

Annual Utilization Statistics for the State of Illinois (IL) Calendar Year 2023

List of services and medications subject to prior authorization.

1. Medically Necessary Contact Lens
2. Additional Vision Materials

of prior authorization requests received and dispositioned
(including fully and partially denied requests).

Annual Disposition Statistics for UM for 2023 for the State of IL		
	Count of Authorizations	% of Authorization by Disposition
Year 2023		
Approved	298	93%
Denied	24	7%
Partial Denial	0	0%
Grand Total	322	

Top Denial Reasons Categories

1. Administrative Denial - Requested services/ material is not covered by the benefit plan
2. Lack of Information Denial - Requesting provider didn't provide all the necessary information to support the determination
3. Not Medically Necessary Denial - Clinical Documentation/ Diagnosis does not support the medical necessity of the requested service.

of requests denied and appealed, along with the number of appealed requests upheld or reversed.

Annual Appeal Requests for the Year 2023	
Received -Total	0
Upheld	0
Overtumed	0

Average time between submission and response for Prior Authorization.

- 1. For Prior Authorization Requests:** The average turnaround time to respond to prior authorization requests received in 2023 is 3.5 calendar days. This is inclusive of all lines of business: Commercial, Medicaid, and Medicare.
- 2. For Appeals Requests:** There were zero (0) appeals processed in 2023.