

LINE OF BUSINESS: MARKETPLACE
Standard (Non-Urgent) Prior Authorization Requests

| | How many times did this happen? | Total Requests | Percentage of Total |
|------------------|---------------------------------|----------------|---------------------|
| Request Approved | 13,694 | 17,584 | 78% |
| Request Denied | 3,890 | 17,584 | 22% |

| | How many times did this happen? | Total Requests | Percentage of Total |
|---|---------------------------------|----------------|---------------------|
| Request approved only after time for review was extended* | 18 | 32 | 56% |

| | How many times did this happen? | Total Requests | Percentage of Total |
|------------------------------------|---------------------------------|----------------|---------------------|
| Request approved only after appeal | 140 | 387 | 36% |

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 | 3,092 | 3,851 | 80% |
| Request Denied | 759 | 3,851 | 20% |

| | How many times did this happen? | Total Requests | Percentage of Total |
|--|---------------------------------|----------------|---------------------|
| Request approved only after time for review was extended | 2 | 8 | 25% |

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) | 10 | 3 |
| Expedited (Urgent) Prior Authorization Requests (response due to provider within 72 hours) | 13 | 3 |