



# **MONITORING REPORT UPDATES**

# Complaint and Grievances

- The MCOs submit reports on timeliness of resolution, the type of participant complaints and grievances, and decisions in favor of the participant and MCO.
- OLTL reviews the submission to validate the data and takes follow up actions such as questioning why an MCO didn't meet required timeframes or if they see an increase in a specific type of complaint or grievance.
- Complaints are categorized by access and availability, coverage of services, CHC-MCO service and administration, payment issues, quality of care or service, benefit limits, and other. Each of these have subcategories such as complaints about non covered physical health services, courteous provider office staff, and quality of care.
- Grievances are categorized by the type of service, such as PAS, durable medical equipment, and non-medical transportation.

# Complaints & Grievances – Per 10,000 Rates

- The counts are adjusted to account for variations in enrollment between plans to get a per 10,000 rate.
- AHC had a significant increase in grievances between Q4 and 2020.
- UPMC had a significant increase in grievances in Q4 2019 and Q1 2020 and then the rate reduced in Q2 2020.

Southwest	Type	Per 10,000			
		Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	Complaint	0.0	3.2	10.4	7.5
	Grievance	3.2	8.4	25.3	20.7
PHW	Complaint	36.3	40.4	20.4	23.5
	Grievance	33.5	52.0	35.9	56.6
UPMC	Complaint	38.9	38.7	27.3	17.2
	Grievance	22.7	63.6	71.9	36.0

# Complaints & Grievances – Per 10,000 Rates

- The counts are adjusted to account for variations in enrollment between plans to get a per 10,000 rate.
- AHC had a significant increase in 2020 in both complaints and grievances.
- PHW had a significant increase in grievances in Q2 2020.
- UPMC had significant decreases in both complaints and grievances in 2020

Southeast	Type	Per 10,000			
		Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	Complaint	0.0	3.4	21.1	20.2
	Grievance	2.5	15.5	80.2	89.2
PHW	Complaint	29.3	37.0	34.7	23.2
	Grievance	44.7	59.0	38.5	94.6
UPMC	Complaint	40.8	39.8	28.9	11.1
	Grievance	96.4	70.3	51.4	35.4

# Complaints & Grievances – Per 10,000 Rates

- The counts are adjusted to account for variations in enrollment between plans to get a per 10,000 rate.
- AHC had a significant increase in grievances in Q2.
- PHW had a significant increase in grievances in Q2.

Lehigh Capital	Type	Per 10,000			
		Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	Complaint	NA	NA	7.2	9.8
	Grievance	NA	NA	28.1	41.2
PHW	Complaint	NA	NA	11.6	12.1
	Grievance	NA	NA	12.1	48.3
UPMC	Complaint	NA	NA	9.4	7.9
	Grievance	NA	NA	14.8	15.9

# Complaints & Grievances – Per 10,000 Rates

- The counts are adjusted to account for variations in enrollment between plans to get a per 10,000 rate.
- PHW had a significant increase in grievances in Q2.

Northeast	Type	Per 10,000			
		Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	Complaint	NA	NA	5.1	9.5
	Grievance	NA	NA	29.8	29.3
PHW	Complaint	NA	NA	7.5	6.8
	Grievance	NA	NA	6.0	28.6
UPMC	Complaint	NA	NA	10.0	6.6
	Grievance	NA	NA	4.0	6.6

# Complaints & Grievances – Per 10,000 Rates

- The counts are adjusted to account for variations in enrollment between plans to get a per 10,000 rate.
- PHW had significant increases in both complaints and grievances in Q2.

Northwest	Type	Per 10,000			
		Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	Complaint	NA	NA	6.2	7.5
	Grievance	NA	NA	32.3	31.5
PHW	Complaint	NA	NA	7.9	24.8
	Grievance	NA	NA	7.9	65.2
UPMC	Complaint	NA	NA	14.4	8.9
	Grievance	NA	NA	9.2	10.2

# Complaints & Grievances - Decisions in Favor of Participant

- The number of decisions in favor of the participant is divided by the total decisions made.
- AHC had a significant reduction in grievance decisions in favor of the participant in 2020.

Southwest	Type	Percent of Decisions in Favor of Participant			
		Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	Complaint	NA	50%	75%	NA
	Grievance	50%	75%	12%	7%
PHW	Complaint	75%	61%	67%	56%
	Grievance	64%	40%	46%	39%
UPMC	Complaint	NA	NA	NA	NA
	Grievance	18%	21%	16%	26%

NA is used when no decisions were made in the quarter



# Complaints & Grievances – Decisions in Favor of Participant

- The number of decisions in favor of the participant is divided by the total decisions made.

Southeast	Type	Percent of Decisions in Favor of Participant			
		Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	Complaint	NA	9%	48%	12%
	Grievance	NA	12%	15%	10%
PHW	Complaint	NA	69%	77%	57%
	Grievance	64%	58%	53%	42%
UPMC	Complaint	2%	0%	1%	9%
	Grievance	23%	15%	18%	25%

NA is used when no decisions were made in the quarter

# Complaints & Grievances – Decisions in Favor of Participant

- The number of decisions in favor of the participant is divided by the total decisions made.
- AHC had a significant reduction of decisions in favor of the participant in Q2.
- AHC had a significant reduction of decisions in favor of the participant in Q2.

Lehigh Capital	Type	Percent of Decisions in Favor of Participant			
		Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	Complaint	NA	NA	NA	9%
	Grievance	NA	NA	26%	10%
PHW	Complaint	NA	NA	75%	73%
	Grievance	NA	NA	78%	46%
UPMC	Complaint	NA	NA	18%	NA
	Grievance	NA	NA	24%	39%

NA is used when no decisions were made in the quarter

# Complaints & Grievances – Decisions in Favor of Participant

- The number of decisions in favor of the participant is divided by the total decisions made.
- PHW had a significant reduction in favor of the participant in Q2.
- UPMC had a significant increase of decisions in favor of the participant.

Northeast	Type	Percent of Decisions in Favor of Participant			
		Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	Complaint	NA	NA	NA	14%
	Grievance	NA	NA	35%	23%
PHW	Complaint	NA	NA	80%	78%
	Grievance	NA	NA	100%	35%
UPMC	Complaint	NA	NA	NA	NA
	Grievance	NA	NA	17%	56%

NA is used when no decisions were made in the quarter

# Complaints & Grievances – Decisions in Favor of Participant

- The number of decisions in favor of the participant is divided by the total decisions made.
- PHW had significant reductions of decisions made in favor of the participants in Q2.

Northwest	Type	Percent of Decisions in Favor of Participant			
		Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	Complaint	NA	NA	NA	0%
	Grievance	NA	NA	13%	11%
PHW	Complaint	NA	NA	80%	44%
	Grievance	NA	NA	100%	34%
UPMC	Complaint	NA	NA	NA	NA
	Grievance	NA	NA	22%	31%

NA is used when no decisions were made in the quarter

# Complaints & Grievances - LTSS Grievances Per 10,000 Rates

- This slide reflects the LTSS categories per 10,000
- AHC had significant increases in PAS grievances in 2020.
- PHW has a higher rate of Other LTSS than other MCOs.
- UPMC had a significant decrease in PAS grievances in Q2.

Southwest		Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	PAS	0.0	0.0	11.0	11.3
	DME for NFCE	0.6	0.0	0.0	0.6
	Non-Medical Transportation	0.0	0.0	0.0	0.0
	Other LTSS	0.0	0.0	0.0	0.0
PHW	PAS	0.0	14.4	10.7	30.4
	DME for NFCE	4.6	0.0	0.0	0.0
	Non-Medical Transportation	0.0	0.0	0.0	0.0
	Other LTSS	1.8	12.5	6.5	7.4
UPMC	PAS	14.6	46.4	64.8	27.5
	DME for NFCE	0.9	1.8	0.7	2.5
	Non-Medical Transportation	0.0	0.0	0.0	0.0
	Other LTSS	1.8	6.9	1.8	1.8

# Complaints & Grievances - LTSS Grievances Per 10,000 Rates

- This slide reflects the LTSS categories per 10,000
- AHC and PHW have had significant PAS increases in 2020.
- UPMC had a significant reduction in PAS.

Southeast		Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	PAS	0.0	0.0	32.9	55.0
	DME for NFCE	0.4	0.1	2.1	3.0
	Non-Medical Transportation	0.0	0.0	0.0	0.0
	Other LTSS	0.0	0.1	0.0	0.0
PHW	PAS	0.0	3.4	8.1	60.6
	DME for NFCE	4.7	0.0	0.0	0.0
	Non-Medical Transportation	0.0	0.0	0.0	0.0
	Other LTSS	1.0	7.1	6.3	3.2
UPMC	PAS	87.3	57.1	43.7	27.7
	DME for NFCE	0.4	0.0	1.1	1.5
	Non-Medical Transportation	0.0	0.0	0.0	0.0
	Other LTSS	2.9	1.5	1.5	2.2

# Complaints & Grievances - LTSS Grievances Per 10,000 Rates

- This slide reflects the LTSS categories per 10,000
- AHC and PHW had significant increases in PAS in Q2.

Lehigh Capital		Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	PAS	NA	NA	4.0	22.0
	DME for NFCE	NA	NA	0.0	2.4
	Non-Medical Transportation	NA	NA	0.0	0.0
	Other LTSS	NA	NA	0.0	0.0
PHW	PAS	NA	NA	0.0	22.5
	DME for NFCE	NA	NA	0.0	0.0
	Non-Medical Transportation	NA	NA	0.0	0.0
	Other LTSS	NA	NA	0.0	0.5
UPMC	PAS	NA	NA	4.0	12.3
	DME for NFCE	NA	NA	0.4	0.4
	Non-Medical Transportation	NA	NA	0.0	0.0
	Other LTSS	NA	NA	0.0	0.0

# Complaints & Grievances - LTSS Grievances Per 10,000 Rates

- This slide reflects the LTSS categories per 10,000
- AHC and PHW have had significant increases in PAS in Q2.

Northeast		Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	PAS	NA	NA	1.4	13.1
	DME for NFCE	NA	NA	0.0	5.0
	Non-Medical Transportation	NA	NA	0.0	0.0
	Other LTSS	NA	NA	0.0	0.0
PHW	PAS	NA	NA	0.0	12.8
	DME for NFCE	NA	NA	0.0	0.0
	Non-Medical Transportation	NA	NA	0.0	0.0
	Other LTSS	NA	NA	0.0	1.5
UPMC	PAS	NA	NA	0.7	3.3
	DME for NFCE	NA	NA	0.0	0.7
	Non-Medical Transportation	NA	NA	0.0	0.0
	Other LTSS	NA	NA	0.0	0.0



# Complaints & Grievances - LTSS Grievances Per 10,000 Rates

- This slide reflects the LTSS categories per 10,000
- AHC and PHW had significant increases in PAS in Q2.

Northwest		Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	PAS	NA	NA	4.6	21.0
	DME for NFCE	NA	NA	0.0	4.5
	Non-Medical Transportation	NA	NA	0.0	0.0
	Other LTSS	NA	NA	0.0	0.0
PHW	PAS	NA	NA	0.0	38.8
	DME for NFCE	NA	NA	0.0	0.0
	Non-Medical Transportation	NA	NA	0.0	0.0
	Other LTSS	NA	NA	0.0	4.7
UPMC	PAS	NA	NA	2.6	3.8
	DME for NFCE	NA	NA	1.3	1.3
	Non-Medical Transportation	NA	NA	0.0	0.0
	Other LTSS	NA	NA	0.0	0.0

# Complaints & Grievances - LTSS vs. Non-LTSS Grievances Per 10,000 Rates

- Grievances per 10,000 are categorized as LTSS and Non-LTSS.
- LTSS includes grievances related to PAS, non-medical transportation, DME for NFCE participants, and all other LTSS grievance categories.
- Non-LTSS includes all other grievances other than LTSS grievances.
- As reflected on the last group of slides, PAS is driving LTSS.

Southwest	Type	Per 10,000			
		Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	LTSS	0.6	0.0	11.0	14.3
	Non-LTSS	2.6	8.4	14.3	8.8
PHW	LTSS	6.4	26.9	17.2	37.7
	Non-LTSS	27.1	25.0	18.6	18.9
UPMC	LTSS	17.4	55.1	67.3	31.7
	Non-LTSS	5.3	8.5	4.6	4.2

# Complaints & Grievances - LTSS vs. Non-LTSS Grievances Per 10,000 Rates

- Grievances per 10,000 are categorized as LTSS and Non-LTSS.
- LTSS includes grievances related to PAS, non-medical transportation, DME for NFCE participants, and all other LTSS grievance categories.
- Non-LTSS includes all other grievances other than LTSS grievances.
- As reflected on the last group of slides, PAS is driving LTSS.

Southeast	Type	Per 10,000			
		Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	LTSS	0.4	0.1	35.1	58.1
	Non-LTSS	2.1	15.4	45.1	31.1
PHW	LTSS	5.7	10.5	14.4	63.8
	Non-LTSS	39.0	48.5	24.1	30.8
UPMC	LTSS	90.6	58.5	46.3	31.4
	Non-LTSS	5.8	11.8	5.2	4.1

# Complaints & Grievances - LTSS vs. Non-LTSS Grievances Per 10,000 Rates

- Grievances per 10,000 are categorized as LTSS and Non-LTSS.
- LTSS includes grievances related to PAS, non-medical transportation, DME for NFCE participants, and all other LTSS grievance categories.
- Non-LTSS includes all other grievances other than LTSS grievances.
- As reflected on the last group of slides, PAS is driving LTSS.

Lehigh Capital	Type	Per 10,000			
		Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	LTSS	NA	NA	4.0	24.5
	Non-LTSS	NA	NA	24.1	16.8
PHW	LTSS	NA	NA	0.0	23.0
	Non-LTSS	NA	NA	12.1	25.2
UPMC	LTSS	NA	NA	4.5	12.8
	Non-LTSS	NA	NA	10.3	3.1

# Complaints & Grievances - LTSS vs. Non-LTSS Grievances Per 10,000 Rates

- Grievances per 10,000 are categorized as LTSS and Non-LTSS.
- LTSS includes grievances related to PAS, non-medical transportation, DME for NFCE participants, and all other LTSS grievance categories.
- Non-LTSS includes all other grievances other than LTSS grievances.
- As reflected on the last group of slides, PAS is driving LTSS.

Northeast	Type	Per 10,000			
		Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	LTSS	NA	NA	1.4	18.0
	Non-LTSS	NA	NA	28.4	11.3
PHW	LTSS	NA	NA	0.0	14.3
	Non-LTSS	NA	NA	6.0	14.3
UPMC	LTSS	NA	NA	0.7	3.9
	Non-LTSS	NA	NA	3.3	2.6

# Complaints & Grievances - LTSS vs. Non-LTSS Grievances Per 10,000 Rates

- Grievances per 10,000 are categorized as LTSS and Non-LTSS.
- LTSS includes grievances related to PAS, non-medical transportation, DME for NFCE participants, and all other LTSS grievance categories.
- Non-LTSS includes all other grievances other than LTSS grievances.
- As reflected on the last group of slides, PAS is driving LTSS.

Northwest	Type	Per 10,000			
		Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	LTSS	NA	NA	4.6	25.5
	Non-LTSS	NA	NA	27.7	6.0
PHW	LTSS	NA	NA	0.0	43.5
	Non-LTSS	NA	NA	7.9	21.7
UPMC	LTSS	NA	NA	3.9	5.1
	Non-LTSS	NA	NA	5.3	5.1

# Complaints & Grievances - Top 5 Complaint Categories

- This slides combines data for all 5 zones.
- This slide shows the top 5 categories of complaints for each MCO in the first two quarters of 2020.
- Most frequent complaint among all three MCOs were Provider Courteous Service, CHC-MCO Courteous Service and Other LTSS Issues

Statewide	Type	YTD 2020
AHC	Complaint	Other LTSS, Provider Courteous Service, Quality of Clinical Care, Benefit Limits, Non-Covered LTSS Benefits
PHW	Complaint	Other LTSS, Other Physical Health Issues, CHC-MCO Administration, Non-Medical Transportation, Non-Emergency Medical Transportation
UPMC	Complaint	CHC-MCO Administration, Provider Courteous Service, Non-Covered Physical Health Benefits, Non-Emergency Medical Transportation, Non-Courteous MCO Service,

# Complaints & Grievances - Top 5 Grievance Categories

- This slide combines data for all 5 zones.
- This slide shows the top 5 categories of grievances for each MCO in the first two quarters of 2020.
- PAS, Pharmacy, and Dental are consistent between MCOs.

Statewide	Type	YTD 2020
AHC	Grievance	PAS, Pharmacy, Outpatient Medical Services, Durable Medical Equipment, Dental
PHW	Grievance	PAS, Pharmacy, Other LTSS Services, Outpatient Services, Dental
UPMC	Grievance	PAS, Pharmacy, Dental, Durable Medical Equipment



# Denial Log

- The MCOs submit reports for complete and partial denials of medical necessity, terminations of services, reductions of services, and when an alternative service is approved instead of the requested service.
- Denials are categorized by prescription drugs, physical health services, dental services, HCBS, and home adaptations, vehicle modifications and pest eradication.
- Details are provided on timeliness, the type of service requested, and the denial reason.
- OLTL reviews the submission to validate the data and takes follow up actions such as questioning why an MCO didn't meet required timeframes or if they see an increase in a specific type of denial.
- OLTL reviews a sample of denials from QMUM 7 for Pharmacy, Physical Health and HCBS for items such as readability of denial notice and appropriateness of denial.

# HCBS Authorization Denials

- The denial percentage is calculated by dividing the number of requests denied by the total number of requests
- AHC and PHW had significant increases in 2020.

Southwest	Denial Percentage			
	Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	3%	4%	10%	11%
PHW	0%	0%	3%	17%
UPMC	9%	16%	13%	10%

# HCBS Authorization Denials

- The denial percentage is calculated by dividing the number of requests denied by the total number of requests
- AHC and PHW had significant increases in 2020.

Southeast	Denial Percentage			
	Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	2%	4%	11%	14%
PHW	0%	0%	6%	21%
UPMC	16%	12%	12%	9%

# HCBS Authorization Denials

- The denial percentage is calculated by dividing the number of requests denied by the total number of requests.
- PHW had a significant increase in Q2 2020.

Lehigh Capital	Denial Percentage			
	Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	NA	NA	3%	11%
PHW	NA	NA	2%	31%
UPMC	NA	NA	12%	12%

# HCBS Authorization Denials

- The denial percentage is calculated by dividing the number of requests denied by the total number of requests.
- PHW had a significant increase in Q2 2020.

Northeast	Denial Percentage			
	Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	NA	NA	3%	7%
PHW	NA	NA	3%	24%
UPMC	NA	NA	5%	4%

# HCBS Authorization Denials

- The denial percentage is calculated by dividing the number of requests denied by the total number of requests.
- PHW had a significant increase in Q2 2020.

Northwest	Denial Percentage			
	Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	NA	NA	4%	9%
PHW	NA	NA	0%	26%
UPMC	NA	NA	6%	4%

# Home & Vehicle Modification and Pest Eradication Authorization Denials

- The denial percentage is calculated by dividing the number of requests denied by the total number of requests.

Southwest	Denial Percentage			
	Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	3%	3%	5%	9%
PHW	86%	51%	43%	41%
UPMC	36%	40%	29%	19%

# Home & Vehicle Modification and Pest Eradication Authorization Denials

- The denial percentage is calculated by dividing the number of requests denied by the total number of requests.

Southeast	Denial Percentage			
	Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	3%	7%	5%	8%
PHW	88%	42%	64%	39%
UPMC	11%	12%	10%	16%



# Home & Vehicle Modification and Pest Eradication Authorization Denials

- The denial percentage is calculated by dividing the number of requests denied by the total number of requests.

Lehigh Capital	Denial Percentage			
	Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	NA	NA	13%	5%
PHW	NA	NA	64%	36%
UPMC	NA	NA	No Requests Received	80%

# Home & Vehicle Modification and Pest Eradication Authorization Denials

- The denial percentage is calculated by dividing the number of requests denied by the total number of requests.

Northeast	Denial Percentage			
	Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	NA	NA	0%	4%
PHW	NA	NA	71%	33%
UPMC	NA	NA	No Requests Received	50%

# Home & Vehicle Modification and Pest Eradication Authorization Denials

- The denial percentage is calculated by dividing the number of requests denied by the total number of requests.

Northwest	Denial Percentage			
	Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	NA	NA	50%	15%
PHW	NA	NA	56%	45%
UPMC	NA	NA	No Requests Received	40%

# Physical Health Prior Authorization Denials

- The denial percentage is calculated by dividing the number of requests denied by the total number of requests.

Southwest	Denial Percentage			
	Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	17%	17%	9%	10%
PHW	6%	4%	6%	5%
UPMC	10%	10%	10%	5%

# Physical Health Prior Authorization Denials

- The denial percentage is calculated by dividing the number of requests denied by the total number of requests.

Southeast	Denial Percentage			
	Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	15%	15%	15%	10%
PHW	7%	6%	10%	7%
UPMC	17%	12%	20%	6%

# Physical Health Prior Authorization Denials

- The denial percentage is calculated by dividing the number of requests denied by the total number of requests.

Lehigh Capital	Denial Percentage			
	Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	NA	NA	14%	17%
PHW	NA	NA	10%	6%
UPMC	NA	NA	11%	10%

# Physical Health Prior Authorization Denials

- The denial percentage is calculated by dividing the number of requests denied by the total number of requests.

Northeast	Denial Percentage			
	Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	NA	NA	17%	16%
PHW	NA	NA	12%	8%
UPMC	NA	NA	5%	6%

# Physical Health Prior Authorization Denials

- The denial percentage is calculated by dividing the number of requests denied by the total number of requests.

Northwest	Denial Percentage			
	Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	NA	NA	17%	19%
PHW	NA	NA	11%	10%
UPMC	NA	NA	5%	5%



# Pharmacy Prior Authorization Denials

- The denial percentage is calculated by dividing the number of requests denied by the total number of requests.

Southwest	Denial Percentage			
	Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	44%	48%	35%	44%
PHW	49%	57%	54%	57%
UPMC	38%	42%	46%	37%

# Pharmacy Prior Authorization Denials

- The denial percentage is calculated by dividing the number of requests denied by the total number of requests.
- PHW had a significant increase in Q2 2020.

Southeast	Denial Percentage			
	Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	36%	39%	32%	36%
PHW	58%	56%	54%	65%
UPMC	45%	36%	40%	34%

# Pharmacy Prior Authorization Denials

- The denial percentage is calculated by dividing the number of requests denied by the total number of requests.
- AHC and PHW had significant increases in Q2 2020.

Lehigh Capital	Denial Percentage			
	Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	NA	NA	36%	46%
PHW	NA	NA	45%	60%
UPMC	NA	NA	45%	36%

# Pharmacy Prior Authorization Denials

- The denial percentage is calculated by dividing the number of requests denied by the total number of requests.
- PHW had significant increases in Q2 2020.

Northeast	Denial Percentage			
	Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	NA	NA	40%	41%
PHW	NA	NA	41%	64%
UPMC	NA	NA	45%	35%

# Pharmacy Prior Authorization Denials

- The denial percentage is calculated by dividing the number of requests denied by the total number of requests.
- PHW had a significant increase in Q2 2020.

Northwest	Denial Percentage			
	Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	NA	NA	40%	38%
PHW	NA	NA	48%	62%
UPMC	NA	NA	39%	37%

# Dental Prior Authorization Denials

- The denial percentage is calculated by dividing the number of requests denied by the total number of requests.

Southwest	Denial Percentage			
	Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	22%	26%	24%	19%
PHW	26%	34%	25%	22%
UPMC	5%	6%	10%	4%

# Dental Prior Authorization Denials

- The denial percentage is calculated by dividing the number of requests denied by the total number of requests.

Southeast	Denial Percentage			
	Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	28%	28%	29%	25%
PHW	26%	42%	38%	24%
UPMC	12%	13%	14%	8%

# Dental Prior Authorization Denials

- The denial percentage is calculated by dividing the number of requests denied by the total number of requests.

Lehigh Capital	Denial Percentage			
	Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	NA	NA	19%	14%
PHW	NA	NA	39%	20%
UPMC	NA	NA	13%	11%



# Dental Prior Authorization Denials

- The denial percentage is calculated by dividing the number of requests denied by the total number of requests.

Northeast	Denial Percentage			
	Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	NA	NA	12%	11%
PHW	NA	NA	19%	11%
UPMC	NA	NA	6%	3%

# Dental Prior Authorization Denials

- The denial percentage is calculated by dividing the number of requests denied by the total number of requests.

Northwest	Denial Percentage			
	Q3 2019	Q4 2019	Q1 2020	Q2 2020
AHC	NA	NA	18%	1%
PHW	NA	NA	23%	22%
UPMC	NA	NA	4%	3%