



These metrics are reported in accordance with the Centers for Medicare & Medicaid Services (CMS) Interoperability and Prior Authorization Final Rule (CMS 0057 F). The data reflects prior authorization requests for medical items and services, including initial and concurrent reviews, for Calendar Year 2025

Non-urgent Prior Authorization Requests

	How many times this happened	Out of Total requests	Percentage
Request approved	40,522	42,983	94%
Request approved only after appeal	147	152	97%
Request approved only after time for review was extended	2	42,983	0%
Request denied	2,461	42,983	6%
Request denied after appeal	5	152	3%
Request denied after time for review was extended	1	42,983	0%

Urgent Prior Authorization Requests

	How many times this happened	Out of Total requests	Percentage
Request approved	1,713	1,795	95%
Request approved only after appeal	42	42	100%
Request approved only after time for review was extended	0	1,795	0%
Request denied	82	1,795	5%
Request denied after appeal	0	42	0%
Request denied after time for review was extended	1	1,795	0%

Time between receiving a prior authorization request and sending a decision

	Mean (Average) Time	Median (Middle) Time
Non-urgent Prior Authorization Requests in Days	2	1
Urgent Prior Authorization Requests in Hours	20	6