

Annual Utilization Statistics for the State of Illinois (IL) Calendar Year 2024

List of services and medications subject to prior authorization.

1. Medically Necessary Contact Lens
2. Additional Vision Materials

of prior authorization requests received and dispositioned
(including fully and partially denied requests).

Annual Disposition Statistics for UM for 2024 for the State of IL		
Year	Count of Authorizations	% of Authorization by Disposition
Approved	300	88%
Denied	38	11%
Partial Denial	1	0%
Grand	339	

Top Denial Reasons Categories

1. Lack of Information Denial - Requesting provider didn't provide all the necessary information to support the determination
2. Not Medically Necessary Denial - Clinical Documentation/ Diagnosis does not support the medical necessity of the requested service.

of requests denied and appealed, along with the number of appealed requests upheld or reversed.

Annual Appeal Requests for the Year 2024	
Received -Total	5
Upheld	0
Overtumed	5

Average time between submission and response for Prior Authorization

For Prior Authorization Requests: The average turnaround time to respond to prior authorization requests received in 2024 is 2.8 calendar days. This is inclusive of all lines of business: Commercial, Medicaid, and Medicare.