

	MMP
Health Plan Name: Aetna Better Health Premier Plan MMAI	2023
Link to list of Prior Authorization requirements for Healthcare Services	https://www.aetnabetterhealth.com/illinois/providers/resources/priorauth
Link to formulary with prior authorization requirements for Pharmaceuticals	https://www.aetnabetterhealth.com/illinois/formulary
Total # of prior authorization requests for physical health services	15864
Total # of prior authorization requests denied for physical health services	2245
Total # of prior authorization denials for physical health compared to total # of services provided (ratio)	12.4%
Percentage of claims payments for physical health services with PA compared to all claim payments (%)	7.8%
Total # of prior authorization requests for behavioral health services	1132
Total # of prior authorization requests denied for behavioral health services	11
Total # of prior authorization denials for behavioral health compared to total # of services provided (ratio)	0.1%
Percentage of claims payments for behavioral health services with PA compared to all claim payments (%)	0.1%
Total # of prior authorization requests for pharmaceuticals	1077
Total # of prior authorization requests denied for pharmaceuticals	82
Total # of prior authorization denials for pharmaceuticals compared to total # of Rx's received (ratio)	0.5%
Percentage of claims payments for pharmaceuticals with PA compared to all claim payments (%)	0.3%
Total # of appeals decided for physical health	66
Total # of appeals upheld for physical health	15
Total # of appeals with decision overturned for physical health	51
Total # of appeals for behavioral health	2
Total # of appeals upheld for behavioral health	1

Total # of appeals with decision overturned for behavioral health	1
Total # of appeals for Rx	7
Total # of appeals upheld for Rx	1
Total # of appeals with decision overturned for Rx	6
# 1 denial reason for physical health PA	NOT MEDICALLY NECESSARY
# 2 denial reason for physical health PA	ADMINISTRATIVE DENIAL
#3 denial reason for physical health PA	NA
#4 denial reason for physical health PA	NA
#5 denial reason for physical health PA	NA
# 1 denial reason for BH PA	NOT MEDICALLY NECESSARY
# 2 denial reason for BH PA	ADMINISTRATIVE DENIAL
#3 denial reason for BH PA	NA
#4 denial reason for BH PA	NA
#5 denial reason for BH PA	NA
# 1 denial reason for Rx	NOT MEDICALLY NECESSARY
# 2 denial reason for Rx	ADMINISTRATIVE DENIAL
#3 denial reason for Rx	NA
#4 denial reason for Rx	NA
#5 denial reason for Rx	NA
Average time between submission of a complete PA request and response for physical health	Non-Urgent: 192 hrs Urgent: 31 hours
Average time between submission of a complete PA request and response for behavioral health	Non-Urgent: 98 hrs Urgent: 32 hours
Average time between submission of a complete PA request and response for Rx	Non-Urgent: 36 hrs, 21 min Urgent: 21 hours, 48 min