

# Dean Health Plan - WellFirst ACA IL (29285)

#### Commercial

#### **UM Timeliness Report**

## 1st Quarter 2023

	Non	Urgent Pre-Se	ervice		Post-Service		Urg	Overall				
Timeliness Metric	Cases Processed	Cases Met	% Met	Cases Processed	Cases Met	% Met	Cases Processed	Cases Met	% Met	% Met		
RBM	26	26	100%	0	0	N/A	0	0	N/A	100%		
Determination	26	26	100%	0	0	N/A	0	0	N/A	100%		
Notifications	26	26	100%	0	0	N/A	0	0	N/A	100%		
MSK	4	3	75.00%	0	0	N/A	0	0	N/A	75.00%		
Determination	4	4	100%	0	0	N/A	0	0	N/A	100%		
Notifications	4	3	75.00%	0	0	N/A	0	0	N/A	75.00%		
Physical Medicine	20	20	100%	0	0	N/A	0	0	N/A	100%		
Determination	20	20	100%	0	0	N/A	0	0	N/A	100%		
Notifications	20	20	100%	0	0	N/A	0	0	N/A	100%		
Overall Timeliness	50	49	98.00%	0	0	N/A	0	0	N/A	98.00%		
Trend Data					Trend Summary							

	Overall Timeliness	NonUrgent Pre-Service	Post- Service	Urgent Pre-Service	4000/	<u> </u>	w	<u></u>	w	_	~	<b>×</b>	~	
1Q 21	100%	100%			100%	*	*	*	*	×	*	*	*	<del>*</del>
2Q 21	100%	100%	100%		90%									
3Q 21	100%	100%	100%		80%									
4Q 21	100%	100%			70%									
1Q 22	97.62%	97.56%	100%		60%									
2Q 22	100%	100%			50%									
3Q 22	100%	100%			40%									
4Q 22	100%	100%			30%									
1Q 23	98.00%	98.00%			20%	_	- Urgent	_	Post-	_	-NonUrg	ent	→ Over	all:
2Q 23					10%	_	Pre-Serv		Service		Pre-Ser			liness
3Q 23					0% +	7	2	2		7	2	2	1 1	
4Q 23						7Q27	₹ <sub>0</sub> 27	30 <sup>57</sup>	4051	<i>7</i> Q <sub>₹2</sub>	\$	30 <sup>5</sup>	) <sub>2</sub>	
1Q 24						.,	• /	.,	- ' '	~	~	,	ς	

## **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 50 combined NonUrgent Pre-service case(s), 1 did not meet the timeframe for determination and/or 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 98.00%.