

LINE OF BUSINESS: D-SNP

Standard (Non-Urgent) Prior Authorization Requests

	How many times did this happen?	Total Requests	Percentage of Total
Request Approved	1,304	1,430	91%
Request Denied	126	1,430	9%

	How many times did this happen?	Total Requests	Percentage of Total
Request approved only after time for review was extended*	4	5	80%

	How many times did this happen?	Total Requests	Percentage of Total
Request approved only after appeal	0	4	0%

**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	170	192	89%
Request Denied	22	192	11%

	How many times did this happen?	Total Requests	Percentage of Total
Request approved only after time for review was extended	2	2	100%

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)	7 days	5 days
Expedited (Urgent) Prior Authorization Requests (response due to provider within 72 hours)	4 days	3 days