

**PRIOR AUTHORIZATION METRICS FOR MEDICAL ITEMS AND SERVICES
(EXCLUDING DRUGS)**

MEDICARE H2320 CY2025

To comply with the CMS Interoperability and Prior Authorization [final rule](#), Priority Health is required to annually report aggregated prior authorization metrics on our website. Specifically, this includes a list of all medical items and services (excluding drugs) that require prior authorization, as well as data on prior authorization requests for those items and services (e.g., approvals, denials, etc.) over the previous calendar year. Publicly reporting these metrics promotes transparency and accountability, helps patients understand prior authorization processes, and enables providers to evaluate payer performance. In addition, metrics can be used to compare plans, programs, and payers.

Reporting Period: 2025

These are the medical items and services for which we require prior authorization (excluding drugs):

[Priority Health Authorizations](#)

[Priority Health Utilization Management Program](#)

Prior to January 1, 2026, impacted payers were required to send prior authorization decisions within the following timeframes:

- For MA plans, 72 hours for expedited requests (urgent) and 14 calendar days for standard requests (non-urgent).

Beginning January 1, 2026, the CMS Interoperability and Prior Authorization final rule requires MA plans to send prior authorization decisions within:

- 72 hours for expedited requests (urgent)
- 7 calendar days for standard requests (non-urgent)

Standard (non-urgent) Prior Authorization Requests

	Total of Approvals and Denials	Total Requests	Percentage
Request Approved	133450	143530	93%
Request Denied	10080	143530	7%

	Total of Approvals and Denials	Total Requests	Percentage
Request approved within 14 days	133341	143530	93%
Request denied within 14 days	9740	143530	7%

	Total Approvals and Denials	Total Requests	Percentage
Request approved only after an extension	0	143530	0
Request denied only after an extension	0	143530	0

	Total Approvals and Denials	Total Requests	Percentage
Request approved only after an appeal	1199	1640	73%
Request denied only after an appeal	264	1640	16%

Expedited (urgent) Prior Authorization Requests

	Total Approvals and Denials	Total Requests	Percentage
Request Approved	5100	5520	91%
Request Denied	420	5520	8%

	Total Approvals and Denials	Total Requests	Percentage
Request approved within 72 hours	5008	5520	91%
Request denied within 72 hours	364	5520	7%

	Total Approvals and Denials	Total Requests	Percentage
Request approved only after an extension	0	5520	0
Request denied only after an extension	0	5520	0

	Total Approvals and Denials	Total Requests	Percentage
Request approved only after an appeal	424	478	89%
Request denied only after an appeal	40	478	8%

Time Between Receiving a Prior Authorization Request and Sending a Decision

	Mean (Average) Time		Median (Middle) Time
Standard Requests	2.06	Days	1
Expedited Requests	20.31	Hours	24

