

LINE OF BUSINESS: STAR & STAR+PLUS
Standard (Non-Urgent) Prior Authorization Requests

	How many times did this happen?	Total Requests	Percentage of Total
Request Approved	46,046	52,049	88%
Request Denied	6,003	52,049	12%

	How many times did this happen?	Total Requests	Percentage of Total
Request approved only after time for review was extended	779	1,487	52%

	How many times did this happen?	Total Requests	Percentage of Total
Request approved only after appeal	532	941	57%

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	5,633	6,374	88%
Request Denied	741	6,374	12%

	How many times did this happen?	Total Requests	Percentage of Total
Request approved only after time for review was extended	69	126	55%

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	4
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	8	3