

## Standard (non-urgent) Prior Authorization Requests

	How many times this happened	Out of total requests	Percentage
Request Approved	3,524	3,746	94.07%
Request Denied	222	3,746	5.93%

	How many times this happened	Out of total requests	Percentage
Request approved within 7 days	3,507	3,746	93.62%
Request denied within 7 days	185	3,746	4.94%

	How many times this happened	Out of total requests	Percentage
Request approved only after time for review was extended	2	3,746	0.05%
Request denied after time for review was extended	0	3,746	0.00%

	How many times this happened	Out of total requests	Percentage
Request approved only after appeal	15	27	55.56%
Request denied after appeal	12	27	44.44%

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

	How many times this happened	Out of total requests	Percentage
Request Approved	68	77	88.31%
Request Denied	9	77	11.69%

	How many times this happened	Out of total requests	Percentage
Request approved within 72 hours	68	77	88.31%
Request denied within 72 hours	9	77	11.69%

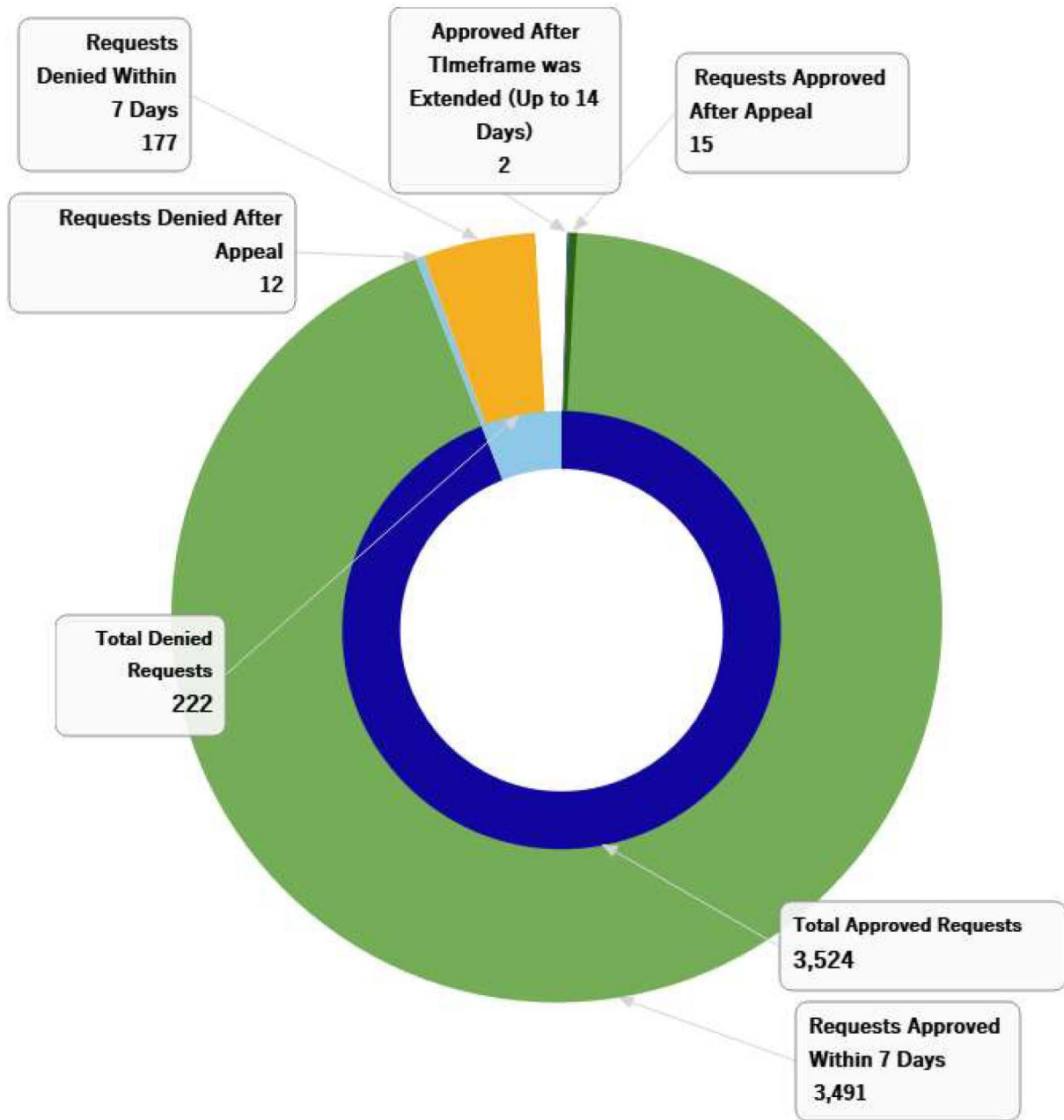
	How many times this happened	Out of total requests	Percentage
Request approved only after time for review was extended	0	77	0.00%
Request denied after time for review was extended	0	77	0.00%

	How many times this happened	Out of total requests	Percentage
Request approved only after appeal	1	5	20.00%
Request denied after appeal	4	5	80.00%

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

	Mean (Average) Time	Median (Middle) Time
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	0.81 days	0.38 days
Standard (non-urgent) Prior Authorization Requests (response due to provider within 7 calendar days)	0.56 days	0.08 days

In 2025, we received a total of 3,746 standard (non-urgent) prior authorization requests for our covered patients. 94.07% of those requests were approved:



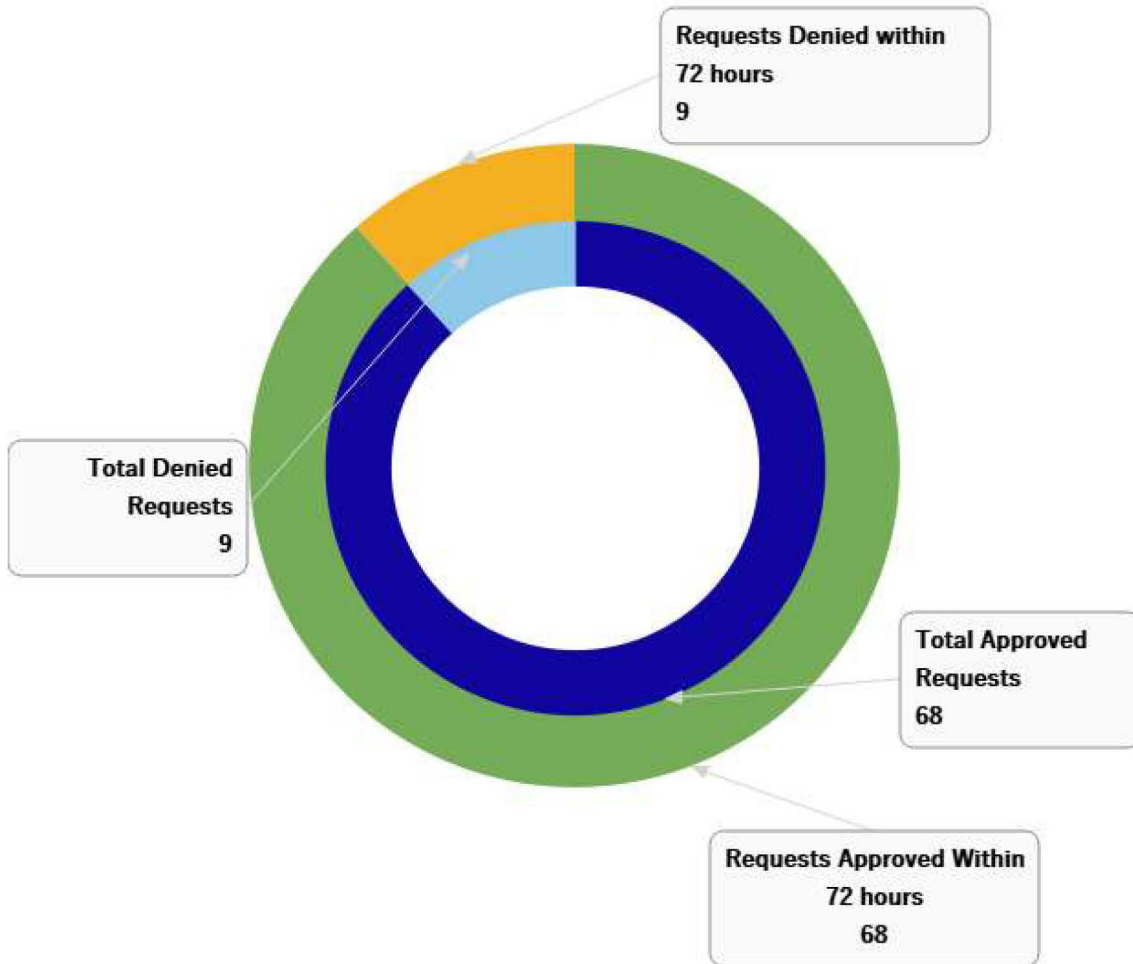
The mean (average) time that it took to make standard prior authorization decisions was

0.56 days

The median (middle) time that it took to make standard prior authorization decisions was

0.08 days

In 2025, we received a total of 77 expedited (urgent) prior authorization requests for our covered patients. 88.31% of those requests were approved:



The mean (average) time that it took to make expedited prior authorization decisions was

0.81 days

The median (middle) time that it took to make expedited prior authorization decisions was

0.38 days