

Standard (non-urgent) Prior Authorization Requests

	How many times this happened	Out of total requests	Percentage
Request approved	7,335	8,366	88%
Request denied	1,031	8,366	12%

	How many times this happened	Out of total requests	Percentage
Request approved within 7 days	6,487	8,366	78%
Request denied within 7 days	904	8,366	11%

	How many times this happened	Out of total requests	Percentage
Request approved only after time for review was extended*	7	8,366	0.1%
Request denied after time for review was extended	1	8,366	0.0%

	How many times this happened	Out of total requests	Percentage
Request approved only after appeal	34	138	25%
Request denied after appeal	104	138	75%

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

	How many times this happened	Out of total requests	Percentage
Request approved	674	680	99%
Request denied	6	680	1%

	How many times this happened	Out of total requests	Percentage
Request approved within 72 hours	598	680	88%
Request denied within 72 hours	45	680	7%

	How many times this happened	Out of total requests	Percentage
Request approved only after time for review was extended*	0	680	0%
Request denied after time for review was extended	0	680	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)	3.6	2
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	33	24