

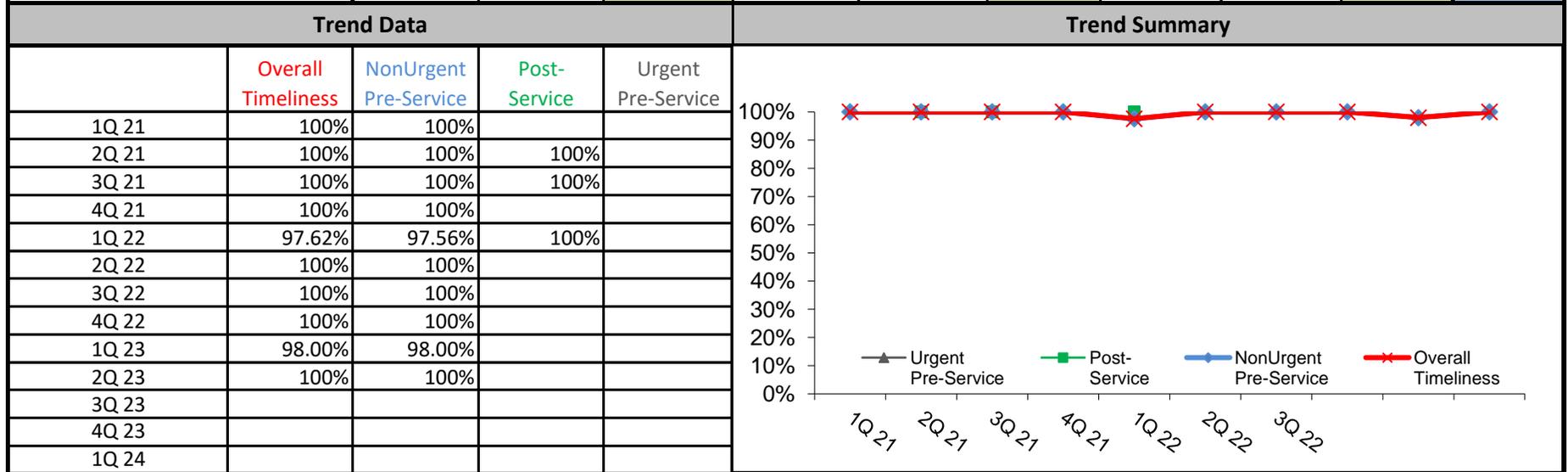


Dean Health Plan – WellFirst ACA IL (29285)

Commercial UM Timeliness Report

2nd Quarter 2023

Timeliness Metric	NonUrgent Pre-Service			Post-Service			Urgent Pre-Service			Overall
	Cases Processed	Cases Met	% Met	Cases Processed	Cases Met	% Met	Cases Processed	Cases Met	% Met	% Met
RBM	35	35	100%	0	0	N/A	0	0	N/A	100%
Determination	35	35	100%	0	0	N/A	0	0	N/A	100%
Notifications	35	35	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	18	18	100%	0	0	N/A	0	0	N/A	100%
Determination	18	18	100%	0	0	N/A	0	0	N/A	100%
Notifications	18	18	100%	0	0	N/A	0	0	N/A	100%
Overall Timeliness	54	54	100%	0	0	N/A	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 NCCA, 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 54 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%.