

2025 MCO Prior Authorization Data

		NTC	UHC	MHN	Overall Average
Total standard prior authorizations requests received	Enter the total number of standard prior authorization requests received by the plan for all items and services, excluding drugs, during the prior calendar year.	53,396	42,383	29,759	41,846
Total expedited prior authorization requests received	Enter the total number of expedited prior authorization requests received by the plan for all items and services, excluding drugs, during the prior calendar year.	1,253	2,936	25,943	10,044
Total standard and expedited prior authorization requests received	Enter the total number of standard and expedited prior authorization requests received (D1.XIII.3 plus D1.XIII.4) by the plan during the prior calendar year.	54,649	45,319	55,702	51,890
Percentage of standard prior authorization requests that were approved	Of the total standard prior authorization requests, as reported in D1.XIII.3, enter the percentage that were fully approved.	75.84%	91.70%	87%	85%
Percentage of standard prior authorization requests that were denied	Of the total standard prior authorization requests, as reported in D1.XIII.3, enter the percentage that were fully or partially denied.	24.16%	8.30%	13%	15%
Percentage of standard prior authorization requests approved after appeal	Of the total standard prior authorization requests, as reported in D1.XIII.3, enter the percentage that were approved after appeal.	55.70%	89.90%	37%	61%
Average time to decision for standard prior authorizations	Of the total standard prior authorization requests, as reported in D1.XIII.3, enter the average number of days that elapsed between submission of request and decision by the plan.	4 days	1 Day	4 days	3 Days
Median time to decision on standard prior authorizations	Of the total standard prior authorization requests, as reported in D1.XIII.3, enter the median number of days that elapsed between submission of request and decision by the plan.	3 days	2.1 Days	4 days	3 Days
Percentage of expedited prior authorization requests that were approved	Of the total expedited prior authorization requests reported in D1.XIII.4, enter the percentage that were approved.	72.39%	96.40%	92%	87%
Percentage of expedited prior authorization requests that were denied	Of the total expedited prior authorization requests, as reported in D1.XIII.4, enter the percentage that were denied.	27.61%	3.60%	8%	13%
Average time to decision for expedited prior authorizations	Of the total expedited prior authorization requests, as reported in D1.XIII.4, enter the average number of hours that elapsed between submission of request and decision by the plan.	24 hours	10.83 Hours	16 hours	17%
Median time to decision for expedited prior authorizations	Of the total expedited prior authorization requests, as reported in D1.XIII.4, enter the median number of hours that elapsed between submission of request and decision by the plan.	24 hours	0 Hours	17 hours	14%

Percentage of total prior authorization requests approved with extended timeframe	Of the total prior authorization requests, as reported in D1.XIII.5, enter the percentage of requests for which the timeframe for review was extended and the request was approved.	0.06%	6.89%	3.71%	3.55%
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