

*Prior Authorization
Reports
2009 - 2010*

ELECTRONIC AND PAPER PRIOR AUTHORIZATIONS

The only PA's that come electronically are as follows:

01 - Ambulatory surgery performed on the 1st or 2nd day of hospital stay for state operated facilities.

05 - Outpatient Rehabilitation Services

06 - Home Health Extended and Multiple Visits

07 - Air Ambulance services

09 - DME supplies and equipment

14 - EPSDT PCS services

SRI sends Molina file updates for they types of PA's they do, but they don't go through the ePA application. Molina currently doesn't have a standard report by PA type that counts paper vs. electronic PA requests.

2.10.4 (17) Prior Authorization

Responsible Manager: PA Manager

Date	Outpatient/Inpatient Specialized Procedures (01 & 99)			Case Management/ Waiver Services (04)			Rehabilitation (05)			Home Health (06)			# DME PA not adj w/in 25 days
	Approved	Denied	Added	Approved	Denied	Added	Approved	Denied	Added	Approved	Denied	Added	
Jan-09	220	36	259	26,486	26,486	1,516	142	1,878	57	7	64	0	
Feb-09	202	24	229	12,903	12,903	1,408	143	1,597	23	6	44	0	
Mar-09	258	45	306	19,107	19,107	1,533	139	1,834	95	7	104	0	
Apr-09	176	31	208	37,960	37,960	1,606	237	1,846	73	4	79	0	
May-09	203	37	242	14,192	14,192	1,265	185	1,519	51	3	71	2	
Jun-09	239	42	284	13,546	13,546	1,575	164	1,786	84	11	98	0	
Jul-09	220	37	258	39,400	39,400	1,815	137	2,048	73	22	96	1	
Aug-09	225	25	260	16,073	16,073	1,557	160	1,739	51	13	70	0	
Sep-09	265	24	290	13,429	13,429	1,212	325	1,612	61	6	68	5	
Oct-09	283	32	318	37,744	37,744	15,552	254	1,871	60	21	90	0	
Nov-09	208	51	271	14,147	14,147	985	136	1,167	34	7	46	3	
Dec-09	129	45	175	16,271	16,271	1,220	185	1,458	51	19	75	16	

Date	DME (09)			Dental (Adult & EPSDT) (10 & 11)			PCS-EPSDT (14)		
	Approved	Denied	Added	Approved	Denied	Added	Approved	Denied	Added
Jan-09	3,764	655	7,270	5,051	742	5,793	186	16	234
Feb-09	3,998	617	7,223	5,445	757	6,203	100	36	200
Mar-09	4,281	826	8,052	5,523	831	6,354	161	15	203
Apr-09	3,388	771	7,972	5,826	894	6,739	208	13	243
May-09	2,509	544	4,823	5,547	772	6,327	157	49	253
Jun-09	3,693	813	7,006	5,916	776	6,700	203	31	257
Jul-09	3,427	656	7,020	5,912	707	6,620	200	17	234
Aug-09	2,362	474	6,741	5,906	773	6,679	192	17	221
Sep-09	2,911	474	7,015	5,890	817	6,708	173	11	195
Oct-09	4,953	612	8,284	6,671	935	7,608	212	23	284
Nov-09	3,203	441	6,654	5,117	737	5,854	161	20	208
Dec-09	4,375	650	7,398	5,260	808	6,068	157	32	225

2.10.4 (17) Prior Authorization

Responsible Manager: PA Manager

Date	Outpatient/Inpatient Specialized Procedures (01 & 99)			Case Management/ Waiver Services (04)			Rehabilitation (05)			Home Health (06)			# DME PA not adj. w/in 25 days
	Approved	Denied	Added	Approved	Added	Denied	Approved	Denied	Added	Approved	Denied	Added	
Jan-10	233	99	340	33,684	33,684	915	101	1,108	49	24	76	14	
Feb-10	1,526	213	1,744	16,669	16,669	1,281	106	1,452	47	7	65	27	
Mar-10	275	46	327	16,832	16,832	1,367	149	1,799	77	8	86	20	
Apr-10	264	82	355	31,588	31,588	1,498	158	1,894	76	11	95	15	
May-10	248	67	325	18,937	18,937	1,371	105	1,783	48	11	62	15	
Jun-10	252	57	314	15,532	15,532	1,703	157	1,880	57	18	77	20	
Jul-10	0	0	0	0	0	0	0	0	0	0	0	0	
Aug-10	0	0	0	0	0	0	0	0	0	0	0	0	
Sep-10	0	0	0	0	0	0	0	0	0	0	0	0	
Oct-10	0	0	0	0	0	0	0	0	0	0	0	0	
Nov-10	0	0	0	0	0	0	0	0	0	0	0	0	
Dec-10	0	0	0	0	0	0	0	0	0	0	0	0	

Date	DME (09)			Dental (Adult & EPSTD) (10 & 11)			PCS-EPSTD (14)		
	Approved	Denied	Added	Approved	Denied	Added	Approved	Denied	Added
Jan-10	3,865	503	6,972	6,748	967	7,715	184	35	251
Feb-10	2,868	474	8,174	5,579	885	6,464	129	12	206
Mar-10	4,219	628	9,430	7,256	1,027	8,285	213	9	246
Apr-10	4,456	615	8,051	6,680	979	7,660	208	38	325
May-10	3,430	635	8,108	6,797	957	7,754	200	43	280
Jun-10	3,712	734	8,687	6,393	857	7,250	223	42	280
Jul-10	0	0	0	0	0	0	0	0	0
Aug-10	0	0	0	0	0	0	0	0	0
Sep-10	0	0	0	0	0	0	0	0	0
Oct-10	0	0	0	0	0	0	0	0	0
Nov-10	0	0	0	0	0	0	0	0	0
Dec-10	0	0	0	0	0	0	0	0	0

PRIOR AUTHORIZATION FILE LISTING
 APPROVED AND DENIED CASES BY TYPE FOR 07/2010

PA TYPE	# CASES APPROVED	# CASES DENIED	# CASES ADDED
01 INPATIENT EXT	215	29	261
04 CASE MGMT SVCS	31,789	0	31,789
05 REHAB	1,410	89	1,756
06 HOME HEALTH	57	14	79
07 AMBULANCE	40	7	52
09 DME	3,391	485	7,560
10 DENTAL ADULT	0	0	0
11 DENTAL EPSDT	6,473	930	7,403
13 CHIROPRACTIC	0	0	0
14 PCS - EPSDT	184	50	274
35 ROW	0	0	0
40 RUM	3,949	381	4,422
50 PCS - LTC	0	0	0
60 EARLY STEPS	1,088	0	1,088
77 E - RA	146	19	165
88 HOSPICE	0	0	0
99 OTHER	27	29	59
*** TOTAL	48,769	2,033	54,908

PA TYPE	# CASES APPROVED	# CASES DENIED	# CASES ADDED
01 INPATIENT EXT	223	28	252
04 CASE MGMT SVCS	15,532	0	15,532
05 REHAB	1,703	157	1,880
06 HOME HEALTH	57	18	77
07 AMBULANCE	57	8	67
09 DME	3,712	734	8,687
10 DENTAL ADULT	0	0	0
11 DENTAL EPSDT	6,393	857	7,250
13 CHIROPRACTIC	0	0	0
14 PCS - EPSDT	223	42	280
35 ROW	0	0	0
40 RUM	4,068	371	4,572
50 PCS - LTC	0	0	0
60 EARLY STEPS	109	0	109
77 E - RA	1,000	168	1,168
88 HOSPICE	0	0	0
99 OTHER	29	29	62
*** TOTAL	33,106	2,412	39,536

PRIOR AUTHORIZATION FILE LISTING
APPROVED AND DENIED CASES BY TYPE FOR 05/2010

PA TYPE	# CASES APPROVED	# CASES DENIED	# CASES ADDED
01 INPATIENT EXT	217	29	246
04 CASE MGMT SVCS	18,937	0	18,937
05 REHAB	1,371	105	1,783
06 HOME HEALTH	48	11	62
07 AMBULANCE	31	4	41
09 DME	3,430	635	8,108
10 DENTAL ADULT	0	0	0
11 DENTAL EPSDT	6,797	957	7,754
13 CHIROPRACTIC	0	0	0
14 PCS - EPSDT	200	43	280
35 ROW	0	0	0
40 RUM	3,963	476	4,551
50 PCS - LTC	0	0	0
60 EARLY STEPS	3,979	0	3,979
77 E - RA	442	81	523
88 HOSPICE	0	0	0
99 OTHER	31	38	79
*** TOTAL	39,446	2,379	46,343

PRIOR AUTHORIZATION FILE LISTING
 APPROVED AND DENIED CASES BY TYPE FOR 04/2010

PA TYPE	# CASES APPROVED	# CASES DENIED	# CASES ADDED
01 INPATIENT EXT	233	25	258
04 CASE MGMT SVCS	31,588	0	31,588
05 REHAB	1,498	158	1,894
06 HOME HEALTH	76	11	95
07 AMBULANCE	38	5	58
09 DME	4,456	615	8,051
10 DENTAL ADULT	0	0	0
11 DENTAL EPSDT	6,680	979	7,660
13 CHIROPRACTIC	0	0	0
14 PCS - EPSDT	208	38	325
35 ROW	0	0	0
40 RUM	3,875	459	4,460
50 PCS - LTC	0	0	0
60 EARLY STEPS	0	0	0
77 E - RA	864	149	1,013
88 HOSPICE	0	0	0
99 OTHER	31	57	97
*** TOTAL	49,547	2,496	55,499

PA TYPE	# CASES APPROVED	# CASES DENIED	# CASES ADDED
01 INPATIENT EXT	254	10	267
04 CASE MGMT SVCS	16,832	0	16,832
05 REHAB	1,367	149	1,799
06 HOME HEALTH	77	8	86
07 AMBULANCE	39	17	56
09 DME	4,219	628	9,430
10 DENTAL ADULT	0	0	0
11 DENTAL EPSDT	7,256	1,027	8,285
13 CHIROPRACTIC	0	0	0
14 PCS - EPSDT	213	9	246
35 ROW	0	.0	0
40 RUM	4,576	557	5,325
50 PCS - LTC	0	0	0
60 EARLY STEPS	0	0	0
77 E - RA	715	134	849
88 HOSPICE	0	0	0
99 OTHER	21	36	60
*** TOTAL	35,569	2,575	43,235

PRIOR AUTHORIZATION FILE LISTING
 APPROVED AND DENIED CASES BY TYPE FOR 02/2010

PA TYPE	# CASES APPROVED	# CASES DENIED	# CASES ADDED
01 INPATIENT EXT	175	26	201
04 CASE MGMT SVCS	16,669	0	16,669
05 REHAB	1,281	106	1,452
06 HOME HEALTH	47	7	65
07 AMBULANCE	24	6	30
09 DME	2,868	474	8,174
10 DENTAL ADULT	0	0	0
11 DENTAL EPSDT	5,579	885	6,464
13 CHIROPRACTIC	0	0	0
14 PCS - EPSDT	129	12	206
50 PCS - LTC	0	0	0
77 E - RA	740	146	886
88 HOSPICE	0	0	0
99 OTHER	1,351	187	1,543
*** TOTAL	28,863	1,849	35,690

PRIOR AUTHORIZATION FILE LISTING
APPROVED AND DENIED CASES BY TYPE FOR 01/2010

PA TYPE	# CASES APPROVED	# CASES DENIED	# CASES ADDED
01 INPATIENT EXT	225	40	265
04 CASE MGMT SVCS	33,684	0	33,684
05 REHAB	915	101	1,108
06 HOME HEALTH	49	24	76
07 AMBULANCE	30	6	36
09 DME	3,865	503	6,972
10 DENTAL ADULT	0	0	0
11 DENTAL EPSDT	6,748	967	7,715
13 CHIROPRACTIC	0	0	0
14 PCS - EPSDT	184	35	251
50 PCS - LTC	0	0	0
77 E - RA	774	108	882
88 HOSPICE	0	0	0
99 OTHER	8	59	75
*** TOTAL	46,482	1,843	51,064

PRIOR AUTHORIZATION FILE LISTING
APPROVED AND DENIED CASES BY TYPE FOR 12/2009

PA TYPE	# CASES APPROVED	# CASES DENIED	# CASES ADDED
01 INPATIENT EXT	110	23	134
04 CASE MGMT SVCS	16,271	0	16,271
05 REHAB	1,220	185	1,458
06 HOME HEALTH	51	19	75
07 AMBULANCE	23	6	30
09 DME	4,375	650	7,398
10 DENTAL ADULT	0	0	0
11 DENTAL EPSDT	5,260	808	6,068
13 CHIROPRACTIC	0	0	0
14 PCS - EPSDT	157	32	225
50 PCS - LTC	0	0	0
77 E - RA	693	140	833
88 HOSPICE	0	0	0
99 OTHER	19	22	41
*** TOTAL	28,179	1,885	32,533

PRIOR AUTHORIZATION FILE LISTING
 APPROVED AND DENIED CASES BY TYPE FOR 11/2009

PA TYPE	# CASES APPROVED	# CASES DENIED	# CASES ADDED
01 INPATIENT EXT	190	30	211
04 CASE MGMT SVCS	14,147	0	14,147
05 REHAB	985	136	1,167
06 HOME HEALTH	34	7	46
07 AMBULANCE	29	6	36
09 DME	3,203	441	6,654
10 DENTAL ADULT	0	0	0
11 DENTAL EPSDT	5,117	737	5,854
13 CHIROPRACTIC	0	0	0
14 PCS - EPSDT	161	20	208
50 PCS - LTC	5	0	5
77 E - RA	484	141	625
88 HOSPICE	0	0	0
99 OTHER	28	21	60
*** TOTAL	24,373	1,539	29,013

PRIOR AUTHORIZATION FILE LISTING
APPROVED AND DENIED CASES BY TYPE FOR 10/2009

PA TYPE	# CASES APPROVED	# CASES DENIED	# CASES ADDED
01 INPATIENT EXT	265	12	277
04 CASE MGMT SVCS	37,744	0	37,744
05 REHAB	1,552	254	1,871
06 HOME HEALTH	60	21	90
07 AMBULANCE	37	8	54
09 DME	4,953	612	8,284
10 DENTAL ADULT	0	0	0
11 DENTAL EPSDT	6,671	935	7,608
13 CHIROPRACTIC	0	0	0
14 PCS - EPSDT	212	23	284
50 PCS - LTC	0	0	0
77 E - RA	971	285	1,256
88 HOSPICE	0	0	0
99 OTHER	18	20	41
*** TOTAL	52,483	2,170	57,509

PRIOR AUTHORIZATION FILE LISTING
 APPROVED AND DENIED CASES BY TYPE FOR 09/2009

PA TYPE	# CASES APPROVED	# CASES DENIED	# CASES ADDED
01 INPATIENT EXT	254	8	263
04 CASE MGMT SVCS	13,429	0	13,429
05 REHAB	1,212	325	1,612
06 HOME HEALTH	61	6	68
07 AMBULANCE	44	5	60
09 DME	2,911	474	7,015
10 DENTAL ADULT	0	0	0
11 DENTAL EPSDT	5,890	817	6,708
13 CHIROPRACTIC	0	0	0
14 PCS - EPSDT	173	11	195
50 PCS - LTC	0	0	0
77 E - RA	1,440	284	1,724
88 HOSPICE	0	0	0
99 OTHER	11	16	27
*** TOTAL	25,425	1,946	31,101

PRIOR AUTHORIZATION FILE LISTING
 APPROVED AND DENIED CASES BY TYPE FOR 08/2009

PA TYPE	# CASES APPROVED	# CASES DENIED	# CASES ADDED
01 INPATIENT EXT	214	8	224
04 CASE MGMT SVCS	16,073	0	16,073
05 REHAB	1,557	160	1,739
06 HOME HEALTH	51	13	70
07 AMBULANCE	33	2	50
09 DME	2,362	474	6,741
10 DENTAL ADULT	1	0	1
11 DENTAL EPSDT	5,906	773	6,679
13 CHIROPRACTIC	0	0	0
14 PCS - EPSDT	192	17	221
50 PCS - LTC	0	0	0
77 E - RA	582	123	705
88 HOSPICE	0	0	0
99 OTHER	11	17	36
*** TOTAL	26,982	1,587	32,539

PRIOR AUTHORIZATION FILE LISTING
APPROVED AND DENIED CASES BY TYPE FOR 07/2009

PA TYPE	# CASES APPROVED	# CASES DENIED	# CASES ADDED
01 INPATIENT EXT	209	9	218
04 CASE MGMT SVCS	39,400	0	39,400
05 REHAB	1,815	138	2,048
06 HOME HEALTH	73	22	96
07 AMBULANCE	72	19	91
09 DME	3,427	656	7,020
10 DENTAL ADULT	0	0	0
11 DENTAL EPSDT	5,912	707	6,620
13 CHIROPRACTIC	0	0	0
14 PCS - EPSDT	200	17	234
50 PCS - LTC	0	0	0
77 E - RA	682	155	837
88 HOSPICE	0	0	0
99 OTHER	11	28	40
*** TOTAL	51,801	1,751	56,604

PRIOR AUTHORIZATION FILE LISTING
APPROVED AND DENIED CASES BY TYPE FOR 06/2009

PA TYPE	# CASES APPROVED	# CASES DENIED	# CASES ADDED
01 INPATIENT EXT	224	19	244
04 CASE MGMT SVCS	13,546	0	13,546
05 REHAB	1,575	164	1,736
06 HOME HEALTH	84	11	98
07 AMBULANCE	16	1	67
09 DME	3,693	813	7,006
10 DENTAL ADULT	0	1	1
11 DENTAL EPSDT	5,916	776	6,700
13 CHIROPRACTIC	0	0	0
14 PCS - EPSDT	203	31	257
50 PCS - LTC	0	0	0
77 E - RA	868	177	1,045
88 HOSPICE	0	0	0
99 OTHER	15	23	40
*** TOTAL	26,140	2,016	30,790

PRIOR AUTHORIZATION FILE LISTING
APPROVED AND DENIED CASES BY TYPE FOR 05/2009

PA TYPE	# CASES APPROVED	# CASES DENIED	# CASES ADDED
01 INPATIENT EXT	181	10	191
04 CASE MGMT SVCS	14,192	0	14,192
05 REHAB	1,265	185	1,519
06 HOME HEALTH	51	3	71
07 AMBULANCE	25	8	78
09 DME	2,509	544	4,823
10 DENTAL ADULT	0	0	0
11 DENTAL EPSDT	5,547	772	6,327
13 CHIROPRACTIC	0	0	0
14 PCS - EPSDT	157	49	253
50 PCS - LTC	29	0	29
77 E - RA	843	224	1,067
88 HOSPICE	0	0	0
99 OTHER	22	27	51
*** TOTAL	24,821	1,822	28,601

PRIOR AUTHORIZATION FILE LISTING
APPROVED AND DENIED CASES BY TYPE FOR 04/2009

PA TYPE	# CASES APPROVED	# CASES DENIED	# CASES ADDED
01 INPATIENT EXT	155	18	173
04 CASE MGMT SVCS	37,960	0	37,960
05 REHAB	1,606	237	1,846
06 HOME HEALTH	73	4	79
07 AMBULANCE	0	0	0
09 DME	3,388	771	7,972
10 DENTAL ADULT	0	0	0
11 DENTAL EPSDT	5,826	894	6,739
13 CHIROPRACTIC	0	0	0
14 PCS - EPSDT	208	13	243
50 PCS - LTC	10	0	10
77 E - RA	994	218	1,212
88 HOSPICE	0	0	0
99 OTHER	21	13	35
*** TOTAL	50,241	2,168	56,269

PRIOR AUTHORIZATION FILE LISTING
APPROVED AND DENIED CASES BY TYPE FOR 03/2009

PA TYPE	# CASES APPROVED	# CASES DENIED	# CASES ADDED
01 INPATIENT EXT	246	19	265
04 CASE MGMT SVCS	19,107	0	19,107
05 REHAB	1,533	139	1,834
06 HOME HEALTH	95	7	104
07 AMBULANCE	0	0	0
09 DME	4,281	826	8,052
10 DENTAL ADULT	0	0	0
11 DENTAL EPSDT	5,523	831	6,354
13 CHIROPRACTIC	0	0	0
14 PCS - EPSDT	161	15	203
50 PCS - LTC	19	0	19
77 E - RA	834	165	999
88 HOSPICE	0	0	0
99 OTHER	12	26	41
*** TOTAL	31,811	2,028	36,978

PRIOR AUTHORIZATION FILE LISTING
APPROVED AND DENIED CASES BY TYPE FOR 02/2009

PA TYPE	# CASES APPROVED	# CASES DENIED	# CASES ADDED
01 INPATIENT EXT	193	14	208
04 CASE MGMT SVCS	12,903	0	12,903
05 REHAB	1,408	143	1,597
06 HOME HEALTH	23	6	44
07 AMBULANCE	0	0	0
09 DME	3,998	617	7,223
10 DENTAL ADULT	0	0	0
11 DENTAL EPSDT	5,445	757	6,203
13 CHIROPRACTIC	0	0	0
14 PCS - EPSDT	100	36	200
50 PCS - LTC	10,617	0	10,617
77 E - RA	840	195	1,035
88 HOSPICE	0	0	0
99 OTHER	9	10	21
*** TOTAL	35,536	1,778	40,051

PRIOR AUTHORIZATION FILE LISTING
APPROVED AND DENIED CASES BY TYPE FOR 01/2009

PA TYPE	# CASES APPROVED	# CASES DENIED	# CASES ADDED
01 INPATIENT EXT	211	23	234
04 CASE MGMT SVCS	26,486	0	26,486
05 REHAB	1,516	142	1,878
06 HOME HEALTH	57	7	64
07 AMBULANCE	0	0	0
09 DME	3,761	655	7,270
10 DENTAL ADULT	0	0	0
11 DENTAL EPSDT	5,051	742	5,793
13 CHIROPRACTIC	0	0	0
14 PCS - EPSDT	186	16	234
50 PCS - LTC	9,880	0	9,880
77 E - RA	860	136	996
88 HOSPICE	0	0	0
99 OTHER	9	13	25
*** TOTAL	48,017	1,734	52,860

Prior Authorizations

Service Name	Type of Professional who reviews PA	Turnaround Time	# of Second Level approvals needed & time period ie etc	Type of Professional who reviews second level PA	Turnaround Time	Volume of Requests & time period ie monthly/ weekly etc	# sent back for more information	# Denied	# Approved	# of Appeals	What role does DHH staff have in the PA Process?	# of DHH FTE involved in this																																			
CommunityCARE	CommunityCARE	Ten (10) Business Days	N/A	N/A	N/A	10,3223	1,060	7,937	80,552	N/A	Requests are Hospital to PCP	N/A																																			
Emergency Room	CommunityCARE	Ten (10) Business Days	N/A	N/A	N/A	10,3223	1,060	7,937	80,552	N/A	Requests are Hospital to PCP	N/A																																			
Post-Authorization (e-RA) Requests (77)	Primary Care Provider (PCP)	Business Days	N/A	N/A	N/A	(Sept. 09- Feb. 10)	(Sept. 09- Feb. 10)	(Sept. 09- Feb. 10)	(Sept. 09- Feb. 10)	N/A	Hospital to PCP	N/A																																			
<p><u>If needed, totals per month for each category are:</u></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Sept. 2009</th> <th>Oct. 2009</th> <th>Nov. 2009</th> <th>Dec. 2009</th> <th>Jan. 2010</th> <th>Feb. 2010</th> </tr> </thead> <tbody> <tr> <td>Volume of Requests & time period ie monthly/ weekly etc</td> <td>22,973</td> <td>18,722</td> <td>16,297</td> <td>15,363</td> <td>15,833</td> <td>14,035</td> </tr> <tr> <td># sent back for more information</td> <td>269</td> <td>183</td> <td>171</td> <td>150</td> <td>142</td> <td>145</td> </tr> <tr> <td># Denied</td> <td>2,069</td> <td>1,529</td> <td>1,333</td> <td>1,044</td> <td>1,064</td> <td>898</td> </tr> <tr> <td># Approved</td> <td>17,716</td> <td>14,706</td> <td>12,812</td> <td>12,377</td> <td>12,501</td> <td>10,441</td> </tr> </tbody> </table>													Month	Sept. 2009	Oct. 2009	Nov. 2009	Dec. 2009	Jan. 2010	Feb. 2010	Volume of Requests & time period ie monthly/ weekly etc	22,973	18,722	16,297	15,363	15,833	14,035	# sent back for more information	269	183	171	150	142	145	# Denied	2,069	1,529	1,333	1,044	1,064	898	# Approved	17,716	14,706	12,812	12,377	12,501	10,441
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Prior Authorizations

Service Name	Type of Professional who reviews PA	Turnaround Time	# of Second Level approvals needed & time period ie monthly /weekly etc	Type of Professional who reviews second level PA	Turnaround Time	Volume of Requests & time period ie monthly/ weekly/ etc	# sent back for more information	# Denied	# Approved	# of Appeals	What role does DHH staff have in the PA Process?	# of DHH FTE involved in this
07 - Ambulance	physician	within 10 days of receipt	avg 7 appeals/mo	physician/administrative law judge	Summary of evidence sent to Appeals by NEMT within 30 calendar days of receipt; appeals decisions (second level reviews) provided as timely as possible	avg 40/mo.	11	49	182	58	none	0