



Dean Health Plan – WellFirst ACA IL (29285)

Commercial UM Timeliness Report

4th Quarter 2022

	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	23	23	100%	0	0	N/A	0	0	N/A	100%
Determination	23	23	100%	0	0	N/A	0	0	N/A	100%
Notifications	23	23	100%	0	0	N/A	0	0	N/A	100%
MSK	1	1	100%	0	0	N/A	0	0	N/A	100%
Determination	1	1	100%	0	0	N/A	0	0	N/A	100%
Notifications	1	1	100%	0	0	N/A	0	0	N/A	100%
Physical Medicine	9	9	100%	0	0	N/A	0	0	N/A	100%
Determination	9	9	100%	0	0	N/A	0	0	N/A	100%
Notifications	9	9	100%	0	0	N/A	0	0	N/A	100%
Overall Timeliness	33	33	100%	0	0	N/A	0	0	N/A	100%

Trend Data					Trend Summary	
	Overall Timeliness	NonUrgent Pre-Service	Post-Service	Urgent Pre-Service		
1Q 21	100%	100%				
2Q 21	100%	100%	100%			
3Q 21	100%	100%	100%			
4Q 21	100%	100%				
1Q 22	97.62%	97.56%	100%			
2Q 22	100%	100%				
3Q 22	100%	100%				
4Q 22	100%	100%				
1Q 23						
2Q 23						
3Q 23						
4Q 23						
1Q 24						

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 33 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%.