

2024 STATISTICAL REPORTING								
Department	Health Care Services Subject to Prior Auth	Total Prior Auth Requests	Prior Auths Denied	Top 5 Reasons for Denial	Total Prior Auth Requests Appealed	Appealed Requests Upheld	Appealed Requests Reversed	Average Time Between Received and Response
Physical Health	Office Visit DME Rehab Inpatient Genetic Testing and Counseling Skilled Nursing	6317	1518	Admin Denial Denied by Medical Services Pay on Appeal Pay on Reconsideration Pay				6.62 hrs.
Behavioral Health	Outpatient Therapy BH PHP BH Med Management	331	30	Pay Admin Denial Denied by Medical Services Pend Partial Approval Pay on Appeal				6.07 hrs.
Pharmacy	Link: : https://hfs.illinois.gov/medicalproviders/pharmacy/preferred.html	7686	3088	Medical Necessity Admin Denial Steph Therapy Coverage Terminated Alternatives				4.22 hrs.
Vendor (Evolent)	Cardiac Musculoskeletal-Surgery Oncology Pain Management Physical Medicine Radiology Benefits Management	13369	5399	Medical Necessity Admin Denial Clinical Information				72 hrs.
Vendor (Care Centrix)	Post Acute Care	599	0					13 hrs.
PH Appeals					577	277	300	10.35 days
BH Appeals					4	1	0	10 days
Pharmacy Appeals				Duplicate Not Medical Necessity Not a Covered Benefit Additional Information Received	1075	620	455	9.12 days
Total		28302	10035		1656	898	755	