## Service Authorization Requests in Hoosier Healthwise, Healthy Indiana Plan and Hoosier Care Connect.

The data shown below represents the average from Q1 to Q4 2021 reports submitted by each MCE.

What does the OMPP	OMPP's	How are the MCEs Doing on these Measures?											
Measure?	Target	Exceeding the Target On Target						OMPP's Target	J				
Percent of Provider Authorization		Hoosier Healthwise 2021			Healthy Indiana Plan 2021					Hoosier Care Connect 2021			
Requests Reviewed timely		Anthem	CareSource	MDwise	MHS	Anthem	CareSource	MDwise	MHS		Anthem	MHS	UHC*
Percent of Authorizations Timely Decisions-All	97%	99.84%	98.33%	98.77%	99.44%	99.81%	98.67%	99.09%	99.36%	98%	99.8%	98.9%	99.4%
Percent of Authorizations with Timely Decisions-Preservice Only (within 7 days of request is considered timely)	97%	99.85%	98.82%	98.66%	99.36%	99.85%	99.09%	99.07%	99.24%	98%	99.8%	98.7%	98.6%
Percent of Authorizations with timely Decisions- Concurrent Only (within 1 day is considered timely).	97%	99.36%	94.16%	89.15%	99.45%	99.06%	93.13%	90.05%	99.36%	98%	99.2%	99.1%	99.6%
Percent of Authorizations with Timely Decisions-Pharmacy only(within 1 day is considered timely).	97%	100.0%	99.95%	99.24%	99.63%	99.98%	100.19%	99.58%	99.71%	98%	100.0% * Plan started 4		99.9% quarters reported