2025 Prior Authorization Metrics

Standard (Non-Urgent) Prior Authorization Requests (7 Calendar Day Response)

	Total Occurrences	Total Requests	Percentage
Approved Services	22,255	26,316	84.57%
Denied Services	4,061	26,316	15.43%
Approved After Extension	0	0	0

	Total Occurrences	Total Requests	Percentage
Overturned Upon Appeal	69	190	36.32%

Expedited (Urgent) Prior Authorization Requests (72-Hour Response)

	Total Occurrences	Total Requests	Percentage
Approved Services	4,023	5,350	75.20%
Denied Services	1,327	5,350	24.80%

Decision Turnaround Time

	Average Decision Time	Median Decision Time
Standard Prior Authorization Requests (7 Calendar Day Response Requirement)	1.48 days	1 day
Expedited Prior Authorization Requests (72-Hour Response Requirement)	12.14 hours	5 hours

Data presented reflect prior authorization determinations as defined under CMS-0057-F and applicable federal and state regulations.

Standard and expedited timeframes are measured from receipt of a completed request to rendering of determination, consistent with regulatory requirements.

Counts reflect unique prior authorization requests received during the reporting period. Extensions and appeals are reported in accordance with applicable regulatory definitions.