

**APPENDIX III: PERCENTAGE OF REFERRALS CONSIDERED IMMEDIATE,
URGENT AND ROUTINE**

Reporting Period: July 1, 2018 through June 30, 2019

	EMERGENT		URGENT		ROUTINE		Overall Avg Hours to Decision
	% of Auths.	Avg. Hrs. to Decision	% of Auths.	Avg. Hrs. to Decision	% of Auths.	Avg. Hours to Decision	
ACADIA	0	0	2.27%	0.16	97.73%	172.36	168.45
ALLEN	0	0	1.56%	0	98.44%	187.43	184.50
ASCENSION	0	0	2.60%	0.12	97.40%	191.72	186.74
ASSUMPTION	0	0	0	0	100.00%	349.78	349.78
AVOYELLES	0	0	3.34%	0.25	96.66%	184.29	178.13
BEAUREGARD	0	0	4.24%	158.69	95.76%	240.36	236.90
BIENVILLE	0	0	8.33%	0.24	91.67%	132.05	121.07
BOSSIER	0	0	5.11%	0.06	94.89%	195.63	185.64
CADDO	0	0	3.66%	0.69	96.34%	205.43	197.94
CALCASIEU	0	0	3.49%	0.18	96.51%	214.57	207.08
CALDWELL	0	0	0	0	100.00%	140.67	140.67
CAMERON	0	0	0	0	100.00%	207.00	207.00
CATAHOULA	0	0	0	0	100.00%	140.00	140.00
CONCORDIA	0	0	0	0	100.00%	35.60	35.60
DE SOTO	0	0	1.22%	0.38	98.78%	251.63	248.56
EAST BATON ROUGE	0	0	1.51%	1.00	98.49%	211.83	208.64
EAST CARROLL	0	0	0	0	100.00%	178.07	178.07
EAST FELICIANA	0	0	3.33%	0	96.67%	201.54	194.83
EVANGELINE	0	0	0.87%	0.03	99.13%	214.58	212.72
FRANKLIN	0	0	3.88%	0.15	96.12%	189.56	182.20
GRANT	0	0	11.36%	0.15	88.64%	135.48	120.10
IBERIA	0	0	2.68%	0.25	97.32%	189.52	184.44
IBERVILLE	0	0	7.89%	0	92.11%	152.03	140.03
JACKSON	0	0	14.29%	0	85.71%	132.18	113.30
JEFFERSON	0	0	2.51%	13.93	97.49%	199.20	194.54
JEFFERSON DAVIS	0	0	12.90%	0.06	87.10%	244.93	213.34

LA SALLE	0	0	5.88%	0	94.12%	56.84	53.49
LAFAYETTE	0	0	2.96%	14.55	97.04%	228.60	222.27
LAFOURCHE	0	0	1.51%	0.16	98.49%	228.88	225.43
LINCOLN	0	0	4.35%	24.29	95.65%	179.18	172.45
LIVINGSTON	0	0	3.68%	0.15	96.32%	207.68	200.04
MADISON	0	0	0	0	100.00%	208.21	208.21
MOREHOUSE	0	0	3.45%	0.25	96.55%	218.47	210.94
NATCHITOCHES	0	0	7.84%	28.54	92.16%	201.58	188.01
ORLEANS	0	0	3.32%	0.61	96.68%	226.20	218.70
OUACHITA	0	0	2.05%	0.27	97.95%	203.74	199.56
Out-of-State	0	0	7.57%	0.19	92.43%	198.79	183.76
PLAQUEMINES	0	0	4.12%	0.29	95.88%	182.06	174.57
POINTE COUPEE	0	0	9.09%	0.15	90.91%	141.79	128.92
RAPIDES	0	0	3.56%	41.55	96.44%	173.68	168.97
RED RIVER	0	0	2.74%	0	97.26%	189.92	184.72
RICHLAND	0	0	2.98%	13.36	97.02%	219.71	213.57
SABINE	0	0	0.70%	0.90	99.30%	243.45	241.74
SAINT BERNARD	0	0	1.04%	0.42	98.96%	188.35	186.40
SAINT CHARLES	0	0	2.03%	0.21	97.97%	196.44	192.47
SAINT HELENA	0	0	2.63%	0	97.37%	213.65	208.03
SAINT JAMES	0	0	3.28%	0.64	96.72%	197.80	191.33
SAINT LANDRY	0	0	2.50%	0.07	97.50%	195.62	190.73
SAINT MARTIN	0	0	4.62%	0.15	95.38%	210.74	201.02
SAINT MARY	0	0	0	0	100.00%	170.32	170.32
SAINT TAMMANY	0	0	3.14%	0.14	96.86%	193.88	187.80
ST JOHN THE BAPTIST	0	0	0.60%	0	99.40%	236.25	234.83
TANGIPAHOA	0	0	1.41%	0.17	98.59%	213.03	210.03
TENSAS	0	0	0	0	100.00%	194.51	194.51
TERREBONNE	0	0	3.85%	0.47	96.15%	227.69	218.95
UNION	0	0	1.49%	0.17	98.51%	210.97	207.83
VERMILION	0	0	3.09%	0.08	96.91%	192.63	186.68
VERNON	0	0	2.27%	0.15	97.73%	177.71	173.67

WASHINGTON	0	0	1.62%	40.00	98.38%	190.16	187.73
WEBSTER	0	0	5.52%	0.13	94.48%	178.28	168.45
WEST BATON ROUGE	0	0	3.17%	0	96.83%	205.43	198.91
WEST CARROLL	0	0	0	0	100.00%	202.48	202.48
WEST FELICIANA	0	0	0	0	100.00%	218.12	218.12
WINN	0	0	0	0	100.00%	126.98	126.98
STATE	0	0	2.91%	7.23	97.09%	205.47	199.69