



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	24,179	26,004	93%
Request approved only after appeal	461	1,027	45%
Request approved only after time for review was extended	104	26,004	0%
Request denied	1,825	26,004	7%
Request denied after appeal	566	1,027	55%
Request denied after time for review was extended	32	26,004	0%

Urgent Prior Authorization Requests

	How many times this happened	Out of Total requests	Percentage
Request approved	890	1,021	87%
Request approved only after appeal	37	45	82%
Request approved only after time for review was extended	7	1,021	1%
Request denied	131	1,021	13%
Request denied after appeal	8	45	18%
Request denied after time for review was extended	5	1,021	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	1	0
Urgent Prior Authorization Requests in Hours	15	4