

**LINE OF BUSINESS: CHIP AND CHIP-P**  
**Standard (Non-Urgent) Prior Authorization Requests**

	How many times did this happen?	Total Requests	Percentage of Total
Request Approved	2,383	2,858	83%
Request Denied	475	2,858	17%

	How many times did this happen?	Total Requests	Percentage of Total
Request approved only after time for review was extended*	10	22	45%

	How many times did this happen?	Total Requests	Percentage of Total
Request approved only after appeal	23	41	56%

**Expedited (Urgent) Prior Authorization Requests**  
**(Response Due to Provider Within 72 Hours)**

	How many times did this happen?	Total Requests	Percentage of Total
Request Approved	193	232	83%
Request Denied	39	232	17%

	How many times did this happen?	Total Requests	Percentage of Total
Request approved only after time for review was extended	0	1	0%

**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)	9	3
Expedited (Urgent) Prior Authorization Requests (response due to provider within 72 hours)	12	3