CCO Appeals				
	Statewide 12- month rolling total of appeal requests			
2017 - 2018 Annual Report	Jul - Sept 2017	Oct - Dec 2017	Jan - Mar 2018	Apr - May 2018
a) Denial or limited authorization of a requested service.	1,209	1,257	1,279	1,249
b) Single PHP service area, denial to obtain services outside the PHP panel.	1	6	6	4
c) Termination, suspension, or reduction of previously authorized covered services.	0	2	2	12
d) Failure to act within the timeframes provided in § 438.408(b).	0	0	0	0
e) Failure to provide services in a timely manner, as defined by the State.	0	0	0	0
f) Denial of payment, at the time of any action affecting the claim.	435	320	320	318
Total	**1645**	**1585**	**1607**	**1583**
Number per 1000 members	**1.9**	**1.4**	**1.73**	**1.73**
Number overturned at plan level	**495**	**522**	**495**	**455**
Appeal decisions pending	**24**	**8**	**51**	**50**
Overturn rate at plan level	**30.09%**	**32.93%**	**30.80%**	**28.74%**