

Line of Business
Medicare

Plan Contract
Medicare HMO (H3388)

Standard (non-urgent) Prior Authorization Requests

	How many times this happened	Out of total requests	Percentage
Request approved	16,891	19,167	88%
Request denied	2276	19,167	12%

	How many times this happened	Out of total requests	Percentage
Request approved within 7 days	14,801	19,167	77%
Request denied within 7 days	1,811	19,167	9%

	How many times this happened	Out of total requests	Percentage
Request approved only after time for review was extended*	5	19,167	0.0%
Request denied after time for review was extended	0	19,167	0%

	How many times this happened	Out of total requests	Percentage
Request approved only after appeal	173	270	64%
Request denied after appeal	97	270	36%

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

	How many times this happened	Out of total requests	Percentage
Request approved	1,284	1,323	91%
Request denied	39	1,323	9%

	How many times this happened	Out of total requests	Percentage
Request approved within 72 hours	1,138	1,323	86%
Request denied within 72 hours	98	1,323	7%

	How many times this happened	Out of total requests	Percentage
Request approved only after time for review was extended*	6	1,323	0.5%
Request denied after time for review was extended	0	1,323	0%

	How many times this happened	Out of total requests	Percentage
Request approved only after appeal	13	19	68%
Request denied after appeal	6	19	32%

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	1
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	31	24