

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

	How many times this happened	Out of Total Requests	Percentage
Request Approved	16,319	16,986	96.07%
Request Denied	667	16,986	3.93%

	How many times this happened	Out of Total Requests	Percentage
Request approved within 7 days	8,805	16,986	51.84%
Request denied within 7 days	239	16,986	1.41%

	How many times this happened	Out of Total Requests	Percentage
Request approved only after time for review was extended	2	16,986	0.01%
Request denied after time for review was extended	2	16,986	0.01%

	How many times this happened	Out of Total Appeals	Percentage
Request approved only after appeal	1,360	1,415	96.11%
Request denied after appeal	55	1,415	3.89%

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

	How many times this happened	Out of Total Requests	Percentage
Request Approved	1,963	2,052	95.66%
Request Denied	89	2,052	4.34%

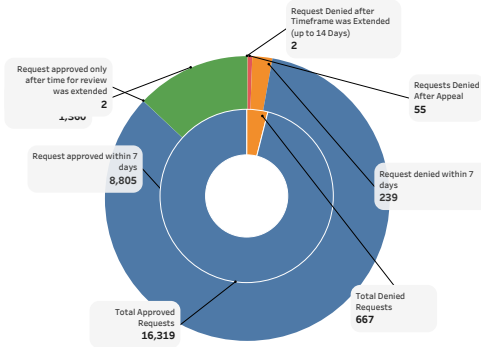
	How many times this happened	Out of Total Requests	Percentage
Request approved within 72 hours	1,865	2,052	90.89%
Request denied within 72 hours	62	2,052	3.02%

	How many times this happened	Out of Total Appeals	Percentage
Request approved only after appeal	149	164	90.85%
Request denied after appeal	15	164	9.15%

**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)	6.71	6.00
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	32.47	27.00

In 2025, we received a total of 16,986 standard (non-urgent) prior authorization requests for our covered patients. 96.07% of those requests were approved:



In 2025, we received a total of 2,052 expedited (urgent) prior authorization requests for our covered patients. 95.66% of those requests were approved:

