



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	1,435	1,838	78%
Request approved only after appeal	74	267	28%
Request approved only after time for review was extended	7	1,838	0%
Request denied	403	1,838	22%
Request denied after appeal	193	267	72%
Request denied after time for review was extended	7	1,838	0%

Urgent Prior Authorization Requests

	How many times this happened	Out of Total requests	Percentage
Request approved	138	168	82%
Request approved only after appeal	20	72	28%
Request approved only after time for review was extended	0	168	0%
Request denied	30	168	18%
Request denied after appeal	52	72	72%
Request denied after time for review was extended	0	168	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	3	1
Urgent Prior Authorization Requests in Hours	19	14