

PRIOR AUTHORIZATION METRICS FOR MEDICAL ITEMS AND SERVICES (EXCLUDING DRUGS)

REPORTING PERIOD: 01/01/2025 to 12/31/2025

MA ORGANIZATIONS AT MA CONTRACT LEVEL

MEDICARE CONTRACT- H3916

STANDARD (NON-URGENT) PRIOR AUTHORIZATION REQUESTS

	How many times this happened	Out of total requests	Percentage
Request approved	445280	463352	96%
Request denied	18072	463352	4%
Request approved with 7 days	439805	456000	96%
Request denied within 7 days	16195	456000	4%
Request approved only after time for review was extended	38884	39526	98%
Request denied after time for review was extended	642	39526	2%
Request approved only after appeal	1039	1333	78%
Request denied after appeal	294	1333	22%



EXPEDITED (URGENT) PRIOR AUTHORIZATION REQUESTS

	How many times this happened	Out of total requests	Percentage
Request approved	74476	81341	92%
Request denied	6865	81341	8%
Request approved with 72 hours	74217	80925	92%
Request denied within 72 hours	6708	80925	8%
Request approved only after time for review was extended	185	189	98%
Request denied after time for review was extended	4	189	2%
Request approved only after appeal	1890	2865	66%
Request denied after appeal	975	2865	34%

TIME BETWEEN RECEIVING A PRIOR AUTHORIZATION REQUEST AND SENDING A DECISION

	Mean (Average) Time	Median (Middle) Time
Standard (non-urgent) Prior Authorization Requests (response due to provider within 7 calendar days)	<1 day	<1 day
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	<1 day	<1 day



MEDICARE CONTRACT- H3384

STANDARD (NON-URGENT) PRIOR AUTHORIZATION REQUESTS

	How many times this happened	Out of total requests	Percentage
Request approved	38823	39409	99%
Request denied	586	39409	1%
Request denied within 7 days	442	38478	1%
Request approved only after time for review was extended	40	42	95%
Request denied after time for review was extended	2	42	5%
Request approved only after appeal	95	114	83%
Request denied after appeal	19	114	17%



EXPEDITED (URGENT) PRIOR AUTHORIZATION REQUESTS

	How many times this happened	Out of total requests	Percentage
Request approved	21986	23397	94%
Request denied	1411	23397	6%
Request denied within 72 hours	1379	23216	6%
Request approved only after time for review was extended	1	1	100%
Request denied after time for review was extended	0	1	0%
Request approved only after appeal	111	133	83%
Request denied after appeal	22	133	17%

TIME BETWEEN RECEIVING A PRIOR AUTHORIZATION REQUEST AND SENDING A DECISION

	Mean (Average) Time	Median (Middle) Time
Standard (non-urgent) Prior Authorization Requests (response due to provider within 7 calendar days)	<1 day	<1 day
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	<1 day	<1 day



MEDICARE CONTRACT- H3957

STANDARD (NON-URGENT) PRIOR AUTHORIZATION REQUESTS

	How many times this happened	Out of total requests	Percentage
Request approved	95070	98307	97%
Request denied	3237	98307	3%
Request approved with 7 days	94022	96994	97%
Request denied within 7 days	2844	96994	3%
Request approved only after time for review was extended	4484	4564	98%
Request denied after time for review was extended	80	4564	2%
Request approved only after appeal	151	198	76%
Request denied after appeal	47	198	24%



EXPEDITED (URGENT) PRIOR AUTHORIZATION REQUESTS

	How many times this happened	Out of total requests	Percentage
Request approved	21986	23397	94%
Request denied	1411	23397	6%
Request approved with 72 hours	21837	23216	94%
Request denied within 72 hours	1379	23216	6%
Request approved only after time for review was extended	1	1	100%
Request denied after time for review was extended	0	1	0%
Request approved only after appeal	111	133	83%
Request denied after appeal	22	133	17%

TIME BETWEEN RECEIVING A PRIOR AUTHORIZATION REQUEST AND SENDING A DECISION

	Mean (Average) Time	Median (Middle) Time
Standard (non-urgent) Prior Authorization Requests (response due to provider within 7 calendar days)	<1 day	<1 day
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	<1 day	<1 day



MEDICARE CONTRACT- H5106

STANDARD (NON-URGENT) PRIOR AUTHORIZATION REQUESTS

	How many times this happened	Out of total requests	Percentage
Request approved	38901	41018	95%
Request denied	2117	41018	5%
Request approved with 7 days	38433	40314	95%
Request denied within 7 days	1881	40314	5%
Request approved only after time for review was extended	2189	2244	98%
Request denied after time for review was extended	55	2244	2%
Request approved only after appeal	167	199	84%
Request denied after appeal	32	199	16%

EXPEDITED (URGENT) PRIOR AUTHORIZATION REQUESTS

	How many times this happened	Out of total requests	Percentage
Request approved	21986	23397	94%
Request denied	1411	23397	6%
Request approved with 72 hours	21837	23216	94%
Request denied within 72 hours	1379	23216	6%
Request approved only after time for review was extended	1	1	100%
Request denied after time for review was extended	0	1	0%
Request approved only after appeal	111	133	83%
Request denied after appeal	22	133	17%

TIME BETWEEN RECEIVING A PRIOR AUTHORIZATION REQUEST AND SENDING A DECISION

	Mean (Average) Time	Median (Middle) Time
Standard (non-urgent) Prior Authorization Requests (response due to provider within 7 calendar days)	<1 day	<1 day
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	<1 day	<1 day



MEDICARE CONTRACT- H5526

STANDARD (NON-URGENT) PRIOR AUTHORIZATION REQUESTS

	How many times this happened	Out of total requests	Percentage
Request approved	25551	25925	99%
Request denied	374	25925	1%
Request approved with 7 days	25013	25273	99%
Request denied within 7 days	260	25273	1%
Request approved only after time for review was extended	54	55	98%
Request denied after time for review was extended	1	55	2%
Request approved only after appeal	70	90	78%
Request denied after appeal	20	90	22%



EXPEDITED (URGENT) PRIOR AUTHORIZATION REQUESTS

	How many times this happened	Out of total requests	Percentage
Request approved	9737	10481	93%
Request denied	744	10481	7%
Request approved with 72 hours	9645	10374	93%
Request denied within 72 hours	729	10374	7%
Request approved only after time for review was extended	1	1	100%
Request denied after time for review was extended	0	1	0%
Request approved only after appeal	111	133	83%
Request denied after appeal	22	133	17%

TIME BETWEEN RECEIVING A PRIOR AUTHORIZATION REQUEST AND SENDING A DECISION

	Mean (Average) Time	Median (Middle) Time
Standard (non-urgent) Prior Authorization Requests (response due to provider within 7 calendar days)	<1 day	<1 day
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	<1 day	<1 day



MEDICARE CONTRACT- H8166**STANDARD (NON-URGENT) PRIOR AUTHORIZATION REQUESTS**

	How many times this happened	Out of total requests	Percentage
Request approved	25991	27105	96%
Request denied	1114	27105	4%
Request approved with 7 days	25764	26734	96%
Request denied within 7 days	970	26734	4%
Request approved only after time for review was extended	2105	2153	98%
Request denied after time for review was extended	48	2153	2%
Request approved only after appeal	103	129	80%
Request denied after appeal	26	129	20%



EXPEDITED (URGENT) PRIOR AUTHORIZATION REQUESTS

	How many times this happened	Out of total requests	Percentage
Request approved	7390	7979	93%
Request denied	589	7979	7%
Request approved with 72 hours	7355	7936	93%
Request denied within 72 hours	581	7936	7%
Request approved only after time for review was extended	4	4	100%
Request denied after time for review was extended	0	1	0%
Request approved only after appeal	186	215	87%
Request denied after appeal	29	215	13%

TIME BETWEEN RECEIVING A PRIOR AUTHORIZATION REQUEST AND SENDING A DECISION

	Mean (Average) Time	Median (Middle) Time
Standard (non-urgent) Prior Authorization Requests (response due to provider within 7 calendar days)	<1 day	<1 day
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	<1 day	<1 day



MEDICARE CONTRACT- H5932 (PA DSNP)

STANDARD (NON-URGENT) PRIOR AUTHORIZATION REQUESTS

	How many times this happened	Out of total requests	Percentage
Request approved	6152	7010	88%
Request denied	857	7010	12%
Request approved with 7 days	6110	6152	99%
Request denied within 7 days	814	857	95%
Request approved only after time for review was extended	4	4	100%
Request denied after time for review was extended	0	0	0%
Request approved only after appeal	318	440	72%
Request denied after appeal	122	440	28%



EXPEDITED (URGENT) PRIOR AUTHORIZATION REQUESTS

	How many times this happened	Out of total requests	Percentage
Request approved	10887	11889	92%
Request denied	1002	11889	8%
Request approved with 72 hours	10814	10887	99%
Request denied within 72 hours	997	1002	100%
Request approved only after time for review was extended	38	42	90%
Request denied after time for review was extended	4	42	10%
Request approved only after appeal	266	345	77%
Request denied after appeal	79	345	23%

TIME BETWEEN RECEIVING A PRIOR AUTHORIZATION REQUEST AND SENDING A DECISION

	Mean (Average) Time	Median (Middle) Time
Standard (non-urgent) Prior Authorization Requests (response due to provider within 7 calendar days)	4.74 days	5.49 days
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	<1 day	<1 day



MEDICARE CONTRACT- H7710 (DE DSNP)

STANDARD (NON-URGENT) PRIOR AUTHORIZATION REQUESTS

	How many times this happened	Out of total requests	Percentage
Request approved	588	671	88%
Request denied	83	671	12%
Request approved with 7 days	553	588	94%
Request denied within 7 days	75	83	90%
Request approved only after time for review was extended	5	5	100%
Request denied after time for review was extended	0	5	0%



EXPEDITED (URGENT) PRIOR AUTHORIZATION REQUESTS

	How many times this happened	Out of total requests	Percentage
Request approved	37	41	90%
Request denied	4	41	10%
Request approved with 72 hours	37	37	100%
Request denied within 72 hours	4	4	100%
Request approved only after time for review was extended	0	1	0%
Request denied after time for review was extended	1	1	100%

TIME BETWEEN RECEIVING A PRIOR AUTHORIZATION REQUEST AND SENDING A DECISION

	Mean (Average) Time	Median (Middle) Time
Standard (non-urgent) Prior Authorization Requests (response due to provider within 7 calendar days)	4.8 days	5 days
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	<1 day	<1 day



STATE MEDICAID AND CHIP FFS PROGRAMS AT STATE LEVEL

STATE: PA

STANDARD (NON-URGENT) PRIOR AUTHORIZATION REQUESTS

	How many times this happened	Out of total requests	Percentage
Request approved	21291	22141	96%
Request denied	850	22141	4%
Request approved with 7 days	20509	20832	98.4%
Request denied within 7 days	784	2579	30.4%
Request approved only after time for review was extended	764	848	90%
Request denied after time for review was extended	84	848	10%
Request approved only after appeal	606	1744	35%
Request denied after appeal	1138	1744	65%



EXPEDITED (URGENT) PRIOR AUTHORIZATION REQUESTS

	How many times this happened	Out of total requests	Percentage
Request approved	14730	15156	97%
Request denied	425	15156	3%
Request approved with 72 hours	14514	14780	98.20%
Request denied within 72 hours	419	866	48.38%
Request approved only after time for review was extended	31	34	91%
Request denied after time for review was extended	3	34	9%
Request approved only after appeal	80	110	73%
Request denied after appeal	30	110	27%

TIME BETWEEN RECEIVING A PRIOR AUTHORIZATION REQUEST AND SENDING A DECISION

	Mean (Average) Time	Median (Middle) Time
Standard (non-urgent) Prior Authorization Requests (response due to provider within 7 calendar days)	1.48 days	<1 day
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	<1 day	<1 day



STATE: DE**STANDARD (NON-URGENT) PRIOR AUTHORIZATION REQUESTS**

	How many times this happened	Out of total requests	Percentage
Request approved	31809	32291	99%
Request denied	482	32291	1%
Request approved with 7 days	31286	31809	98%
Request denied within 7 days	384	482	80%
Request approved only after time for review was extended	838	932	90%
Request denied after time for review was extended	94	932	10%
Request approved only after appeal	38	156	24%
Request denied after appeal	118	156	76%

EXPEDITED (URGENT) PRIOR AUTHORIZATION REQUESTS

	How many times this happened	Out of total requests	Percentage
Request approved	1060	1098	97%
Request denied	38	1098	3%
Request approved with 72 hours	1005	1051	95.62%
Request denied within 72 hours	9	48	18.75%
Request approved only after time for review was extended	9	10	90%
Request denied after time for review was extended	1	10	10%
Request approved only after appeal	2	8	25%
Request denied after appeal	6	8	75%

TIME BETWEEN RECEIVING A PRIOR AUTHORIZATION REQUEST AND SENDING A DECISION

	Mean (Average) Time	Median (Middle) Time
Standard (non-urgent) Prior Authorization Requests (response due to provider within 7 calendar days)	3.8 days	4 days
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	1.7 days	1.5 days



STATE: WV

STANDARD (NON-URGENT) PRIOR AUTHORIZATION REQUESTS

	How many times this happened	Out of total requests	Percentage
Request approved	1371	1426	96%
Request denied	55	1426	4%
Request approved with 7 days	1364	1371	99%
Request denied within 7 days	51	55	93%
Request approved only after time for review was extended	30	31	97%
Request denied after time for review was extended	8	10	80%
Request approved only after appeal	0	3	0%
Request denied after appeal	3	3	100%



EXPEDITED (URGENT) PRIOR AUTHORIZATION REQUESTS

	How many times this happened	Out of total requests	Percentage
Request approved	1343	1381	97%
Request denied	38	1381	3%
Request approved with 72 hours	1315	1343	97.92%
Request denied within 72 hours	37	38	97.37%
Request approved only after time for review was extended	10	12	83%
Request denied after time for review was extended	2	12	17%
Request approved only after appeal	0	0	0%
Request denied after appeal	0	0	0%

TIME BETWEEN RECEIVING A PRIOR AUTHORIZATION REQUEST AND SENDING A DECISION

	Mean (Average) Time	Median (Middle) Time
Standard (non-urgent) Prior Authorization Requests (response due to provider within 7 calendar days)	<1 day	<1 day
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	<1 day	<1 day



STATE: NY**STANDARD (NON-URGENT) PRIOR AUTHORIZATION REQUESTS**

	How many times this happened	Out of total requests	Percentage
Request approved	N/A	N/A	91.3%
Request denied	N/A	N/A	8.7%
Request approved with 7 days	N/A	N/A	N/A
Request denied within 7 days	N/A	N/A	N/A
Request approved only after time for review was extended	N/A	N/A	2.9%
Request denied after time for review was extended	N/A	N/A	N/A
Request approved only after appeal	N/A	N/A	39.9%
Request denied after appeal	N/A	N/A	N/A

EXPEDITED (URGENT) PRIOR AUTHORIZATION REQUESTS

	How many times this happened	Out of total requests	Percentage
Request approved	N/A	N/A	94.6%
Request denied	N/A	N/A	5.4%
Request approved with 72 hours	N/A	N/A	N/A
Request denied within 72 hours	N/A	N/A	N/A
Request approved only after time for review was extended	N/A	N/A	N/A
Request denied after time for review was extended	N/A	N/A	N/A
Request approved only after appeal	N/A	N/A	N/A
Request denied after appeal	N/A	N/A	N/A

TIME BETWEEN RECEIVING A PRIOR AUTHORIZATION REQUEST AND SENDING A DECISION

	Mean (Average) Time	Median (Middle) Time
Standard (non-urgent) Prior Authorization Requests (response due to provider within 7 calendar days)	2 days	2 days
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	1 day	1 day



MEDICAID MANAGED CARE PLANS AND CHIP MANAGED CARE ENTITIES AT PLAN LEVEL

STANDARD (NON-URGENT) PRIOR AUTHORIZATION REQUESTS

	How many times this happened	Out of total requests	Percentage
Request approved	N/A	N/A	98%
Request denied	N/A	N/A	2%
Request approved with 7 days	N/A	N/A	98%
Request denied within 7 days	N/A	N/A	39%
Request approved only after time for review was extended	N/A	N/A	90%
Request denied after time for review was extended	N/A	N/A	10%
Request approved only after appeal	N/A	N/A	34%
Request denied after appeal	N/A	N/A	66%

EXPEDITED (URGENT) PRIOR AUTHORIZATION REQUESTS

	How many times this happened	Out of total requests	Percentage
Request approved	N/A	N/A	97%
Request denied	N/A	N/A	3%
Request approved with 72 hours	N/A	N/A	98.02%
Request denied within 72 hours	N/A	N/A	48.84%
Request approved only after time for review was extended	N/A	N/A	89%
Request denied after time for review was extended	N/A	N/A	11%
Request approved only after appeal	N/A	N/A	69%
Request denied after appeal	N/A	N/A	31%

TIME BETWEEN RECEIVING A PRIOR AUTHORIZATION REQUEST AND SENDING A DECISION

	Mean (Average) Time	Median (Middle) Time
Standard (non-urgent) Prior Authorization Requests (response due to provider within 7 calendar days)	2.07 days	2 days
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	<1 day	<1 day



QHP ISSUERS ON FFES AT THE ISSUER LEVEL

STANDARD (NON-URGENT) PRIOR AUTHORIZATION REQUESTS

	How many times this happened	Out of total requests	Percentage
Request approved	111548	120652	92%
Request denied	9104	120652	8%
Request approved with 7 days	110503	118800	93%
Request denied within 7 days	8297	118800	7%
Request approved only after time for review was extended	6574	6722	98%
Request denied after time for review was extended	148	6722	2%
Request approved only after appeal	20	43	47%
Request denied after appeal	23	43	53%

EXPEDITED (URGENT) PRIOR AUTHORIZATION REQUESTS

	How many times this happened	Out of total requests	Percentage
Request approved	21465	23514	91%
Request denied	2049	23514	9%
Request approved with 72 hours	21294	23172	91.90%
Request denied within 72 hours	1878	23172	8.10%
Request approved only after time for review was extended	18	19	95%
Request denied after time for review was extended	1	19	5%
Request approved only after appeal	2	2	100%
Request denied after appeal	0	2	0%

TIME BETWEEN RECEIVING A PRIOR AUTHORIZATION REQUEST AND SENDING A DECISION

	Mean (Average) Time	Median (Middle) Time
Standard (non-urgent) Prior Authorization Requests (response due to provider within 7 calendar days)	<1 day	<1 day
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	<1 day	<1 day

