

Line of Business  
Health and Recovery Program (HARP)

Plan Contract  
CDPHP Medicaid (HARP)

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

	How many times this happened	Out of total requests	Percentage
Request approved	1,540	1,770	87%
Request denied	230	1,770	13%

	How many times this happened	Out of total requests	Percentage
Request approved within 7 days	1,462	1,770	83%
Request denied within 7 days	217	1,770	12%

	How many times this happened	Out of total requests	Percentage
Request approved only after time for review was extended*	0	1,770	0%
Request denied after time for review was extended	0	1,770	0%

	How many times this happened	Out of total requests	Percentage
Request approved only after appeal	4	24	17%
Request denied after appeal	20	24	83%

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

	How many times this happened	Out of total requests	Percentage
Request approved	57	57	100%
Request denied	0	57	0%

	How many times this happened	Out of total requests	Percentage
Request approved within 72 hours	52	57	91%
Request denied within 72 hours	5	57	9%

	How many times this happened	Out of total requests	Percentage
Request approved only after time for review was extended*	0	57	0%
Request denied after time for review was extended	0	57	0%

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

**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)	2.1	1
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	24	24