

# Calendar Year: 2015

## Utilization Review Performance Rating of Investigation of a Claims Administrator

**Investigation No:** URA-N09-15-R1  
**Claims Administrator:** Keenan & Associates  
**Location:** Rancho Cordova  
**Utilization Review Management:** Mitchell International

### Number of Requests for Authorization:

Prospective	<u>54</u>
Concurrent	<u>0</u>
Retrospective	<u>0</u>

### Decisions by Type:

Approval	<u>31</u>
Modification	<u>3</u>
Delay	<u>0</u>
Denial	<u>20</u>

### 1. FACTOR FOR UNTIMELY RESPONSE TO REQUEST

# late prospective responses	0	divide by # of prospective requests	54	
# late concurrent responses	0	divide by # of concurrent requests	0	
# late retrospective responses	<u>0</u>	divide by # of retrospective requests	<u>0</u>	
Totals	0	divide by	Totals	54
				=
				<b>0.00000</b>

### 2. FACTOR FOR FAULTY NOTICE CONTENT

# faulty prospective responses	0	divide by # of prospective requests	54	
# faulty concurrent responses	0	divide by # of concurrent requests	0	
# faulty retrospective responses	<u>0</u>	divide by # of retrospective requests	<u>0</u>	
Totals	0	divide by	Totals	54
				=
				<b>0.00000</b>

### 3. FACTOR FOR IMPROPER DISTRIBUTION OF NOTICE

# prospective w/ improper distribution	0	divide by # of prospective requests	54	
# concurrent w/ improper distribution	0	divide by # of concurrent requests	0	
# retrospective w/ improper distribution	<u>0</u>	divide by # of retrospective requests	<u>0</u>	
Totals	0		Totals	54
				=
				<b>0.00000</b>

### UTILIZATION REVIEW PERFORMANCE RATING

A Utilization Review Performance Rating of **0.85000** or greater is a passing score.

**100.0%**