

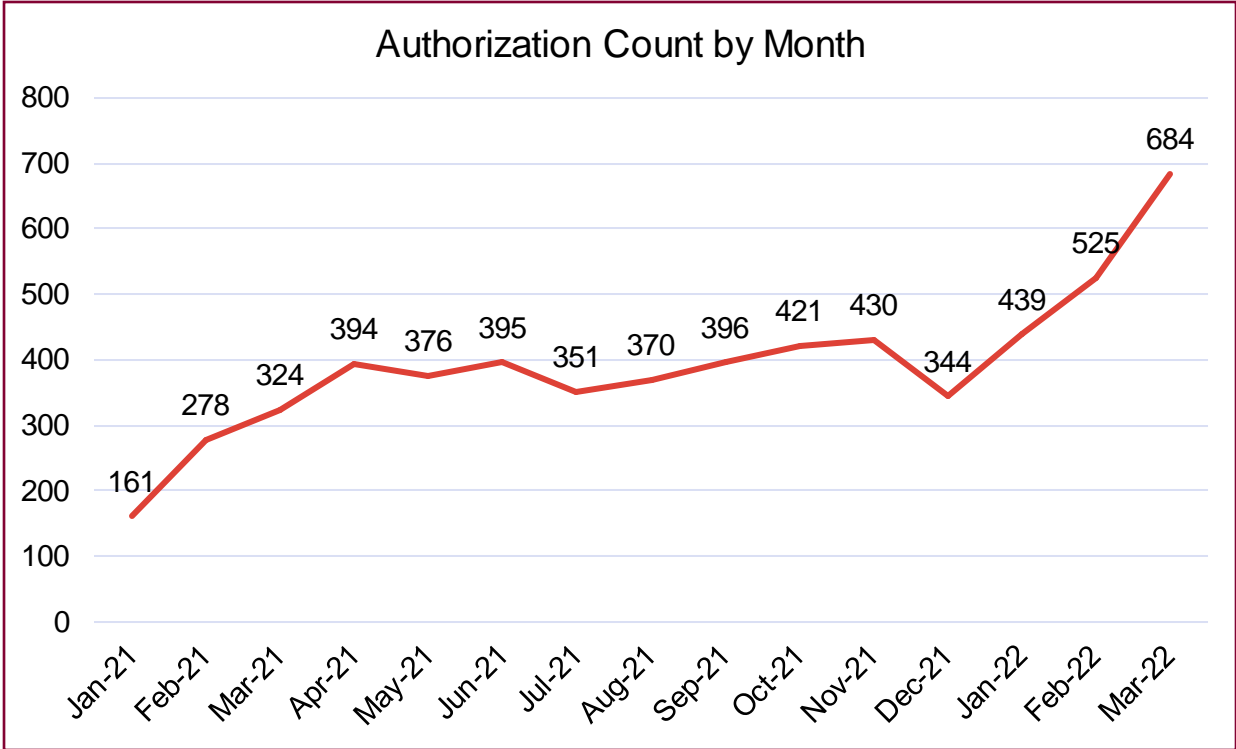


Bright Healthcare Prior Authorization Data

Illinois – Individual & Family Plans
January 2021 – March 2022

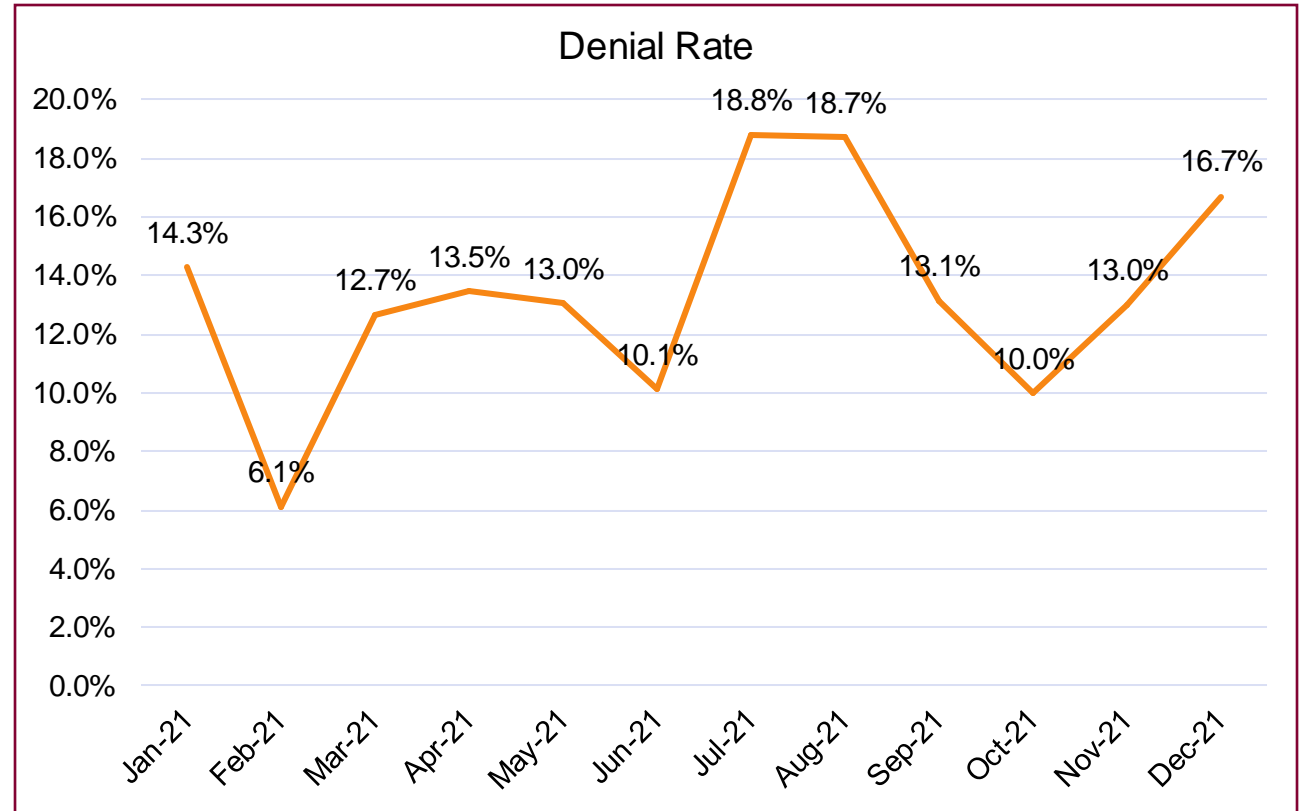
July 20, 2022

Authorization count by month



Authorization Denials

Month	Denied Auths	Auth Total	Denial Rate
Jan-21	23	161	14.3%
Feb-21	17	278	6.1%
Mar-21	41	324	12.7%
Apr-21	53	394	13.5%
May-21	49	376	13.0%
Jun-21	40	395	10.1%
Jul-21	66	351	18.8%
Aug-21	69	369	18.7%
Sep-21	52	396	13.1%
Oct-21	42	421	10.0%
Nov-21	56	430	13.0%
Dec-21	62	371	16.7%



Top 5 Denial Reasons

Denial Reason	Count
CRITERIA/MEDICAL NECESSITY NOT MET	245
NETWORK ADEQUACY AVAILABLE	215
LACK OF INFORMATION	43
RECONSIDERATION CRITERIA/GL NOT MET (IFP)	16
NON-COVERED SERVICE	14

Appeals

Requested	Upheld	Overtured	No decision currently
70	31	34	5

Average Time Between Submission and Response

