

Type	Types of Exceptions	No. of Exceptions Received g(i)	No. of Exceptions Authorized g(iii)	Percent Authorized [g(iii)/g(i)]	No. of Exceptions Denied g(iv)	Percent Denied [g(iv)/g(i)]	No. of Internal Appeals Filed [g(v)]	No. of Internal Appeals Approved g(vii)	No. of Internal Appeals Denied	Percent of Internal Appeals Denied	No. Sent For External Appeal [g(v)]	No. External Appeals Overturned g(vii)	Percent of External Appeals Overturned	No. External Appeals Denied g(vii)	Percent of External Appeals Denied
Medical/ Surgical	Contraindicated/ Adverse Reaction (c)(1)	10558	7242	68.6%	3318	31.4%	231	267	10	4.3%	0	0	0.0%	0	0.0%
Medical/ Surgical	Ineffective (c)(2)	12695	8347	65.8%	4349	34.3%	204	220	4	2.0%	0	0	0.0%	0	0.0%
Medical/ Surgical	Previously Tried/ Ineffective (c)(3)	20185	11161	55.3%	9026	44.7%	555	156	352	63.4%	0	0	0.0%	0	0.0%
Medical/ Surgical	Switching Adverse React (c)(4)	14,970	10,908	72.9%	4,064	27.1%	203	70	3	1.5%	0	0	0.0%	0	0.0%
Medical/ Surgical	Total	58,408	37,658	64.5%	20,757	35.5%	1,193	713	369	30.9%	0	0	0.0%	0	0.0%
Behavioral Health/ Substance Use	Contraindicated/ Adverse Reaction (c)(1)	673	487	72.4%	184	27.3%	6	6	0	0.0%	0	0	0.0%	0	0.0%
Behavioral Health/ Substance Use	Ineffective (c)(2)	774	570	73.6%	203	26.2%	6	6	0	0.0%	0	0	0.0%	0	0.0%
Behavioral Health/ Substance Use	Previously Tried/ Ineffective (c)(3)	1149	810	70.5%	337	29.3%	12	6	6	50.0%	0	0	0.0%	0	0.0%
Behavioral Health/ Substance Use	Switching Adverse React (c)(4)	748	572	76.5%	175	23.4%	6	6	0	0.0%	0	0	0.0%	0	0.0%
Behavioral Health/ Substance Use	Total	3,344	2,439	72.9%	899	26.9%	30	24	6	20.0%	0	0	0.0%	0	0.0%

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