



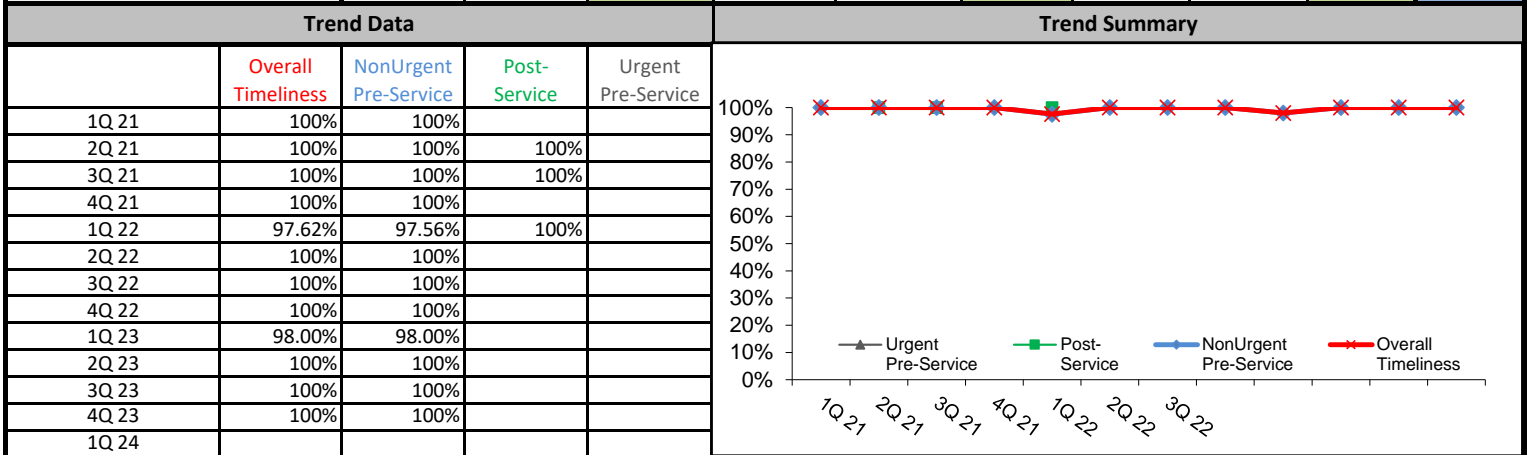
Dean Health Plan – WellFirst ACA IL (29285)

Commercial

UM Timeliness Report

4th 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	30	30	100%	0	0	N/A	0	0	N/A	100%
Determination	30	30	100%	0	0	N/A	0	0	N/A	100%
Notifications	30	30	100%	0	0	N/A	0	0	N/A	100%
MSK	2	2	100%	0	0	N/A	0	0	N/A	100%
Determination	2	2	100%	0	0	N/A	0	0	N/A	100%
Notifications	2	2	100%	0	0	N/A	0	0	N/A	100%
Physical Medicine	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%
Overall Timeliness	42	42	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 42 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%.