# Prior Authorization Metrics Reporting Year 2025

## Standard (non-urgent) Prior Authorization Requests

|  | How many times this happened | Out of total requests | Percentage |
|---|---|---|---|
| Request Approved | 148,796 | 165,012 | 90.2% |
| Request Denied | 6,556 | 165,012 | 4.0% |
| Request Partially Denied | 9,660 | 165,012 | 5.9% |

|  | How many times this happened | Out of total requests | Percentage |
|---|---|---|---|
| Request approved only after time for review was extended | 0 | 165,012 | 0.0% |

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**Expedited (urgent) Prior Authorization Requests**

**(Response Due to Provider Within 72 Hours)**

| | How many times this happened | Out of total requests | Percentage |
|---|---|---|---|
| Request Approved | 9 | 10 | 90.0% |
| Request Denied | 0 | 10 | 0.0% |
| Request Partially Denied | 1 | 10 | 10.0% |

| | How many times this happened | Out of total requests | Percentage |
|---|---|---|---|
| Request approved only after time for review was extended | 0 | 10 | 0.0% |

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

| | Mean (Average) Days | Median (Middle) Days |
|---|---|---|
| Standard (non-urgent) Prior Authorization Request (response due to provider within 7 calendar days) | 3.1 | 1.0 |
| Expedited (urgent) Prior Authorization Request (response due to provider within 72 hours) | 6.3 | 2.8 |

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# Prior Authorization Metrics Reporting Year 2025

**In 2025, we received a total of 165,012 standard (non-urgent) prior authorization requests for our covered members. 90.2% of those requests were approved.**
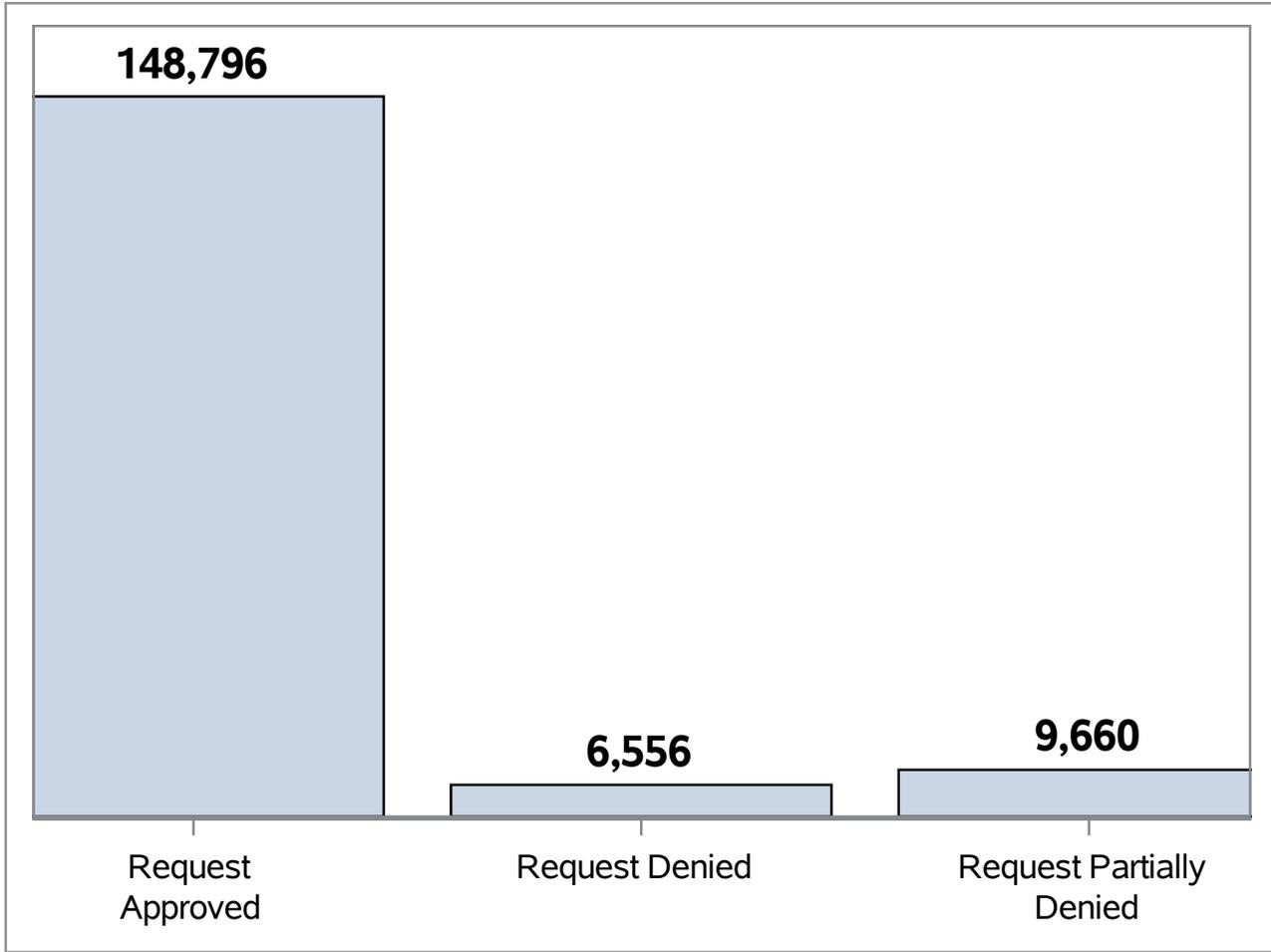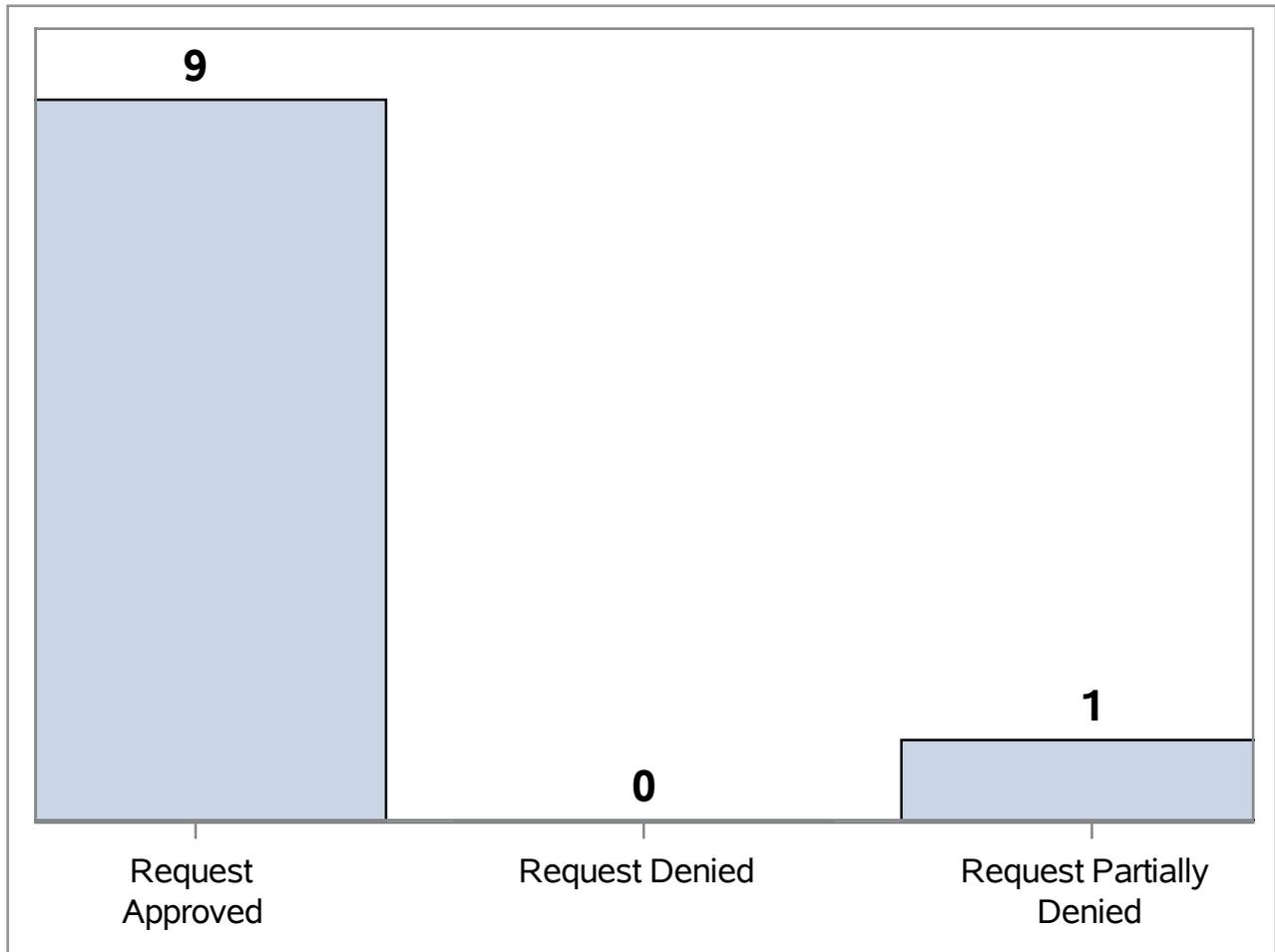


The mean (average) time that it took to make standard prior authorization decisions was:
**3.1 days**

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

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**In 2025, we received a total of 10 expedited (urgent) prior authorization requests for our covered members. 90.0% of those requests were approved.**



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

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

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