Total # of prior authorization requests for physical health services Total # of prior authorization requests denied for physical health compared to total # of services provided (ratio) Num= Auth denial volume/Total claims count Percentage of claims payments for physical health services with PA compared to all claim payments (%)	Health Plan Name: HealthChoice	Result for HealthChoice
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#4 denial reason for BH PA #5 denial reason for BH PA DENIAL UPHELD ON RECONSIDERATION #1 denial reason for Rx MEDICAL NECESSITY NOT MET ADMIN-DENIED EXCLUDED 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  48.09	# 2 denial reason for BH PA	DENIAL UPHELD ON APPEAL
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# 1 denial reason for Rx  # 2 denial reason for Rx  # 3 denial reason for Rx  # 4 denial reason for Rx  # 4 denial reason for Rx  # 5 denial reason for Rx  Average time between submission of a complete PA request and response for physical health  Average time between submission of a complete PA request and response for behavioral health  # 5 denial reason for Rx  # 6 denial reason for Rx  # 7 denial reason for Rx  # 8 denial reason for Rx  # 9 denial reason for Rx  # 9 denial reason for Rx  # 1 denial reason for Rx  # 1 denial reason for Rx  # 2 denial reason for Rx  # 2 denial reason for Rx  # ADMIN-DENIED EXCLUDED  # 8 denial reason for Rx  # ADMIN-DENIED EXCLUDED  # 8 denial reason for Rx  # ADMIN-DENIED EXCLUDED  # 1 denial reason for Rx  # ADMIN-DENIED EXCLUDED  # 1 denial reason for Rx  # ADMIN-DENIED EXCLUDED  # 1 denial reason for Rx  # ADMIN-DENIED EXCLUDED  # 1 denial reason for Rx  # ADMIN-DENIED EXCLUDED  # 1 denial reason for Rx  # ADMIN-DENIED EXCLUDED  # ADMIN-DEN	#4 denial reason for BH PA	PAY
# 2 denial reason for Rx  #3 denial reason for Rx  #4 denial reason for Rx  #5 denial reason for Rx  ADMIN-DENIED EXCLUDED  BENEFIT-OTHER COVERAGE  ADMIN-DENIED ALTERNATIVES  BENEFIT-COVERAGE TERMINATED  7.48  Average time between submission of a complete PA request and response for physical health  Average time between submission of a complete PA request and response for behavioral health  48.09	#5 denial reason for BH PA	DENIAL UPHELD ON RECONSIDERATION
#3 denial reason for Rx  #4 denial reason for Rx  #5 denial reason for Rx  #5 denial reason for Rx  Average time between submission of a complete PA request and response for physical health  Average time between submission of a complete PA request and response for behavioral health  #8.09	# 1 denial reason for Rx	MEDICAL NECESSITY NOT MET
#4 denial reason for Rx  #5 denial reason for Rx  ADMIN-DENIED ALTERNATIVES  BENEFIT-COVERAGE TERMINATED  7.48  Average time between submission of a complete PA request and response for physical health  Average time between submission of a complete PA request and response for behavioral health  48.09	# 2 denial reason for Rx	ADMIN-DENIED EXCLUDED
#5 denial reason for Rx  Average time between submission of a complete PA request and response for physical health  Average time between submission of a complete PA request and response for behavioral health  48.09	#3 denial reason for Rx	BENEFIT-OTHER COVERAGE
Average time between submission of a complete PA request and response for physical health  Average time between submission of a complete PA request and response for behavioral health  48.09	#4 denial reason for Rx	ADMIN-DENIED ALTERNATIVES
response for physical health  Average time between submission of a complete PA request and response for behavioral health  48.09		BENEFIT-COVERAGE TERMINATED
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	7.48
response for behavioral health		
	Average time between submission of a complete PA request and	48.09
Average time between submission of a complete DA request and		
Average time between submission of a complete PA request and 8.81	Average time between submission of a complete PA request and	8.81
response for Rx	response for Rx	

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	5%		
to total # of services provided (ratio)			
Percentage of claims payments for behavioral health services with PA	67%		
compared to all claim payments (%)			
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	1:9605		
to total # of Rxs received (ratio)			
Percentage of claims payments for pharmaceuticals with PA	0.001%		
compared to all claim payments (%)			
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 behavorial 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	19.52		
response for physical health			
Average time between submission of a complete PA request and	447.84		
response for behavioral health			
Average time between submission of a complete PA request and	71.05		
Average time between submission of a complete PA request and response for Rx	71.05		

Numerator