

 BlueCross BlueShield of Illinois A Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association	2024 Prior Authorization Statistics – Medical Health Services	
Health plan name:	Blue Cross Community Health Plans SM	Blue Cross Community MMAI (Medicare-Medicaid Plan) SM
Link to prior authorization requirements for medical services:	Prior Authorization Code List	Prior Authorization Code List
Total number of prior authorization requests for physical health services:	285,127	20
Percentage of claims payments for physical health services with prior authorization compared to all claim payments:	1.59%	0.08%
Total number of prior authorization requests denied for physical health services:	27,370	0
Total number of prior authorization denials for physical health compared to total number of services provided (ratio):	0.21%	0.00%
Total number of appeals completed for physical health:	1,753	0
Total number of appeals upheld for physical health:	720	0
Total number of appeals overturned for physical health:	1,033	0
Top denial reason for physical health prior authorization:	1. Medical Necessity Criteria Not Met 2. Intensity or Level of Care Not Supported 3. Missing Clinical Data 4. Benefit Denial	None

Average number of days between submission of a completed prior authorization request and response for physical health [Expedited]:	0.9	1
Average number of days between submission of a completed prior authorization request and response for physical health [Standard]:	1.2	0.0