

Standard (non - urgent) Prior Authorization Request

	How many times this happened	Out of total request	Percentages
Request approved	1767	1767	100%
Request denied	0	1767	0%

	How many times this happened	Out of total request	Percentages
Request approved within 7 days	1747	1767	98.80%
Request Denied within 7 days	0	1767	0%

	How many times this happened	Out of total request	Percentages
Request approved only after time review for was extended	20	1767	1.13%
Request denied after time for review was extended	0	1767	0%

	How many times this happened	Out of total request	Percentages
Request approved only after appeal	0	1767	0%
Request denied after appeal	0	1767	0%

Expedited (urgent) Prior Authorization Request

Response Due to Provider Within 72 Hours

	How many times this happened	Out of total request	Percentages
Request approved	178	178	100%
Request denied	0	178	0%

	How many times this happened	Out of total request	Percentages
Request approved within 72 hours	0	178	0%
Request Denied within 72 hours	0	178	0%

	How many times this happened	Out of total request	Percentages
Request approved only after time review for was extended	1	178	99.80%
Request denied after time for review was extended	0	178	0%

	How many times this happened	Out of total request	Percentages
Request approved only after appeal	0%	178	0%
Request denied after appeal	0%	178	0%

Time Between Receiving a Prior Authorization Request and Sending a Decision

	Mean (Average) Time	Median (Middle) Time
Standard (non urgent) Prior Authorization Request (response due to provider within 7 calendar days)	1.1 days	0 days
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	15.71 hrs	3 hrs