

Line of Business
Medicare

Plan Contract
Medicare PPO (H5042)

Standard (non-urgent) Prior Authorization Requests

	How many times this happened	Out of total requests	Percentage
Request approved	3,662	4,069	90%
Request denied	407	4,069	10%

	How many times this happened	Out of total requests	Percentage
Request approved within 7 days	3,195	4,069	79%
Request denied within 7 days	307	4,069	8%

	How many times this happened	Out of total requests	Percentage
Request approved only after time for review was extended*	3	4,069	0.1%
Request denied after time for review was extended	0	4,069	0%

	How many times this happened	Out of total requests	Percentage
Request approved only after appeal	38	69	55%
Request denied after appeal	31	69	45%

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

	How many times this happened	Out of total requests	Percentage
Request approved	265	279	95%
Request denied	14	279	5%

	How many times this happened	Out of total requests	Percentage
Request approved within 72 hours	243	279	87%
Request denied within 72 hours	14	279	5%

	How many times this happened	Out of total requests	Percentage
Request approved only after time for review was extended*	0	279	0%
Request denied after time for review was extended	0	279	0%

	How many times this happened	Out of total requests	Percentage
Request approved only after appeal	9	9	100%
Request denied after appeal	0	9	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)	3	1
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	29	24