

CCO Notice of Action-Adverse Benefit Determination (NOA-ABD)

2017 - 2018 Annual Report	Statewide rolling 12-month totals of all NOAs/ABDs issued during each quarter			
	Jul - Sept 2017	Oct - Dec 2017	Jan - Mar 2018	Apr - Jun 2018
a) Denial or limited authorization of a requested service.	34,115	31,262	36,229	36,559
b) Single PHP service area, denial to obtain services outside the PHP panel	303	255	228	212
c) Termination, suspension, or reduction of previously authorized covered services	321	120	304	140
d) Failure to act within the timeframes provided in § 438.408(b)	17	9	12	31
e) Failure to provide services in a timely manner, as defined by the State	0	0	0	4
f) Denial of payment, at the time of any action affecting the claim.	22,757	19,346	15,087	19,111
Total	57,513	50,992	51,860	56,057
Number per 1000 members	67	46	56	61