

Pre-Certification Summary

Health Plan ID:	2162845
Health Plan Name:	Louisiana Healthcare Connections - LA
Health Plan Contact:	***
Contact Email:	***
Report Period Start:	10/1/2012
Report Period End:	12/31/2012

BAYOU HEALTH Reporting

Document ID:	PQ188
Document Name:	PRIOR AUTHORIZATION & PRE-CERT SUMMARY REPORT
Reporting Frequency:	Quarterly
Report Due Date:	
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 Pended	Total Requested	% determined within 2 Business days	% determined within 28 Calendar days	DME- % determined within 25 Calendar days	Total Requested	% complete within 72 hours	
2162845	Auditory Services	17	17	0	0	17	64.71%	100.00%		0	0.00%	
2162845	Biopharmacy	166	138	12	16	164	77.44%	92.68%	96.34%	2	100.00%	
2162845	Cochlear Implants & Surgery	4	4	0	0	4	75.00%	100.00%	100.00%	0	0.00%	
2162845	DME	424	387	34	3	414	68.12%	94.93%	97.34%	10	100.00%	
2162845	Genetic Testing & Counseling	20	12	8	0	20	55.00%	85.00%	90.00%	0	0.00%	
2162845	Home Health	1055	963	86	6	1049	68.04%	93.21%	98.18%	6	100.00%	
2162845	Inpatient Services (S&P)	24	22	1	1	24	58.33%	83.33%	100.00%	0	0.00%	
2162845	Neuropsych Testing	3	1	2	0	3	0.00%	100.00%	100.00%	0	0.00%	
2162845	Nutritional Supplements and/or Services	380	366	13	1	378	85.71%	98.15%	98.68%	2	100.00%	
2162845	Observation	160	149	11	0	160	81.01%	98.73%	99.37%	0	0.00%	
2162845	OB Ultrasound	221	219	2	0	218	92.20%	100.00%	100.00%	3	100.00%	
2162845	Office Visit	2394	2390	2	2	2394	98.16%	99.25%	99.46%	0	0.00%	
2162845	Orthotics	52	43	7	2	52	57.69%	88.46%	90.38%	0	0.00%	
2162845	Other	2	2	0	0	2	100.00%	100.00%	100.00%	0	0.00%	
2162845	Outpatient Services	1325	1245	60	20	1304	86.12%	98.54%	99.77%	21	100.00%	
2162845	Outpatient Surgery	27	25	2	0	27	85.19%	96.30%	100.00%	0	0.00%	
2162845	Pain Management	13	10	3	0	13	76.92%	100.00%	100.00%	0	0.00%	
2162845	Prosthetics	20	19	1	0	20	60.00%	75.00%	95.00%	0	0.00%	
2162845	Sleep Study	193	190	3	0	191	90.58%	97.91%	98.43%	2	100.00%	
2162845	Therapy	1066	1057	9	0	1066	94.55%	99.81%	100.19%	0	0.00%	
2162845	Transport	199	199	0	0	199	95.48%	96.48%	96.98%	0	0.00%	
Total		7765	7458	256	51	7719	87.29%	97.64%	99.05%	46	100.00%	

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

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.

Pre-Certification Summary

Health Plan ID:	2162845
Health Plan Name:	Louisiana Healthcare Connections - LA
Health Plan Contact:	***
Contact Email:	***
Report Period Start:	10/1/2012
Report Period End:	12/31/2012

BAYOU HEALTH Reporting

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

Pre-Authorization Denial Detail				
Plan ID	Type of Service	Denial Reason Code	Denial Reason	Total Denied (for TOS & Denial Reason)
2162845	Biopharmacy	EB	Denied by Medical Services	11
2162845	Biopharmacy	SP	Special Instructions To Claims	1
2162845	DME	aM	Admin Denial	3
2162845	DME	EB	Denied by Medical Services	29
2162845	DME	SP	Special Instructions To Claims	2
2162845	Genetic Testing & Counseling	EB	Denied by Medical Services	8
2162845	Home Health	10	Partial Pay	3
2162845	Home Health	aM	Admin Denial	4
2162845	Home Health	EB	Denied by Medical Services	75
2162845	Home Health	SP	Special Instructions To Claims	3
2162845	Home Health	UJ	Under Review	1
2162845	Inpatient Services (S&P)	EB	Denied by Medical Services	1
2162845	Neuropsych Testing	EB	Denied by Medical Services	2
2162845	Nutritional Supplements and/or Services	aM	Admin Denial	1
2162845	Nutritional Supplements and/or Services	EB	Denied by Medical Services	11
2162845	Nutritional Supplements and/or Services	SP	Special Instructions To Claims	1
2162845	Observation	aM	Admin Denial	1
2162845	Observation	EB	Denied by Medical Services	8
2162845	Observation	SP	Special Instructions To Claims	2
2162845	OB Ultrasound	aM	Admin Denial	1
2162845	OB Ultrasound	EB	Denied by Medical Services	1
2162845	Office Visit	aM	Admin Denial	2
2162845	Orthotics	aM	Admin Denial	3
2162845	Orthotics	EB	Denied by Medical Services	4
2162845	Outpatient Services	aM	Admin Denial	4
2162845	Outpatient Services	EB	Denied by Medical Services	55
2162845	Outpatient Services	UJ	Under Review	1
2162845	Outpatient Surgery	EB	Denied by Medical Services	2
2162845	Pain Management	aM	Admin Denial	1
2162845	Pain Management	EB	Denied by Medical Services	2
2162845	Prosthetics	EB	Denied by Medical Services	1
2162845	Sleep Study	aM	Admin Denial	1
2162845	Sleep Study	EB	Denied by Medical Services	2
2162845	Therapy	6A	Pend Partial Approval	2
2162845	Therapy	EB	Denied by Medical Services	7
Total				256

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.

Pre-Certification Summary

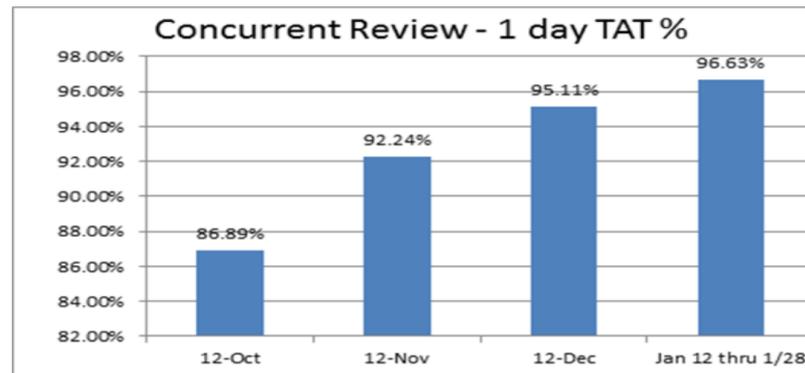
Health Plan ID:	2162845
Health Plan Name:	Louisiana Healthcare Connections - LA
Health Plan Contact:	***
Contact Email:	***
Report Period Start Date:	10/1/2012
Report Period End Date:	12/31/2012

BAYOU HEALTH Reporting

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

Pre-Certification Summary						Standard Authorizations				Concurrent Review			Post Service Authorizations	
Plan ID	Level of Care (acute or sub)	Total Days Requested	Totals Days Approved	Total Days Denied	Total Days Pended	Total # Requested	% determined within 2 Business days	% determined within Calendar 14 days	% determined within 28 Calendar days	Total Requested	% complete within 1 Business day	% complete within 2 Business days	Total Requested	% complete within 30 days
2162845	Acute	36,375	32239	2420	1716	272	83.46%	98.90%	98.90%	9336	91.89%	97.10%	210	97.62%
2162845	LTAC	1,384	1341	11	32	10	100.00%	100.00%	100.00%	110	78.18%	89.09%	0	0.00%
2162845	Rehab	1,033	940	81	12	8	100.00%	100.00%	100.00%	50	82.00%	90.00%	0	0.00%
2162845	Sub-Acute	89	70	0	19	0				15	40.00%	66.67%	0	0.00%
Total		38,881	34590	2512	1779	290	84.48%	98.97%	98.97%	9511	91.60%	96.92%	210	97.62%

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



Please note that although our 4th quarter results for 1 BD turnaround time show 91.6%, we have made steady progress each month, and are now meeting the 95% requirement.

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.

Pre-Certification Summary

Health Plan ID:	2162845
Health Plan Name:	Louisiana Healthcare Connections - LA
Health Plan Contact:	***
Contact Email:	***
Report Period Start:	10/1/2012
Report Period End:	12/31/2012

BAYOU HEALTH

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

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	14
2162845	Acute	4A	Denial Upheld on Appeal	21
2162845	Acute	6A	Pend Partial Approval	2
2162845	Acute	aM	Admin Denial	283
2162845	Acute	aR	Avoidable Readmission	12
2162845	Acute	EB	Denied by Medical Services	1,863
2162845	Acute	QK	MC Partial Approval	5
2162845	Acute	SP	Special Instructions To Claims	220
2162845	LTAC	EB	Denied by Medical Services	9
2162845	LTAC	SP	Special Instructions To Claims	2
2162845	Rehab	EB	Denied by Medical Services	81
Total				2,512

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.