

Memorial Hermann Health Plan Utilization Review Approval and Denial Statistics CY 2021

Overall Approval Rate: 94.4% & Denial Rate: 5.6%

Service Type	Total PA Request	Total Request Denied for Benefit Exhausted	Total Request Denied for Experimental Investigation	Total Request Denied for Lack of Information	Total Request Denied for Medical Necessity Not Met	Total Denied for No Benefit	Partial Deny of Authorization	Number of Overturned Internal Appeal	Number of Overturned by Independent Review Organization	Approval
Ambulance	3	0	0	0	0	0	0	0	0	3
Bariatric Surgery	7	0	0	0	0	0	0	0	0	7
Cardiovascular Medical Procedures	2	0	0	0	0	0	0	0	0	2
Chemotherapy Administration	3	0	0	0	1	0	0	0	0	2
Colonoscopy	1	0	0	0	0	0	0	0	0	1
Consultations	1	0	0	0	0	1	0	0	0	0
CT Scan	339	0	0	0	7	1	0	0	0	331
Diagnostic	71	0	0	0	1	3	0	0	0	67
Dialysis	1	0	0	0	0	0	0	0	0	1
DME	110	0	0	0	9	1	0	0	1	100
Endoscopy	3	0	0	0	0	0	0	0	0	3
Evaluation/Management	16	0	0	0	1	8	1	0	0	6
General Surgery	456	0	0	0	9	9	0	0	5	438
Genetic Testing	18	0	0	0	5	1	0	0	0	12

Home Health Visit	43	0	0	0	0	2	0	0	0	41
Home Infusion Services	9	0	0	0	0	0	0	0	0	9
Hospice	4	0	0	0	0	0	0	0	0	4
Injectables/Drugs	152	0	1	0	0	1	0	0	1	150
Injection/Infusion Administration	1	0	0	0	0	0	0	0	0	1
Inpatient Admission	286	0	0	1	24	0	0	0	1	261
Laboratory Services	16	0	0	0	1	5	0	0	0	10
Mammography	2	0	0	0	0	0	0	0	0	2
Medical Nutrition Therapy	1	0	0	0	0	1	0	0	0	0
Medical Supplies	5	0	0	0	0	0	0	0	0	5
MRI	326	0	0	0	0	2	0	0	1	324
Neuropsychological Testing	2	0	0	0	0	0	0	0	0	2
Not a covered benefit	1	0	0	0	0	1	0	0	0	0
NULL	7	0	0	0	0	3	0	0	0	4
Observation Vists	23	0	0	0	4	0	0	0	0	19
Occupational Therapy	3	0	0	0	0	0	1	0	0	2
Orthotics/Prosthetics	31	0	0	0	0	1	0	0	0	30
OTHER	5	0	0	0	1	2	0	0	0	2
Other Medical Procedures	2	0	0	0	0	0	0	0	0	2
Pain Management	70	0	0	0	3	0	0	0	0	67
PET Scan	41	0	0	0	1	0	0	0	0	40
Physical Therapy	11	4	0	0	0	3	0	0	0	4

Radiation Treatment	12	0	0	0	0	0	0	0	0	12
Radiology	84	0	0	0	1	0	0	0	0	83
Sleep Studies	27	0	0	0	0	2	0	0	0	25
Speech Therapy	1	0	0	0	0	0	0	0	0	1
Telemedicine	1	0	0	0	0	0	0	0	0	1
Transplants	3	0	0	0	0	0	0	0	0	3
Ultrasound Non Maternity	5	0	0	0	0	0	0	0	0	5
Grand Total	2205	4	1	1	68	47	2	0	9	2082