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	1,431	1,548	92%
Request approved only after appeal	7	8	88%
Request approved only after time for review was extended	0	0	0%
Request denied	117	1,548	8%
Request denied after appeal	1	8	13%
Request denied after time for review was extended	0	0	0%

Urgent Prior Authorization Requests

	How many times this happened	Out of Total requests	Percentage
Request approved	53	59	90%
Request approved only after appeal	1	1	100%
Request approved only after time for review was extended	0	0	0%
Request denied	6	59	10%
Request denied after appeal	0	1	0%
Request denied after time for review was extended	0	0	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	17	5