



Report Title: **Prior Authorization Interoperability Metrics**
 Contract Year: **2025**
 Line of Business: **Vital**

Prior Authorization Request	Percentage of request approved	Percentage of request denied	Percentage of request approved only after appeal	Mean (Average) Time between receiving a Request and Sending a Response	Median (Middle) Time between receiving a Request and Sending a Response
Standard (72 hrs)	92.72%	7.28%	60.82%	2.07	1.90

*Percentage request approved Formula: numerator 56,747 approved cases, denominator 61,204 total PA request received in 2025

*Percentage of request denied Formula: numerator 4,457 denied cases, denominator 61,204 total PA request received in 2025

*Percentage of request approved only after appeals: denominato 291 total appeals, numerator 177 approved cases after appeal

*Exclusions: Drugs (Pharmaceuticals) following CMS Prior Authorization Metrics Reporting - Overview & Template. <https://www.cms.gov/files/document/prior-authorization-metrics-reporting-overview-template.pdf>

Prior Authorization Request	Percentage of request approved	Percentage of request denied	Mean (Average) Time between receiving a Request and Sending a Response	Median (Middle) Time between receiving a Request and Sending a Response
Expedited (24 hrs)	97.00%	3.00%	0.65 hrs	0.22 hrs

*Percentage request approved Formula: numerator 67,449 approved cases, denominator 69,532 total PA request received in 2025

*Percentage of request denied Formula: numerator 2,083 denied cases, denominator 69,532 total PA request received in 2025

*Exclusions: Drugs (Pharmaceuticals) following CMS Prior Authorization Metrics Reporting - Overview & Template. <https://www.cms.gov/files/document/prior-authorization-metrics-reporting-overview-template.pdf>

Percentage of requests approved only after time for review was extended
43.65%

*Percentage of request approved only after time for review was extended Formula: Denominator 3,908 total of request received that had a time extension for review purposes, numerator 1,706 approved after the time was extended.