

	MMP
Health Plan Name: Aetna Better Health Premier Plan MMAI	2024
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	27
Total # of prior authorization requests denied for physical health services	0
Total # of prior authorization denials for physical health compared to total # of services provided (ratio)	0.00
Percentage of claims payments for physical health services with PA compared to all claim payments (%)	1%
Total # of prior authorization requests for behavioral health services	7
Total # of prior authorization requests denied for behavioral health services	0
Total # of prior authorization denials for behavioral health compared to total # of services provided (ratio)	0.00

Percentage of claims payments for behavioral health services with PA compared to all claim payments (%)	0.0%
Total # of prior authorization requests for pharmaceuticals	47
Total # of prior authorization requests denied for pharmaceuticals	11
Total # of prior authorization denials for pharmaceuticals compared to total # of Rx's received (ratio)	0.00
Percentage of claims payments for pharmaceuticals with PA compared to all claim payments (%)	0.8%
Total # of appeals decided for physical health	1
Total # of appeals upheld for physical health	0
Total # of appeals with decision overturned for physical health	1
Total # of appeals for behavioral health	0
Total # of appeals upheld for behavioral health	0
Total # of appeals with decision overturned for behavioral health	0
Total # of appeals for Rx	0
Total # of appeals upheld for Rx	0
Total # of appeals with decision overturned for Rx	0
# 1 denial reason for physical health PA	NOT MEDICALLY NECESSARY
# 2 denial reason for physical health PA	
#3 denial reason for physical health PA	
#4 denial reason for physical health PA	
#5 denial reason for physical health PA	
# 1 denial reason for BH PA	NOT MEDICALLY NECESSARY
# 2 denial reason for BH PA	
#3 denial reason for BH PA	
#4 denial reason for BH PA	
#5 denial reason for BH PA	
# 1 denial reason for Rx	NOT MEDICALLY NECESSARY
# 2 denial reason for Rx	
#3 denial reason for Rx	

#4 denial reason for Rx	
#5 denial reason for Rx	
Average time between submission of a complete PA request and response for physical health	Non-Urgent: 206 hrs Urgent: 22 hours
Average time between submission of a complete PA request and response for behavioral health	Non-Urgent: 116 hrs Urgent: 11 hours
Average time between submission of a complete PA request and response for Rx	Non-Urgent: 0 Urgent: 0