

Health Plan Name: HealthChoice	Result for HealthChoice
Total # of prior authorization requests for physical health services	156,319
Total # of prior authorization requests denied for physical health services	14,581
Total # of prior authorization denials for physical health compared to total # of services provided (ratio)	8%
Num= Auth denial volume/Total claims count	
Percentage of claims payments for physical health services with PA compared to all claim payments (%)	91%
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Claims paid with autho Num	
claims paid (all) Den	
Total # of prior authorization requests for behavioral health services	52,155
Total # of prior authorization requests denied for behavioral health services	2,608
Total # of prior authorization denials for behavioral health compared to total # of services provided (ratio)	5%
Percentage of claims payments for behavioral health services with PA compared to all claim payments (%)	90%
Total # of prior authorization requests for pharmaceuticals	99,048
Total # of prior authorization requests denied for pharmaceuticals	46,435
Total # of prior authorization denials for pharmaceuticals compared to total # of Rx's received (ratio)	46.88%
Percentage of claims payments for pharmaceuticals with PA compared to all claim payments (%)	59.00%
Total # of appeals decided for physical health	3,057
Total # of appeals upheld for physical health	1,325
Total # of appeals with decision overturned for physical health	1,732
Total # of appeals for behavioral health	414
Total # of appeals upheld for behavioral health	385
Total # of appeals with decision overturned for behavioral health	30
Total # of appeals for Rx	3,015
Total # of appeals upheld for Rx	840
Total # of appeals with decision overturned for Rx	2,175
# 1 denial reason for physical health PA	No separate payment for packaged ancillary service
# 2 denial reason for physical health PA	Denied by Medical Services
#3 denial reason for physical health PA	Admin Denial
#4 denial reason for physical health PA	DENIED:Please submit claim to Psych Health for Pmnt
#5 denial reason for physical health PA	Authorization Not Required
# 1 denial reason for BH PA	DENIED BY MEDICAL SERVICES
# 2 denial reason for BH PA	DENIAL UPHELD ON APPEAL
#3 denial reason for BH PA	ADMIN DENIAL
#4 denial reason for BH PA	PAY
#5 denial reason for BH PA	DENIAL UPHELD ON RECONSIDERATION
# 1 denial reason for Rx	MEDICAL NECESSITY NOT MET
# 2 denial reason for Rx	ADMIN-DENIED EXCLUDED
#3 denial reason for Rx	BENEFIT-OTHER COVERAGE
#4 denial reason for Rx	ADMIN-DENIED ALTERNATIVES
#5 denial reason for Rx	BENEFIT-COVERAGE TERMINATED
Average time between submission of a complete PA request and response for physical health	7.48
Average time between submission of a complete PA request and response for behavioral health	48.09
Average time between submission of a complete PA request and response for Rx	8.81

Health Plan Name: HealthChoice	Result
Total # of prior authorization requests for behavioral health services	325
Total # of prior authorization requests denied for behavioral health services	17

Total # of prior authorization denials for behavioral health compared to total # of services provided (ratio)	5%
Percentage of claims payments for behavioral health services with PA compared to all claim payments (%)	67%
Total # of prior authorization requests for pharmaceuticals	84
Total # of prior authorization requests denied for pharmaceuticals	79
Total # of prior authorization denials for pharmaceuticals compared to total # of Rxs received (ratio)	1:9605
Percentage of claims payments for pharmaceuticals with PA compared to all claim payments (%)	0.001%
Total # of appeals decided for physical health	72
Total # of appeals upheld for physical health	36
Total # of appeals with decision overturned for physical health	36
Total # of appeals for behavioral health	0
Total # of appeals upheld for behavioral health	0
Total # of appeals with decision overturned for behavioral health	0
Total # of appeals for Rx	0
Total # of appeals upheld for Rx	0
Total # of appeals with decision overturned for Rx	0
# 1 denial reason for physical health PA	Admin Denial
# 2 denial reason for physical health PA	Pay
#3 denial reason for physical health PA	Denied by Medical Services
#4 denial reason for physical health PA	CHECK RUN EXCEPTION - Provider address issues
#5 denial reason for physical health PA	
# 1 denial reason for BH PA	DENIED BY MEDICAL SERVICES
# 2 denial reason for BH PA	ADMIN DENIAL
#3 denial reason for BH PA	
#4 denial reason for BH PA	
#5 denial reason for BH PA	
# 1 denial reason for Rx	Non-Formulary 2 Alternatives
# 2 denial reason for Rx	Indications
#3 denial reason for Rx	No Med Documentation
#4 denial reason for Rx	Non-Formulary 1 Alternative
#5 denial reason for Rx	Criteria
Average time between submission of a complete PA request and response for physical health	19.52
Average time between submission of a complete PA request and response for behavioral health	447.84
Average time between submission of a complete PA request and response for Rx	71.05

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