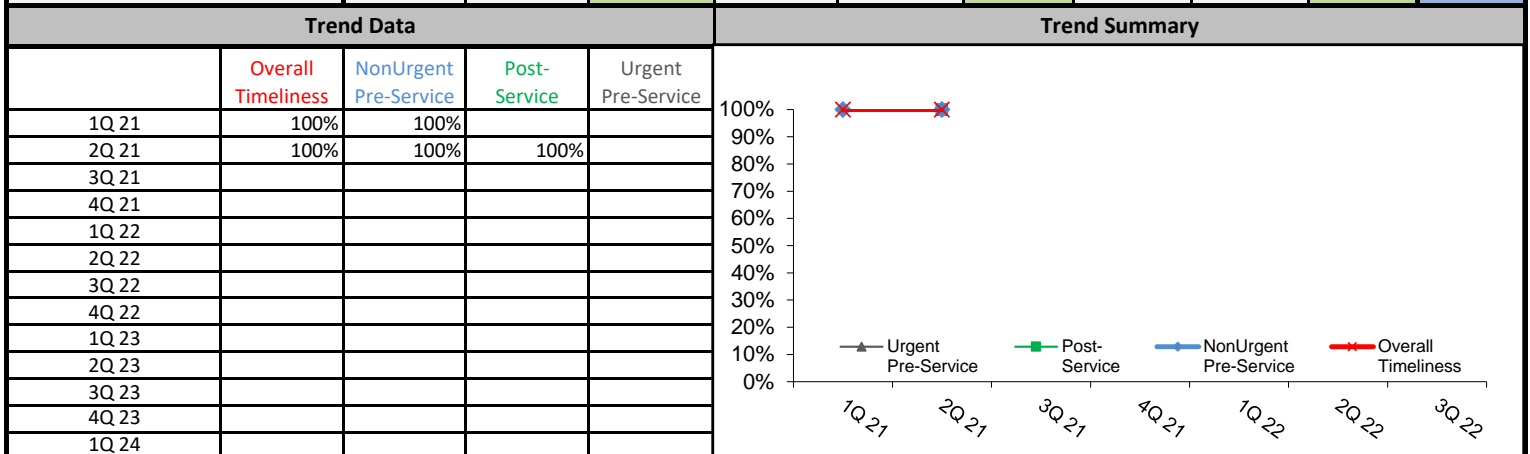


2nd Quarter 2021

	NonUrgent Pre-Service			Post-Service			Urgent Pre-Service			Overall
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	100%
Notifications	24	24	100%	1	1	100%	0	0	N/A	100%
MSK	3	3	100%	0	0	N/A	0	0	N/A	100%
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%



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 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%.