

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

Between 1/1/2025 - 12/31/2025, we received a total of 16,654 standard (non-urgent) prior authorization requests for our covered patients. 91.8% of those requests were approved.

	How many times this happened	Out of Total Requests	Percentage
Requests Approved	15,284	16,654	91.8%
Requests Denied	1,370	16,654	8.2%
Requests approved only after time for review was extended	21	83	25.3%

### Expedited (urgent) Prior Authorization Requests (Response Due to Provider within 72 Hours)

Between 1/1/2025 - 12/31/2025, we received a total of 17,006 expedited (urgent) prior authorization requests for our covered patients. 93.2% of those requests were approved.

	How many times this happened	Out of Total Requests	Percentage
Requests Approved	15,849	17,006	93.2%
Requests Denied	1,157	17,006	6.8%
Requests approved only after time for review was extended	9	19	47.4%

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

	Mean (Average) Time	Median (Middle) Time
Standard (non-urgent) Prior Authorization Requests	1.9	1.0
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	21.1	3.0