

**Active Health Management, Inc.**  
**Illinois 2023 Utilization Management Statistics for Prior Authorizations**

<b>Service Type</b>	<b>Total Requested</b>	<b>Number Approved</b>	<b>Number Denied</b>	<b>Top Five Denial Reasons</b>	<b>Average Turn-Around Time for Review</b>	<b>Overturned on Appeal</b>	<b>Upheld on Appeal</b>
Planned Inpatient Admissions <ul style="list-style-type: none"> <li>• Skilled Nursing Facilities/SubAcute</li> <li>• Hospitalization</li> <li>• Inpatient rehabilitation services for medical/surgical issues,</li> <li>• Long Term Acute Care</li> </ul>	63	61	2	Criteria Not Met	2 Calendar Days	0	1
Durable Medical Equipment <ul style="list-style-type: none"> <li>• Purchase</li> <li>• Rental</li> </ul>	73	68	5	Lack of Medical Information Criteria Not Met	2 Calendar Days	0	0
Medications	40	39	1	Criteria Not Met	2 Calendar Days	0	0
Outpatient Procedures, Therapy, and Surgery	508	484	24	Criteria Not Met Lack of Medical Information	2 Calendar Days	0	0
Home Care	64	63	1	Lack of Medical Information	7 Calendar Days	0	0
Radiology <ul style="list-style-type: none"> <li>• Diagnostic</li> <li>• High Tech</li> </ul>	412	397	15	Criteria Not Met Lack of Medical Information	1 Calendar Day	0	0
Inpatient Behavioral Health Services <ul style="list-style-type: none"> <li>• Psychiatric</li> <li>• Substance Use Disorder</li> </ul>	0	0	0		1.4 Calendar Days	0	0
Outpatient Behavioral Health Services <ul style="list-style-type: none"> <li>• Psychiatric</li> <li>• Substance Use Disorders</li> </ul>	45	45	0		1.4 Calendar Days	0	0
ABA Therapy	5	5	0		1 Calendar Day	0	0