

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

**MEDICARE H4875 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	88570	96478	92%
Request Denied	7908	96478	8%

	Total of Approvals and Denials	Total Requests	Percentage
Request approved within 14 days	88504	96478	92%
Request denied within 14 days	7666	96478	8%

	Total Approvals and Denials	Total Requests	Percentage
Request approved only after an extension	0	96478	0
Request denied only after an extension	0	96478	0

	Total Approvals and Denials	Total Requests	Percentage
Request approved only after an appeal	932	1272	73%
Request denied only after an appeal	194	1272	15%

#### Expedited (urgent) Prior Authorization Requests

	Total Approvals and Denials	Total Requests	Percentage
Request Approved	4230	4640	91%
Request Denied	410	4640	9%

	Total Approvals and Denials	Total Requests	Percentage
Request approved within 72 hours	4138	4640	89%
Request denied within 72 hours	351	4640	8%

	Total Approvals and Denials	Total Requests	Percentage
Request approved only after an extension	0	4640	0
Request denied only after an extension	0	4640	0

	Total Approvals and Denials	Total Requests	Percentage
Request approved only after an appeal	932	1272	73%
Request denied only after an appeal	194	1272	15%

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

	Mean (Average) Time		Median (Middle) Time
Standard Requests	2.11	Days	2
Expedited Requests	25.01	Hours	9.17

