

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

Qualified Health Plan (QHP) 2025

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. Public 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) and 7 calendar days for standard requests (non-urgent).

Standard (non-urgent) Prior Authorization Requests

	Total of Approvals and Denials	Total Requests	Percentage
Request Approved	30432	36916	82

Request Denied	6484	36916	18
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	Total of Approvals and Denials	Total Requests	Percentage
Request approved within 7 days	29673	36916	80
Request denied within 7 days	5636	36916	15

	Total Approvals and Denials	Total Requests	Percentage
Request approved only after an extension	0	36916	0
Request denied only after an extension	0	36916	0

	Total Approvals and Denials	Total Requests	Percentage
Request approved only after an appeal	361	676	53
Request denied only after an appeal	315	676	47

Expedited (urgent) Prior Authorization Requests

	Total Approvals and Denials	Total Requests	Percentage
Request Approved	968	1232	79
Request Denied	264	1232	21

	Total Approvals and Denials	Total Requests	Percentage
Request approved within 72 hours	946	1232	77
Request denied within 72 hours	244	1232	20

	Total Approvals and Denials	Total Requests	Percentage
Request approved only after an extension	0	1232	0
Request denied only after an extension	0	1232	0

	Total Approvals and Denials	Total Requests	Percentage
Request approved only after an appeal	16	34	47
Request denied only after an appeal	18	34	53

Time Between Receiving a Prior Authorization Request and Sending a Decision

	Mean (Average) Time		Median (Middle) Time
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Standard Requests (written notification)	2.01	Days	1
Expedited Requests (written notification)	13.88	Hours	2.77
Standard Requests (determination)	1.17	Days	1
Expedited Requests (determination)	11.1	Hours	1.57