



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	39,536	44,253	89%
Request approved only after appeal	762	3,397	22%
Request approved only after time for review was extended	63	44,253	0%
Request denied	4,717	44,253	11%
Request denied after appeal	2,635	3,397	78%
Request denied after time for review was extended	39	44,253	0%

### Urgent Prior Authorization Requests

	How many times this happened	Out of Total requests	Percentage
Request approved	1,256	1,458	86%
Request approved only after appeal	104	433	24%
Request approved only after time for review was extended	0	1,458	0%
Request denied	202	1,458	14%
Request denied after appeal	329	433	76%
Request denied after time for review was extended	0	1,458	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	0
Urgent Prior Authorization Requests in Hours	26	4