Magellan HEALTHCARE SM			Dean Health Plan – WellFirst ACA IL (29285) Commercial UM Timeliness Report									
1st Quarter 2022												
		Nonl	Urgent Pre-Se	rvice	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		31	31	100%	1	1	100%	0	0	N/A	100%	
Determi	ination	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%	
Determi	ination	9	9	100%	0	0	N/A	0	0	N/A	100%	
Notificat	itions	9	9	100%	0	0	N/A	0	0	N/A	100%	
Overall Time	liness	41	40	97.56%	1	1	100%	0	0	N/A	97.62%	
Trend Data					Trend Summary							
	Overall	NonUrgent	Post-	Urgent								
	Timeliness	Pre-Service	Service	Pre-Service	100% ¬ 🗦	* *	<u> </u>					
1Q 21	100%		100%	<b>با</b>	90% -							
2Q 21	100%		100%		80% -							
3Q 21	100%		100%	,J	70% -							
4Q 21 1Q 22	100%		100%	,Į	60% -							
2Q 22	97.62%	97.50%	100%	,Į	50% -							
3Q 22		<b>├────</b> ╂	. ——•••	·•	40% -							
4Q 22		i†	. ——•••	,	30% -							
10 23	+	i†	. ——•••	·•	20% -						.,	
2Q 23	-+	r†	, ——•••	·•	1076	Urgent Pre-Servic	ice S	Post	<ul> <li>NonUrgent</li> <li>Pre-Service</li> </ul>	Over Time	erall eliness	
3Q 23	++	rt	,†	<b>/</b>	0% +				1			
4Q 23	++	(†	,t	,,	1	1027 20	) <sub>27</sub> <sup>3</sup> Q	27 <sup>4</sup> Q27	70 <sub>22</sub>	2022	30-55	
1Q 24		rt	,t	·	1	57	57	57 11	く	イ	く	

**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 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%.