Magellan HEALTHCARE SM		Dean Health Plan – WellFirst ACA IL (29285) Commercial									
HEALIHCAREss UM Timeliness Report											
	-		4th	Quarter 202	21						
	Non	Urgent Pre-Se	ervice		Post-Service		Urgent Pre-Service				
Timeliness Metric	Cases Processed	Cases Met	% Met	Cases Processed	Cases Met	% Met	Cases Processed	Cases Met	% Met		
RBM	27	27	100%	0	0	N/A	0	0	N/A		
Determination	27	27	100%	0	0	N/A	0	0	N/A		
Notifications	27	27	100%	0	0	N/A	0	0	N/A		
MSK	3	3	100%	0	0	N/A	0	0	N/A		
Determination	3	3	100%	0	0	N/A	0	0	N/A		

100%

100%

100%

100%

100%

Overall % Met 100%

100%

100%

100%

100%

100%

100%

100%

100%

Trend Data					Trend Summary							
	Overall Timeliness	NonUrgent Pre-Service	Post- Service	Urgent Pre-Service	100% า	*	*	*	~			
1Q 21	100%	100%		I	90%				~			
2Q 21	100%	100%	100%	<u> </u>	90% - 80% -							
3Q 21	100%	100%	100%									
4Q 21	100%	100%			70% - 60% -							
1Q 22												
2Q 22					50% -							
3Q 22					40% -							
4Q 22					30% -							
1Q 23					20% -	— ▲ — Urg	ient	Post-	_	NonUrgent	→ Ove	rall
2Q 23					10% -		-Service	Service		Pre-Service		eliness
3Q 23				1	0% +	7						
4Q 23					1	1027	2927	3027	4Q27	10-22	2022	30-52
1Q 24						•7	./	-7	• /	۲	7	7

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N/A

N/A

N/A

N/A

N/A

Definitions and Measurement Method:

Notifications

Determination

Notifications

Physical Medicine

Overall Timeliness

3

13

13

13

43

3

13

13

13

43

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 43 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%.