

Health Plan Name: HealthChoice	Result for HealthChoice 2025 (based on CY 2024)
Link to list of Prior Authorization requirements for Healthcare Services	https://www.ilmeridian.com/providers/preauth-check/medicaid-pre-auth.html
Link to formulary with prior authorization requirements for Pharmaceuticals	https://www.ilmeridian.com/providers/preauth-check/medicaid-pre-auth.html
Total # of prior authorization requests for physical health services	148,570
Total # of prior authorization requests denied for physical health services	16,299
Total # of prior authorization denials for physical health compared to total # of services provided (ratio) Num= Auth denial volume/Total claims count	11%
Percentage of claims payments for physical health services with PA compared to all claim payments (%) -----our perspective Claims paid with autho Num claims paid (all) Den	88%

Total # of prior authorization requests for behavioral health services	30,570
Total # of prior authorization requests denied for behavioral health services	3,483
Total # of prior authorization denials for behavioral health compared to total # of services provided (ratio)	11.39%
Percentage of claims payments for behavioral health services with PA compared to all claim payments (%)	94.53%
Total # of prior authorization requests for pharmaceuticals	114,518
Total # of prior authorization requests denied for pharmaceuticals	48,825
Total # of prior authorization denials for pharmaceuticals compared to total # of Rx's received (ratio)	42.64%
Percentage of claims payments for pharmaceuticals with PA compared to all claim payments (%)	1.285% (PA claims 113111, total claims 800001)
Total # of appeals decided for physical health	7,453
Total # of appeals upheld for physical health	4,036
Total # of appeals with decision overturned for physical health	3,417
Total # of appeals for behavioral health	1,161
Total # of appeals upheld for behavioral health	1,091
Total # of appeals with decision overturned for behavioral health	71
Total # of appeals for Rx	3,398
Total # of appeals upheld for Rx	1,622

Total # of appeals with decision overturned for Rx	5,020
# 1 denial reason for physical health PA	Denied by Medical Services
# 2 denial reason for physical health PA	Medical Director Decision
#3 denial reason for physical health PA	Admin Denial
#4 denial reason for physical health PA	Denial Upheld on Appeal
#5 denial reason for physical health PA	Pay
# 1 denial reason for BH PA	DENIED BY MEDICAL SERVICES
# 2 denial reason for BH PA	ADMIN DENIAL
#3 denial reason for BH PA	DENIAL UPHELD ON APPEAL
#4 denial reason for BH PA	DENIAL UPHELD ON RECONSIDERATION
#5 denial reason for BH PA	OTHER
# 1 denial reason for Rx	Medical Necessity Not Met
# 2 denial reason for Rx	Admin-Denied Excluded
#3 denial reason for Rx	Benefit-Coverage Terminated
#4 denial reason for Rx	
#5 denial reason for Rx	
Average time between submission of a complete PA request and response for physical health	96 Hours
Average time between submission of a complete PA request and response for behavioral health	62.66 Hours
Average time between submission of a complete PA request and response for Rx	3.50 Hours