

2021 IL Prior Authorization Statistics- Aetna Life Insurance Company and Aetna Health Inc.
as required by the Illinois Prior Authorization Reform Act

| Illinois 2021 Prior Authorization Statistics-Medical and Behavioral Health | Total |
|---|----------|
| Total number of prior authorization requests received | 2593 |
| Total number of prior authorization requests denied | 191 |
| Total number of denied prior authorization requests upheld after appeal | 20 |
| Total number of denied prior authorization requests overturned after appeal | 13 |
| Top 5 denial reasons: | |
| 1.) Does Not Meet Medical Necessity | |
| 2.) Coverage Terminated Prior To Service Dates | |
| 3.) Plan Exclusion | |
| 4.) Not a covered service | |
| 5.) | |
| | |
| Average time between submission of a prior authorization request and response | 1.6 Days |