

DFR number of complaints related to prior authorization:

Year	Total Health formal files Complaints	Prior-Authorization related	% of overall Complaints	Prior Auth Complaints resolved for consumer/against consumer	% of prior-authorization Complaints resolved in consumer favor
2010	166	37	22%	17/10	63%
2011	147	14	10%	4/10	28%
2012	149	17	11%	10/7	59%
2013 (Jan – Mar 8th)	18	3	17%	3/0	100%