

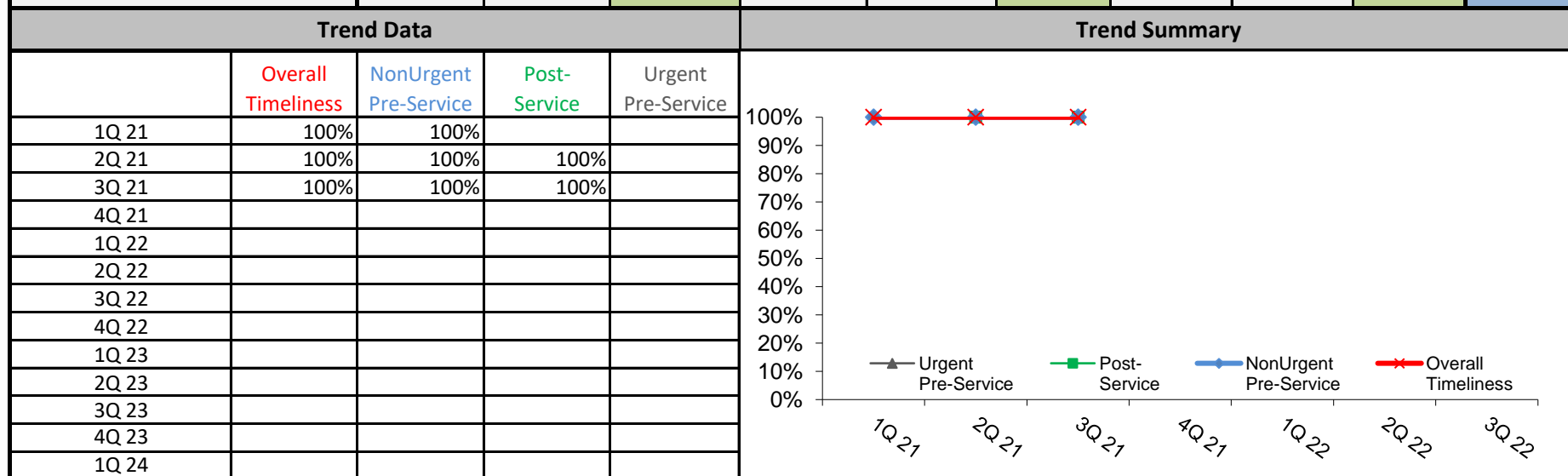


## Dean Health Plan – WellFirst ACA IL (29285)

### Commercial UM Timeliness Report

3rd 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
<b>RBM</b>	33	33	100%	1	1	100%	0	0	N/A	100%
Determination	33	33	100%	1	1	100%	0	0	N/A	100%
Notifications	33	33	100%	1	1	100%	0	0	N/A	100%
<b>MSK</b>	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%
<b>Physical Medicine</b>	10	10	100%	0	0	N/A	0	0	N/A	100%
Determination	10	10	100%	0	0	N/A	0	0	N/A	100%
Notifications	10	10	100%	0	0	N/A	0	0	N/A	100%
<b>Overall Timeliness</b>	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%.