



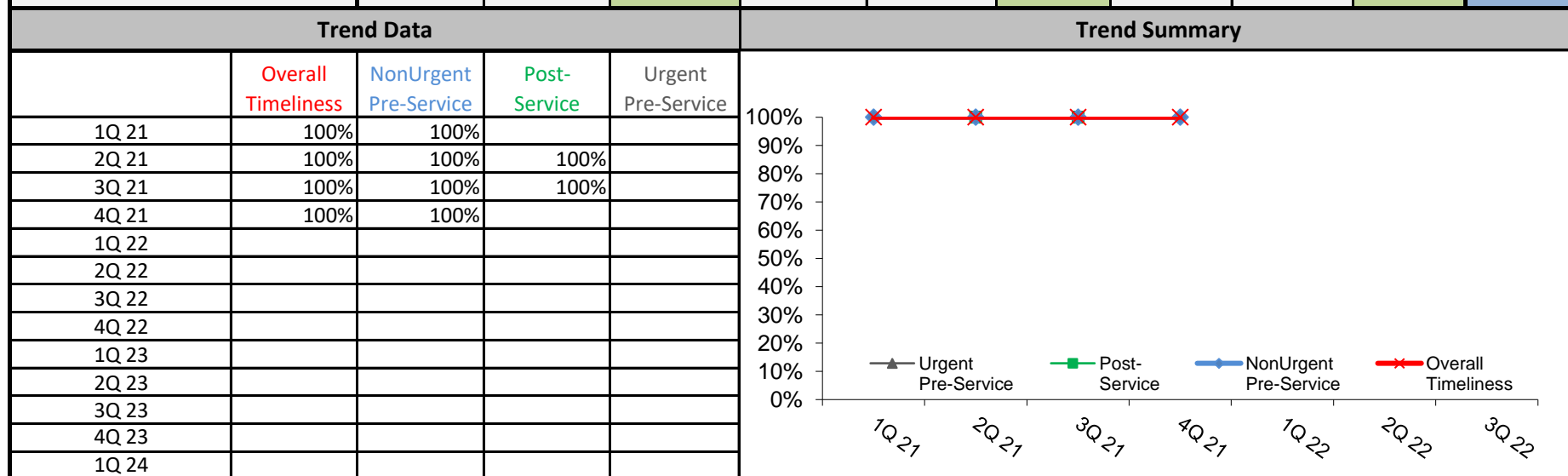
Dean Health Plan – WellFirst ACA IL (29285)

Commercial

UM Timeliness Report

4th 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 |
| RBM | 27 | 27 | 100% | 0 | 0 | N/A | 0 | 0 | N/A | 100% |
| Determination | 27 | 27 | 100% | 0 | 0 | N/A | 0 | 0 | N/A | 100% |
| Notifications | 27 | 27 | 100% | 0 | 0 | N/A | 0 | 0 | N/A | 100% |
| MSK | 3 | 3 | 100% | 0 | 0 | N/A | 0 | 0 | N/A | 100% |
| Determination | 3 | 3 | 100% | 0 | 0 | N/A | 0 | 0 | N/A | 100% |
| Notifications | 3 | 3 | 100% | 0 | 0 | N/A | 0 | 0 | N/A | 100% |
| Physical Medicine | 13 | 13 | 100% | 0 | 0 | N/A | 0 | 0 | N/A | 100% |
| Determination | 13 | 13 | 100% | 0 | 0 | N/A | 0 | 0 | N/A | 100% |
| Notifications | 13 | 13 | 100% | 0 | 0 | N/A | 0 | 0 | N/A | 100% |
| Overall Timeliness | 43 | 43 | 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 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%.