

| Non-Urgent Prior Authorization Requests | | | |
|--|------------------------------|-----------------------|------------|
| Type of decision | How many times this happened | Out of total requests | Percentage |
| Request approved | 8321 | 8909 | 93.39 |
| Request denied | 588 | 8909 | 6.61 |

| Type of decision | How many times this happened | Out of total requests | Percentage |
|------------------------------------|------------------------------|-----------------------|------------|
| Request approved only after appeal | 15 | 71 | 21 |
| Request denied after appeal | 56 | 71 | 79 |

| Type of decision | How many times this happened | Out of total requests | Percentage |
|------------------------------|------------------------------|-----------------------|------------|
| Request approved with 7 days | 8306 | 8838 | 93.98 |
| Request denied within 7 days | 532 | 8838 | 6.02 |

| Type of decision | How many times this happened | Out of total requests | Percentage |
|--|------------------------------|-----------------------|------------|
| Request approved only after time for review was extended | | | |
| Request denied after time for review was extended | | | |

| Urgent Prior Authorization Requests | | | |
|--|------------------------------|-----------------------|------------|
| Type of decision | How many times this happened | Out of total requests | Percentage |
| Request approved | 948 | 977 | 97.03 |
| Request denied | 31 | 977 | 3.17 |

| Type of decision | How many times this happened | Out of total requests | Percentage |
|------------------------------------|------------------------------|-----------------------|------------|
| Request approved only after appeal | 1 | 2 | 50 |
| Request denied after appeal | 1 | 2 | 50 |

| Type of decision | How many times this happened | Out of total requests | Percentage |
|--------------------------------|------------------------------|-----------------------|------------|
| Request approved with 72 hours | 945 | 973 | 97.12 |
| Request denied within 72 hours | 28 | 973 | 2.88 |

| Type of decision | How many times this happened | Out of total requests | Percentage |
|--|------------------------------|-----------------------|------------|
| Request approved only after time for review was extended | 2 | 2 | 100 |
| Request denied after time for review was extended | | | |

| 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) | < 1 day | < 1 day | |
| Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours) | < 1 day | < 1 day | |