



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	5,202	5,929	88%
Request approved only after appeal	171	737	23%
Request approved only after time for review was extended	34	50	68%
Request denied	727	5,929	12%
Request denied after appeal	566	737	77%
Request denied after time for review was extended	16	50	32%

Urgent Prior Authorization Requests

	How many times this happened	Out of Total requests	Percentage
Request approved	257	292	88%
Request approved only after appeal	27	97	28%
Request approved only after time for review was extended	0	0	0%
Request denied	35	292	12%
Request denied after appeal	70	97	72%
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	1	0
Urgent Prior Authorization Requests in Hours	24	5