

**Pre-Certification Summary**

Health Plan ID:	2162845
Health Plan Name:	Louisiana Healthcare Connections - LA
Health Plan Contact:	***
Contact Email:	***
Report Period Start:	7/1/2012
Report Period End:	9/30/2012

**BAYOU HEALTH Reporting**

Document ID:	PQ188
Document Name:	PRIOR AUTHORIZATION & PRE-CERT SUMMARY REPORT
Reporting Frequency:	Quarterly
Report Due Date:	10/30/2012
File Type:	Excel
Subject Matter:	Quality (Q)

Pre-Authorization Summary						Standard Authorizations				Expedited Authorizations	
Plan ID	Type of Service	Total Requested	Total Approved	Total Denied	Total Pending	Total Requested	% determined within 2 Business days	% determined within 14 Calendar days	% determined within 28 Calendar days	Total Requested	% complete within 72 hours
2162845	Auditory Services			0	0						
2162845	Biopharmacy			1	1						
2162845	BW Referral-Transplant			2	0						
2162845	Cochlear Implants & Surgery			0	0						
2162845	DME			19	2						
2162845	Genetic Testing & Counseling			3	0						
2162845	Home Health			27	1						
2162845	Imaging			0	0						
2162845	Inpatient Services (S&P)			0	0						
2162845	Nutritional Supplements and/or Services			0	0						
2162845	Observation			6	2						
2162845	Office Visit			1	9						
2162845	Orthotics			1	0						
2162845	Other			2	0						
2162845	Outpatient Services			36	2						
2162845	Outpatient Surgery			3	0						
2162845	Pain Management			2	0						
2162845	Prosthetics			0	0						
2162845	Sleep Study			2	0						
2162845	Therapy			27	0						
2162845	Transport			1	1						
Total		8512	8361	133	18	8392	77.75%	95.62%	97.42%	119	91.59%

Standard Authorizations	LI Type = "Standard"
Expedited Authorizations	LI Type = "Urgent"

Louisiana Healthcare Connections is currently working with our corporate office on the exact and best methodology to use for completion of this report due to some limitations on discrete data fields available for use by our non-clinical intake staff. We know that these figures represent a solid, but conservative view of our progress; however, of the over 19,000 authorizations this quarter, the Medical Management Staff only had the opportunity to manually audit approximately 2,500 authorizations to ensure that we are capturing all of the data that exists in the non-discrete data fields (like the notes section). Louisiana Healthcare Connections will continue to work to break the authorizations out into the required sub-categories, but this will require manual work at this time until we can finalize our automatic data-pull methodology.

This report was based on LA Healthcare Connections' understanding of the current report specifications provided by DHH. The report programming is still under review, thus any changes may result in resubmission of the report. This report should not be used for comparative purposes until all reporting format and specifications have been finalized.

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Pre-Authorization Denial Detail				
Plan ID	Type of Service	Denial Reason Code	Denial Reason	Total Denied (for TOS & Denial Reason)
2162845	Biopharmacy	aM	Admin Denial	1
2162845	BW Referral-Transplant	EB	Denied by Medical Services	2
2162845	DME	aM	Admin Denial	5
2162845	DME	EB	Denied by Medical Services	12
2162845	DME	SP	Special Instructions To Claims	1
2162845	DME	UJ	Under Review	1
2162845	Genetic Testing & Counseling	EB	Denied by Medical Services	3
2162845	Home Health	10	Partial Pay	1
2162845	Home Health	aM	Admin Denial	19
2162845	Home Health	EB	Denied by Medical Services	6
2162845	Home Health	QK	MC Partial Approval	1
2162845	Observation	aM	Admin Denial	4
2162845	Observation	EB	Denied by Medical Services	2
2162845	Office Visit	aM	Admin Denial	1
2162845	Orthotics	aM	Admin Denial	1
2162845	Other	aM	Admin Denial	1
2162845	Other	EB	Denied by Medical Services	1
2162845	Outpatient Services	4A	Denial Upheld on Appeal	1
2162845	Outpatient Services	aM	Admin Denial	14
2162845	Outpatient Services	EB	Denied by Medical Services	21
2162845	Outpatient Surgery	aM	Admin Denial	1
2162845	Outpatient Surgery	EB	Denied by Medical Services	2
2162845	Pain Management	aM	Admin Denial	2
2162845	Sleep Study	aM	Admin Denial	2
2162845	Therapy	6A	Pend Partial Approval	4
2162845	Therapy	7A	Pend-Partial Approval on Appeal	1
2162845	Therapy	EB	Denied by Medical Services	22
2162845	Transport	aM	Admin Denial	1
Total				133

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Pre-Certification Summary					Standard Authorizations			Concurrent Review		Post Service Authorizations			
Plan ID	Level of Care (acute)	Total Days Requested	Totals Days Approved	Total Days Denied	Total Days Pending	Total # Requested	% determined within 2 Business days	% determined within Calendar 14 days	% determined within 28 Calendar days	Total Requested	% complete within 1 Business day	Total Requested	% complete within 30 days
2162845	Acute	37,495	35718	1479	298							284	98.59%
2162845	LTAC	975	798	36	141							0	0.00%
2162845	Rehab	934	849	0	85							5	100.00%
<b>Total</b>		<b>39,404</b>	<b>37365</b>	<b>1515</b>	<b>524</b>	<b>959</b>	<b>91.55%</b>	<b>98.98%</b>	<b>99.36%</b>	<b>10216</b>	<b>80.92%</b>	<b>289</b>	<b>98.62%</b>

Standard Authorizations	LEVEL_OF_URGENCY="Standard"
Concurrent Review	LEVEL_OF_URGENCY="Concurrent"
Post Service Authorizations	LEVEL_OF_URGENCY="Retro"

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Pre-Certification Denial Detail				
Plan ID	Level of Care (acute or sub acute)	Denial Reason Code	Denial Reason	Total Denied Days (for level & Denial Reason)
2162845	Acute	10	Not Met	2
2162845	Acute	6A	Pend Partial Approval	1
2162845	Acute	aM	Admin Denial	98
2162845	Acute	EB	Denied by Medical Services	1,356
2162845	Acute	QK	MC Partial Approval	15
2162845	Acute	SP	Special Instructions To Claims	6
2162845	Acute	UJ	Under Review	1
2162845	LTAC	EB	Denied by Medical Services	36
Total				1,515

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