			Hospital In	patient		
			In-Network	(	Out-of-Net	twork
			Med/Surg	MH/SUD	Med/Surg	MH/SUD
(1)		Out of Network exceptions pursuant to Ins. Art. § 15-830				
	(A)	Number of requests to see an out-of-network provider as in-network for:				
(i)		children ages 0–12				
(ii)		adolescents ages 13–17				
(iii)		adults				
	(B)	Number of requests to see an out-of-network provider as in-network approved for:				
(i)		children ages 0–12				
(ii)		adolescents ages 13–17				
(iii)		adults				
(2)		Prior authorizations				

(A)	Number of prior authorizations requested during the year for:		
(i)	children ages 0–12		
(ii)	adolescents ages 13–17		
(iii)	adults		
(B)	Number of prior authorizations approved in lines:		
(i)	(2)(A)(i) - children ages 0– 12		
(ii)	(2)(A)(ii) - adolescents ages 13–17		
(iii)	(2)(A)(iii) - adults		
(C)	Number of prior authorization requests that received a peer-to-peer or physician-to-physician review in lines:		
(i)	(2)(A)(i) - children ages 0– 12		
(ii)	(2)(A)(ii) - adolescents ages 13–17		
(iii)	(2)(A)(iii) - adults		

(D)	Number of prior		
	authorization requests		
	subject to a fail-first		
	requirement in lines:		
(i)			
(i)	(2)(A)(i) - children ages 0–12		
(ii)	(2)(A)(ii) - adolescents		
4445	ages 13–17		
(iii)	(2)(A)(iii) - adults		
(E)	Number of prior		
	authorization requests that		
	were denied as adverse		
	decisions in lines:		
(i)	(2)(A)(i) - children ages		
	0–12		
(ii)	(2)(A)(ii) - adolescents		
	ages 13–17		
(iii)	(2)(A)(iii) - adults		
(F)	Number of grievances		
	filed for prior authorization		
	requests that were denied		
	as adverse decisions in		
	lines:		
(i)	(2)(E)(i) - children ages 0–		
	12		
(ii)	(2)(E)(ii) - adolescents		
	ages 13–17		
(iii)	(2)(E)(iii) - adults		

(G)	Number of grievances that upheld the adverse decisions for grievances filed in lines:		
(i)	(2)(F)(i) - children ages 0– 12		
(ii)	(2)(F)(ii) - adolescents ages 13–17		
(iii)	(2)(F)(iii) - adults		
(3)	Concurrent review		
(A)	Number of requests for concurrent review for:		
(i)	children ages 0–12		
(ii)	adolescents ages 13–17		
(iii)	adults		
(B)	Number of concurrent reviews that were approved in lines -		
(i)	(3)(A)(i) - children ages 0– 12		
(ii)	(3)(A)(ii) - adolescents ages 13–17		

(iii)	(3)(A)(iii) - adults		
(C)	Number of concurrent		
	reviews that received a		
	peer-to-peer or physician-		
	to-physician review in lines:		
(i)	(3)(A)(i) - children ages 0–		
	12		
(ii)	(3)(A)(ii) - adolescents		
	ages 13–17		
(iii)	(3)(A)(iii) - adults		
(D)	Number of concurrent		
	reviews that were denied as		
	adverse decisions in lines:		
(i)	(3)(A)(i) - children ages 0–		
	12		
(ii)	(3)(A)(ii) - adolescents		
	ages 13–17		
(iii)	(3)(A)(iii) - adults		
(E)	Number of grievances		
	filed with the carrier for the		
	adverse decisions in lines:		
(i)	(3)(D)(i) - children ages		
	0–12		
(ii)	(3)(D)(ii) - adolescents		
	ages 13–17		
(iii)	(3)(D)(iii) - adults	 	

(F)	Number of grievances that upheld the adverse decisions for grievances		
	filed in lines:		
(i)	(3)(E)(i) - children ages 0– 12		
(ii)	(3)(E)(ii) - adolescents ages 13–17		
(iii)	(3)(A)(iii) - adults		
(4)	Retrospective review		
(A)	Number retrospective reviews of medical necessity for:		
(i)	children ages 0–12		
(ii)	adolescents ages 13–17		
(iii)	adults		
(B)	Number of retrospective reviews that were approved in lines:		
(i)	(4)(A)(i) - children ages 0– 12		
(ii)	(4)(A)(ii) - adolescents ages 13–17		
(iii)	(4)(A)(iii) - adults		
(C)	Number of retrospective reviews that were denied as adverse decisions in lines:		

		In-Network		Out-of-Net	twork
(111)	(T)(D)(III) addits	Other Inpa	ıtient		
(iii)	(4)(D)(iii) - adults				
(11)	ages 13–17				
(ii)	0–12 (4)(D)(ii) - adolescents				
(i)	(4)(D)(i) - children ages				
	decisions for grievances filed in lines:				
(E)	Number of grievances that upheld the adverse				
(iii)	(4)(C)(iii) - adults				
	ages 13–17				
(ii)	(4)(C)(ii) - adolescents				
(i)	(4)(C)(i) - children ages 0– 12				
	adverse decisions in lines:				
(D)	Number of grievances filed with the carrier for the				
(iii)	(4)(A)(iii) - adults				
(ii)	(4)(A)(ii) - adolescents ages 13–17				
	12				
(i)	(4)(A)(i) - children ages 0– 12				

			Med/Surg	MH/SUD	Med/Surg	MH/SUD
(1)		Out of Network				
		exceptions pursuant to				
		Ins. Art. § 15-830				
	(A)	Number of requests to see				
		an out-of-network provider				
		as in-network for:				
(i)		children ages 0–12				
(ii)		adolescents ages 13–17				
(iii)		adults				
	(B)	Number of requests to see				
	. ,	an out-of-network provider				
		as in-network approved for:				
(i)		children ages 0–12				
(ii)		adolescents ages 13–17				
(iii)		adults				
(2)		Prior authorizations				
(A)		Number of prior				
		authorizations requested				
		during the year for:				

(i)	children ages 0–12		
(ii)	adolescents ages 13–17		
(iii)	adults		
(B)	Number of prior authorizations approved in lines:		
(i)	(2)(A)(i) - children ages 0– 12		
(ii)	(2)(A)(ii) - adolescents ages 13–17		
(iii)	(2)(A)(iii) - adults		
(C)	Number of prior authorization requests that received a peer-to-peer or physician-to-physician review in lines:		
(i)	(2)(A)(i) - children ages 0– 12		
(ii)	(2)(A)(ii) - adolescents ages 13–17		
(iii)	(2)(A)(iii) - adults		
(D)	Number of prior authorization requests		

	subject to a fail-first		
	requirement in lines:		
(i)	(2)(A)(i) - children ages 0–		
	12		
(ii)	(2)(A)(ii) - adolescents		
	ages 13–17		
(iii)	(2)(A)(iii) - adults		
(E)	Number of prior		
	authorization requests that		
	were denied as adverse		
	decisions in lines:		
(i)	(2)(A)(i) - children ages 0-		
	12		
(ii)	(2)(A)(ii) - adolescents ages		
	13–17		
(iii)	(2)(A)(iii) - adults		
(F)	Number of grievances		
	filed for prior authorization		
	requests that were denied		
	as adverse decisions in		
	lines:		
(i)	(2)(E)(i) - children ages 0–		
	12		

(ii)	(2)(E)(ii) - adolescents ages 13–17		
(iii)	(2)(A)(iii) - adults		
(G)	Number of grievances that upheld the adverse decisions for grievances filed in lines:		
(i)	(2)(F)(i) - children ages 0– 12		
(ii)	(2)(F)(ii) - adolescents ages 13–17		
(iii)	(2)(F)(iii) - adults		
(3)	Concurrent review		
(A)	Number of requests for concurrent review for:		
(i)	children ages 0–12		
(ii)	adolescents ages 13–17		
(iii)	adults		
(B)	Number of concurrent reviews that were approved in lines -		
(i)	(3)(A)(i) - children ages 0– 12		
(ii)	(3)(A)(ii) - adolescents ages 13–17		

(iii)	(3)(A)(iii) - adults		
(C)	Number of concurrent		
	reviews that received a		
	peer-to-peer or physician-		
	to-physician review in lines:		
(i)	(3)(A)(i) - children ages 0–		
	12		
(ii)	(3)(A)(ii) - adolescents		
	ages 13–17		
(iii)	(3)(A)(iii) - adults		
(D)	Number of concurrent		
	reviews that were denied as		
	adverse decisions in lines:		
(i)	(3)(A)(i) - children ages 0–		
	12		
(ii)	(3)(A)(ii) - adolescents		
	ages 13–17		
(iii)	(3)(A)(iii) - adults		
(E)	Number of grievances		
	filed with the carrier for the		
	adverse decisions in lines:		
(i)	(3)(D)(i) - children ages 0-		
	12		
(ii)	(3)(D)(ii) - adolescents		
	ages 13–17		
(iii)	(3)(D)(iii) - adults		

(F)	Number of grievances that upheld the adverse decisions for grievances filed in lines:		
(i)	(3)(E)(i) - children ages 0– 12		
(ii)	(3)(E)(ii) - adolescents ages 13–17		
(iii)	(3)(A)(iii) - adults		
(4)	Retrospective review		
(A)	Number retrospective reviews of medical necessity for:		
(i)	children ages 0–12		
(ii)	adolescents ages 13–17		
(iii)	adults		
(B)	Number of retrospective reviews that were approved in lines:		
(i)	(4)(A)(i) - children ages 0– 12		
(ii)	(4)(A)(ii) - adolescents ages 13–17		
(iii)	(4)(A)(iii) - adults		
(C)	Number of retrospective reviews that were denied as adverse decisions in lines:		

(i)	(4)(A)(i) - children ages 0– 12		
(ii)	(4)(A)(ii) - adolescents ages 13–17		
(iii)	(4)(A)(iii) - adults		
(D)	Number of grievances filed with the carrier for the adverse decisions in lines:		
(i)	(4)(C)(i) - children ages 0– 12		
(ii)	(4)(C)(ii) - adolescents ages 13–17		
(iii)	(4)(C)(iii) - adults		
(E)	Number of grievances that upheld the adverse decisions for grievances filed in lines:		
(i)	(4)(D)(i) - children ages 0–12		
(ii)	(4)(D)(ii) - adolescents ages 13–17		
(iii)	(4)(D)(iii) - adults		

					Outp	atient				
			In-netwo	ork			Out-of-n	etwork		
			Med/Surg (office visits)	Med/Surg (all other)	MH/SUD (Office Visits)	MH/SUD (all other)	Med/Surg (office visits)	Med/Surg (all other)	MH/SUD (Office Visits)	MH/SUD (all other)
(1)		Out of Network exceptions pursuant to Ins. Art. § 15-830								
	(A)	Number of requests to see an out-of-network provider as in-network for:								
(i)		children ages 0– 12								
(ii)		adolescents ages 13–17								
(iii)		adults								
	(B)	Number of requests to see an out-of-network provider as innetwork approved for:								

(i)	children ages 0– 12				
(ii)	adolescents ages 13–17				
(iii)	adults				
(2)	Prior authorizations				
(A)	Number of prior authorizations requested during the year for:				
(i)	children ages 0– 12				
(ii)	adolescents ages 13–17				
(iii)	adults				
(B)	Number of prior authorizations approved in lines:				
(i)	(2)(A)(i) - children ages 0– 12				
(ii)	(2)(A)(ii) - adolescents ages 13–17				

(iii)	(2)(A)(iii) -				
	adults				
(C)	Number of				
	prior				
	authorization				
	requests that				
	received a peer-				
	to-peer or				
	physician-to-				
	physician review				
	in lines:			ı	
(i)	(2)(A)(i) -				
	children ages 0-				
	12				
(ii)	(2)(A)(ii) -				
	adolescents				
	ages 13–17				
(iii)	(2)(A)(iii) -				
	adults				
(D)	Number of				
	prior				
	authorization				
	requests subject				
	to a fail-first				
	requirement in				
	lines:				
(i)	(2)(A)(i) -				
	children ages 0-				
	12				

(2)(A)(ii) -								
adolescents								
ages 13–17								
(2)(A)(iii) -								
adults								
Number of								
prior								
authorization								
requests that								
were denied as								
adverse								
decisions in								
lines:								
(2)(A)(i) -								
children ages 0-								
12								
(2)(A)(ii) -								
adolescents								
ages 13–17								
(2)(A)(iii) -								
adults								
Number of								
grievances filed								
for prior								
authorization								
requests that								
were denied as								
adverse								
	adolescents ages 13–17  (2)(A)(iii) - adults  Number of prior authorization requests that were denied as adverse decisions in lines: (2)(A)(i) - children ages 0– 12 (2)(A)(ii) - adolescents ages 13–17  (2)(A)(iii) - adults  Number of grievances filed for prior authorization requests that were denied as	adolescents ages 13–17  (2)(A)(iii) - adults  Number of prior authorization requests that were denied as adverse decisions in lines:  (2)(A)(i) - children ages 0– 12  (2)(A)(ii) - adolescents ages 13–17  (2)(A)(iii) - adults  Number of grievances filed for prior authorization requests that were denied as	adolescents ages 13–17  (2)(A)(iii) - adults  Number of prior authorization requests that were denied as adverse decisions in lines: (2)(A)(i) - children ages 0– 12 (2)(A)(ii) - adolescents ages 13–17  (2)(A)(iii) - adults  Number of grievances filed for prior authorization requests that were denied as	adolescents ages 13–17  (2)(A)(iii) - adults  Number of prior authorization requests that were denied as adverse decisions in lines:  (2)(A)(i) - children ages 0– 12  (2)(A)(ii) - adolescents ages 13–17  (2)(A)(iii) - adults  Number of grievances filed for prior authorization requests that were denied as	adolescents ages 13–17  (2)(A)(iii) - adults  Number of prior authorization requests that were denied as adverse decisions in lines:  (2)(A)(i) - children ages 0– 12  (2)(A)(ii) - adolescents ages 13–17  (2)(A)(iii) - adults  Number of grievances filed for prior authorization requests that were denied as	adolescents ages 13–17  (2)(A)(iii) - adults  Number of prior authorization requests that were denied as adverse decisions in lines:  (2)(A)(i) - children ages 0– 12  (2)(A)(ii) - adolescents ages 13–17  (2)(A)(iii) - adults  Number of grievances filed for prior authorization requests that were denied as	adolescents ages 13–17  (2)(A)(iii) - adults  Number of prior authorization requests that were denied as adverse decisions in lines:  (2)(A)(i) - children ages 0– 12  (2)(A)(ii) - adolescents ages 13–17  (2)(A)(iii) - adults  Number of grievances filed for prior authorization requests that were denied as	adolescents ages 13–17  (2)(A)(iii) - adults  Number of prior authorization requests that were denied as adverse decisions in lines: (2)(A)(ii) - children ages 0– 12 (2)(A)(iii) - adolescents ages 13–17 (2)(A)(iii) - adults  Number of grievances filed for prior authorization requests that were denied as

	decisions in lines:				
(i)	(2)(E)(i) - children ages 0– 12				
(ii)	(2)(E)(ii) - adolescents ages 13–17				
(iii)	(2)(A)(iii) - adults				
(G)	Number of grievances that upheld the adverse decisions for grievances filed in lines:				
(i)	(2)(F)(i) - children ages 0– 12				
(ii)	(2)(F)(ii) - adolescents ages 13–17				
(iii)	(2)(F)(iii) - adults				
(3)	Concurrent review				

(A)	Number of				
	requests for				
	concurrent				
	review for:				
(i)	children ages 0-				
	12				
(ii)	adolescents				
	ages 13–17				
(iii)	adults				
(B)	Number of				
	concurrent				
	reviews that				
	were approved				
	in lines -				
(i)	(3)(A)(i) -				
	children ages 0–				
	12				
(ii)	(3)(A)(ii) -				
	adolescents				
	ages 13–17				
(iii)	(3)(A)(iii) -				
	adults				
(C)	Number of				
	concurrent				
	reviews that				
	received a peer-				
	to-peer or				
	physician-to-				

	physician review in lines:				
(i)	(3)(A)(i) - children ages 0– 12				
(ii)	(3)(A)(ii) - adolescents ages 13–17				
(iii)	(3)(A)(iii) - adults				
(D)	Number of concurrent reviews that were denied as adverse decisions in lines:				
(i)	(3)(A)(i) - children ages 0– 12				
(ii)	(3)(A)(ii) - adolescents ages 13–17				
(iii)	(3)(A)(iii) - adults				
(E)	Number of grievances filed with the carrier for the adverse				

	review				
(4)	Retrospective				
(111)	adults				
(ii)	(3)(E)(ii) - adolescents ages 13–17 (3)(A)(iii) -				
(i)	(3)(E)(i) - children ages 0– 12				
(F)	Number of grievances that upheld the adverse decisions for grievances filed in lines:				
(iii)	(3)(D)(iii) - adults				
(ii)	(3)(D)(ii) - adolescents ages 13–17				
(i)	(3)(D)(i) - children ages 0– 12				
	decisions in lines:				

(A)	Number				
	retrospective				
	reviews of				
	medical				
	necessity for:				
(i)	children ages				
	0–12				
(ii)	adolescents				
	ages 13–17				
(iii)	adults				
(B)	Number of				
	retrospective				
	reviews that				
	were approved				
	in lines:				
(i)	(4)(A)(i) -				
	children ages 0–				
	12				
(ii)	(4)(A)(ii) -				
	adolescents				
	ages 13–17				
(iii)	(4)(A)(iii) -				
	adults				
(C)	Number of				
	retrospective				
	reviews that				
	were denied as				
	adverse				

	decisions in lines:				
(i)	(4)(A)(i) - children ages 0– 12				
(ii)	(4)(A)(ii) - adolescents ages 13–17				
(iii)	(4)(A)(iii) - adults				
(D)	Number of grievances filed with the carrier for the adverse decisions in lines:				
(i)	(4)(C)(i) - children ages 0– 12				
(ii)	(4)(C)(ii) - adolescents ages 13–17				
(iii)	(4)(C)(iii) - adults				
(E)	Number of grievances that upheld the adverse decisions for				

	grievances filed				
	in lines:				
(i)	(4)(D)(i) -				
	children ages 0-				
	12				
(ii)	(4)(D)(ii) -				
	adolescents				
	ages 13–17				
(iii)	(4)(D)(iii) -				
	adults				

# **Prescription Drug NQTL**

	Prescription Drugs	Prescription Drugs			
		Med/Surg	MH/SUD		
(1)	Prior				
	authorizations				
(A)	Number of prior				
	authorizations				
	requested during				
	the year for:				
(i)	children ages 0–12				
(ii)	adolescents ages				
	13–17				
(iii)	adults				
(B)	Number of prior				
	authorizations				
	approved in lines:				
(i)	(1)(A)(i) - children				
	ages 0–12				
(ii)	(1)(A)(ii) -				
	adolescents ages				
	13–17				
(iii)	(1)(A)(iii) - adults				
(C)	Number of prior				
	authorization				
	requests that				
	received a peer-to-				
	peer or physician-				

	to-physician review	
	in lines:	
(i)	(1)(A)(i) - children	
	ages 0–12	
(ii)	(1)(A)(ii) -	
	adolescents ages	
	13–17	
(iii)	(1)(A)(iii) - adults	
(D)	Number of prior	
	authorization	
	requests that were	
	subject to a fail-first	
	requirement in	
	lines:	
(i)	(1)(A)(i) - children	
	ages 0–12	
(ii)	(1)(A)(ii) -	
	adolescents ages	
	13–17	
(iii)	(1)(A)(iii) - adults	
(E)	Number of prior	
	authorization	
	requests that were	
	denied as adverse	
	decisions in lines:	
(i)	(1)(A)(i) - children	
	ages 0–12	

		· · · · · · · · · · · · · · · · · · ·
(ii)	(1)(A)(ii) -	
	adolescents ages	
	13–17	
(iii)	(1)(A)(iii) - adults	
(F)	Number of	
	retrospective	
	reviews for:	
(i)	children ages 0–12	
(ii)	adolescents ages	
	13–17	
(iii)	adults	
(G)	Number of	
	retrospective	
	reviews that were	
	approved in lines:	
(i)	(1)(F)(i) - children	
	ages 0–12	
(ii)	(1)(F)(ii) -	
	adolescents ages	
	13–17	
(iii)	(1)(F)(iii) - adults	
(H)	Number of	
	retrospective	
	reviews that	
	received a peer-to-	
	peer or physician-	
	to-physician review	
	in lines:	

(i)	(1)(F)(i) - children	
	ages 0–12	
(ii)	(1)(F)(ii) -	
	adolescents ages	
	13–17	
(iii)	(1)(F)(iii) - adults	
(I)	Number of	
	retrospective	
	reviews that were	
	denied as adverse	
	decisions in lines:	
(i)	(1)(F)(i) - children	
	ages 0–12	
(ii)	(1)(F)(ii) -	
	adolescents ages	
	13–17	
(iii)	(2)(F)(iii) - adults	
(2)	Internal	
	Grievances	
(A)	Number of	
	adverse decisions	
	for which a	
	grievance was	
	received and for	
	which the decision	
	was upheld for	
	lines:	

		<u>.</u>
(i)	(1)(l)(i) - children	
	ages 0–12	
(ii)	(1)(l)(ii) -	
	adolescents ages	
	13–17	
(iii)	(2)(I)(iii) - adults	
(C)	Number of	
	adverse decisions	
	for which a	
	grievance was filed	
	that were then were	
	reversed for lines	
(i)	(1)(l)(i) - children	
	ages 0–12	
(ii)	(1)(l)(ii) -	
	adolescents ages	
	13–17	
(iii)	(2)(I)(iii) - adults	