



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	443	491	90%
Request approved only after appeal	11	28	39%
Request approved only after time for review was extended	4	4	100%
Request denied	48	491	10%
Request denied after appeal	17	28	61%
Request denied after time for review was extended	0	4	0%

Urgent Prior Authorization Requests

	How many times this happened	Out of Total requests	Percentage
Request approved	29	37	78%
Request approved only after appeal	0	0	0%
Request approved only after time for review was extended	0	0	0%
Request denied	8	37	22%
Request denied after appeal	0	0	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	0
Urgent Prior Authorization Requests in Hours	13	2