



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	1,497	1,774	84%
Request approved only after appeal	37	126	29%
Request approved only after time for review was extended	4	1,774	0%
Request denied	277	1,774	16%
Request denied after appeal	89	126	71%
Request denied after time for review was extended	8	1,774	0%

Urgent Prior Authorization Requests

	How many times this happened	Out of Total requests	Percentage
Request approved	78	98	80%
Request approved only after appeal	4	20	20%
Request approved only after time for review was extended	0	98	0%
Request denied	20	98	20%
Request denied after appeal	16	20	80%
Request denied after time for review was extended	0	98	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	0
Urgent Prior Authorization Requests in Hours	22	17