

**Standard (non-urgent) Prior Authorization Requests**

	How many times this happened	Out of total requests	Percentage
Request approved	373	455	82%
Request denied	82	455	18%

	How many times this happened	Out of total requests	Percentage
Request approved within 7 days	255	455	56%
Request denied within 7 days	52	455	11%

	How many times this happened	Out of total requests	Percentage
Request approved only after time for review was extended*	2	455	0.4%
Request denied after time for review was extended	0	455	0.0%

	How many times this happened	Out of total requests	Percentage
Request approved only after appeal	3	15	20%
Request denied after appeal	12	15	80%

**Expedited (urgent) Prior Authorization Requests  
(Response Due to Provider Within 72 Hours)**

	How many times this happened	Out of total requests	Percentage
Request approved	46	47	98%
Request denied	1	47	2%

	How many times this happened	Out of total requests	Percentage
Request approved within 72 hours	42	47	89%
Request denied within 72 hours	2	47	4%

	How many times this happened	Out of total requests	Percentage
Request approved only after time for review was extended*	0	47	0%
Request denied after time for review was extended	0	47	0%

	How many times this happened	Out of total requests	Percentage
Request approved only after appeal	0	1	0%
Request denied after appeal	1	1	100%

**Time Between Receiving a Prior Authorization Request and Sending a Decision**

	Mean (Average) Time	Median (Middle) Time
Standard (non-urgent) Prior Authorization Requests (response due to provider within 7 calendar days)	7	5
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	35	24