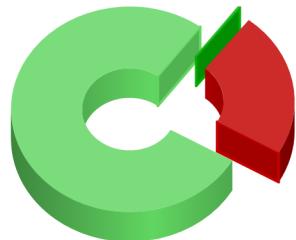


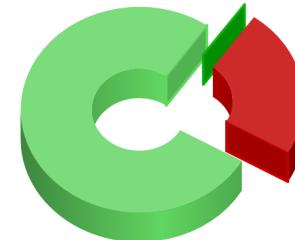
State Of Issue: AL

Standard



- █ Approved: 76.8%
- █ Approved After Appeal: 0.3%
- █ Denied: 22.8%

Expedited



- █ Approved: 76.4%
- █ Approved After Appeal: 0.2%
- █ Denied: 23.5%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	129	0.3%
Approved Original Determination	29,494	76.8%
Denied Requests	8,766	22.8%
Total Standard Cases:	38,389	

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	8	0.2%
Approved Original Determination	4,136	76.4%
Denied Requests	1,273	23.5%
Total Expedited Cases:	5,417	

The mean (average) time that it took in days to make standard prior authorization decisions was:

2 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

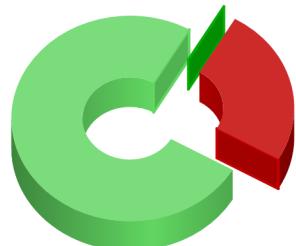
8.6 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

9.5 hours

State Of Issue: AR

Standard



- Approved: 75.0%
- Approved After Appeal: 0.0%
- Denied: 25.0%

Expedited

No Data Available

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	0	0.0%
Approved Original Determination	3	75.0%
Denied Requests	1	25.0%
Total Standard Cases:	4	

The mean (average) time that it took in days to make standard prior authorization decisions was:

0 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

Expedited Priority

Total Expedited Cases:

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

hours

State Of Issue: AZ

Standard



- Approved: 68.3%
- Approved After Appeal: 0.3%
- Denied: 31.4%

Expedited



- Approved: 75.2%
- Approved After Appeal: 0.4%
- Denied: 24.4%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	53	0.3%
Approved Original Determination	13,550	68.3%
Denied Requests	6,238	31.4%
Total Standard Cases:	19,841	

The mean (average) time that it took in days to make standard prior authorization decisions was:

2 days

The median (middle) time it took in days to make standard prior authorization decisions was:

1.0 days

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	17	0.4%
Approved Original Determination	3,099	75.2%
Denied Requests	1,008	24.4%
Total Expedited Cases:	4,124	

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

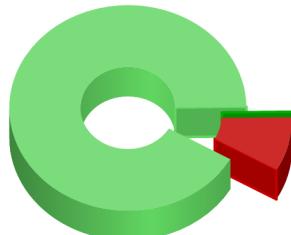
17.4 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

12.0 hours

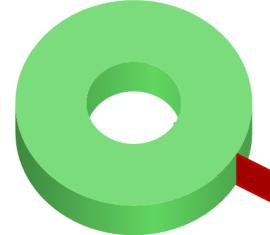
State Of Issue: CA

Standard



- Approved: 91.5%
- Approved After Appeal: 0.0%
- Denied: 8.5%

Expedited



- Approved: 100.0%
- Approved After Appeal: 0.0%
- Denied: 0.0%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	0	0.0%
Approved Original Determination	86	91.5%
Denied Requests	8	8.5%
Total Standard Cases:	94	

The mean (average) time that it took in days to make standard prior authorization decisions was:

1 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	0	0.0%
Approved Original Determination	23	100.0%
Denied Requests	0	0.0%
Total Expedited Cases:	23	

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

3.9 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

6.5 hours

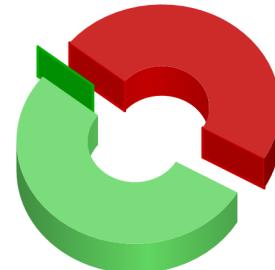
State Of Issue: CO

Standard



- Approved: 57.2%
- Approved After Appeal: 0.1%
- Denied: 42.7%

Expedited



- Approved: 52.5%
- Approved After Appeal: 0.0%
- Denied: 47.5%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	4	0.1%
Approved Original Determination	4,595	57.2%
Denied Requests	3,428	42.7%
Total Standard Cases:	8,027	

The mean (average) time that it took in days to make standard prior authorization decisions was:

1 days

The median (middle) time it took in days to make standard prior authorization decisions was:

1.0 days

Expedited Priority

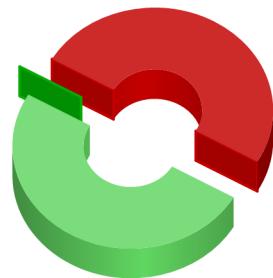
	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	0	0.0%
Approved Original Determination	1,416	52.5%
Denied Requests	1,282	47.5%
Total Expedited Cases:	2,698	

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

12.1 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

11.5 hours

State Of Issue: CT
Standard


- █ Approved: 50.0%
- █ Approved After Appeal: 0.0%
- █ Denied: 50.0%

Expedited
No Data Available
Standard Priority

	Case Volume	PCT
Approved After Appeal	0	0.0%
Approved Original Determination	2	50.0%
Denied Requests	2	50.0%
Total Standard Cases:	4	

The mean (average) time that it took in days to make standard prior authorization decisions was:

1 days

The median (middle) time it took in days to make standard prior authorization decisions was:

1.5 days
Expedited Priority

Total Expedited Cases:

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

hours

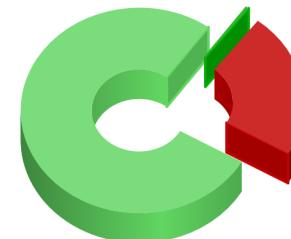
State Of Issue: DC

Standard



- Approved: 72.9%
- Approved After Appeal: 2.1%
- Denied: 25.0%

Expedited



- Approved: 76.6%
- Approved After Appeal: 0.5%
- Denied: 22.9%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	23	2.1%
Approved Original Determination	815	72.9%
Denied Requests	280	25.0%
Total Standard Cases:	1,118	

The mean (average) time that it took in days to make standard prior authorization decisions was:

0 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	1	0.5%
Approved Original Determination	154	76.6%
Denied Requests	46	22.9%
Total Expedited Cases:	201	

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

6.1 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

11.5 hours

State Of Issue: FL

Standard



- Approved: 71.3%
- Approved After Appeal: 0.2%
- Denied: 28.4%

Expedited



- Approved: 75.0%
- Approved After Appeal: 0.2%
- Denied: 24.8%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	47	0.2%
Approved Original Determination	13,975	71.3%
Denied Requests	5,566	28.4%
Total Standard Cases:	19,588	

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	9	0.2%
Approved Original Determination	4,424	75.0%
Denied Requests	1,465	24.8%
Total Expedited Cases:	5,898	

The mean (average) time that it took in days to make standard prior authorization decisions was:

2 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

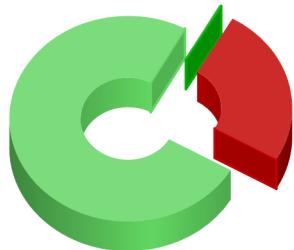
10.3 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

11.5 hours

State Of Issue: GA

Standard



- Approved: 74.7%
- Approved After Appeal: 0.3%
- Denied: 25.1%

Expedited



- Approved: 68.8%
- Approved After Appeal: 0.3%
- Denied: 31.0%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	6	0.3%
Approved Original Determination	1,587	74.7%
Denied Requests	533	25.1%
Total Standard Cases:	2,126	

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	1	0.3%
Approved Original Determination	264	68.8%
Denied Requests	119	31.0%
Total Expedited Cases:	384	

The mean (average) time that it took in days to make standard prior authorization decisions was:

1 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

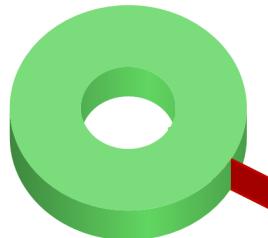
10 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

12.0 hours

State Of Issue: HI

Standard



- █ Approved: 100.0%
- █ Approved After Appeal: 0.0%
- █ Denied: 0.0%

Expedited

No Data Available

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	0	0.0%
Approved Original Determination	1	100.0%
Denied Requests	0	0.0%
Total Standard Cases:	1	

The mean (average) time that it took in days to make standard prior authorization decisions was:

0 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

Expedited Priority

Total Expedited Cases:

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

hours

State Of Issue: IA

Standard



- Approved: 72.9%
- Approved After Appeal: 0.5%
- Denied: 26.6%

Expedited



- Approved: 65.0%
- Approved After Appeal: 0.0%
- Denied: 35.0%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	1	0.5%
Approved Original Determination	148	72.9%
Denied Requests	54	26.6%
Total Standard Cases:	203	

The mean (average) time that it took in days to make standard prior authorization decisions was:

0 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	0	0.0%
Approved Original Determination	13	65.0%
Denied Requests	7	35.0%
Total Expedited Cases:	20	

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

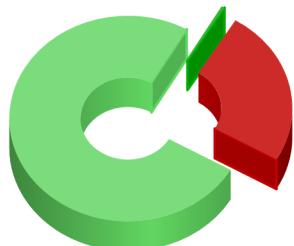
4.7 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

4.0 hours

State Of Issue: IL

Standard



- Approved: 74.9%
- Approved After Appeal: 0.4%
- Denied: 24.6%

Expedited



- Approved: 70.2%
- Approved After Appeal: 0.2%
- Denied: 29.6%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	46	0.4%
Approved Original Determination	7,813	74.9%
Denied Requests	2,568	24.6%
Total Standard Cases:	10,427	

The mean (average) time that it took in days to make standard prior authorization decisions was:

0 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	3	0.2%
Approved Original Determination	930	70.2%
Denied Requests	392	29.6%
Total Expedited Cases:	1,325	

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

5 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

11.0 hours

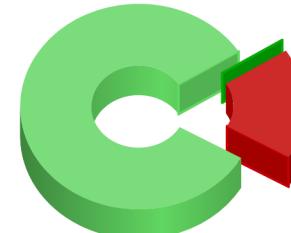
State Of Issue: IN

Standard



- Approved: 68.3%
- Approved After Appeal: 1.5%
- Denied: 30.2%

Expedited



- Approved: 82.7%
- Approved After Appeal: 0.0%
- Denied: 17.4%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	7	1.5%
Approved Original Determination	328	68.3%
Denied Requests	145	30.2%
Total Standard Cases:	480	

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	0	0.0%
Approved Original Determination	81	82.7%
Denied Requests	17	17.4%
Total Expedited Cases:	98	

The mean (average) time that it took in days to make standard prior authorization decisions was:

1 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

4.5 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

9.0 hours

State Of Issue: KS

Standard



- Approved: 73.2%
- Approved After Appeal: 0.3%
- Denied: 26.5%

Expedited



- Approved: 69.7%
- Approved After Appeal: 0.0%
- Denied: 30.3%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	21	0.3%
Approved Original Determination	5,789	73.2%
Denied Requests	2,098	26.5%
Total Standard Cases:	7,908	

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	0	0.0%
Approved Original Determination	752	69.7%
Denied Requests	327	30.3%
Total Expedited Cases:	1,079	

The mean (average) time that it took in days to make standard prior authorization decisions was:

1 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

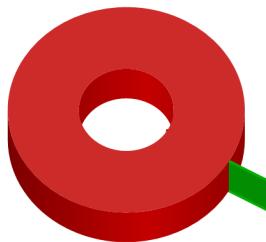
8.2 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

12.0 hours

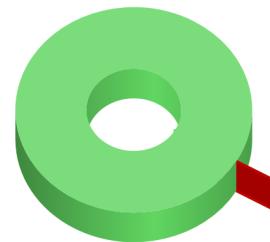
State Of Issue: KY

Standard



- █ Approved: 0.0%
- █ Approved After Appeal: 0.0%
- █ Denied: 100.0%

Expedited



- █ Approved: 100.0%
- █ Approved After Appeal: 0.0%
- █ Denied: 0.0%

Standard Priority	Case Volume	PCT
Approved After Appeal	0	0.0%
Approved Original Determination	0	0.0%
Denied Requests	1	100.0%
Total Standard Cases:	1	

The mean (average) time that it took in days to make standard prior authorization decisions was:

22 days

The median (middle) time it took in days to make standard prior authorization decisions was:

22.0 days

Expedited Priority	Case Volume	PCT
Approved After Appeal	0	0.0%
Approved Original Determination	1	100.0%
Denied Requests	0	0.0%
Total Expedited Cases:	1	

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

0 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

0.0 hours

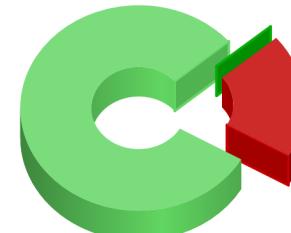
State Of Issue: LA

Standard



- Approved: 71.7%
- Approved After Appeal: 0.2%
- Denied: 28.2%

Expedited



- Approved: 80.4%
- Approved After Appeal: 0.1%
- Denied: 19.5%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	14	0.2%
Approved Original Determination	6,333	71.7%
Denied Requests	2,492	28.2%
Total Standard Cases:	8,839	

The mean (average) time that it took in days to make standard prior authorization decisions was:

1 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	1	0.1%
Approved Original Determination	1,524	80.4%
Denied Requests	370	19.5%
Total Expedited Cases:	1,895	

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

8.5 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

11.5 hours

State Of Issue: MA

Standard



- Approved: 65.9%
- Approved After Appeal: 2.4%
- Denied: 31.7%

Expedited



- Approved: 65.5%
- Approved After Appeal: 3.5%
- Denied: 31.0%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	4	2.4%
Approved Original Determination	110	65.9%
Denied Requests	53	31.7%
Total Standard Cases:	167	

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	1	3.5%
Approved Original Determination	19	65.5%
Denied Requests	9	31.0%
Total Expedited Cases:	29	

The mean (average) time that it took in days to make standard prior authorization decisions was:

0 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

8.6 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

3.5 hours

State Of Issue: MD

Standard



- Approved: 74.3%
- Approved After Appeal: 0.4%
- Denied: 25.3%

Expedited



- Approved: 65.0%
- Approved After Appeal: 0.2%
- Denied: 34.8%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	97	0.4%
Approved Original Determination	17,904	74.3%
Denied Requests	6,099	25.3%
Total Standard Cases:	24,100	

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	7	0.2%
Approved Original Determination	2,052	65.0%
Denied Requests	1,098	34.8%
Total Expedited Cases:	3,157	

The mean (average) time that it took in days to make standard prior authorization decisions was:

0 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

6.3 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

10.0 hours

State Of Issue: MI

Standard



- Approved: 63.9%
- Approved After Appeal: 0.2%
- Denied: 35.9%

Expedited



- Approved: 70.1%
- Approved After Appeal: 0.3%
- Denied: 29.6%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	17	0.2%
Approved Original Determination	4,518	63.9%
Denied Requests	2,540	35.9%
Total Standard Cases:	7,075	

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	4	0.3%
Approved Original Determination	947	70.1%
Denied Requests	400	29.6%
Total Expedited Cases:	1,351	

The mean (average) time that it took in days to make standard prior authorization decisions was:

1 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

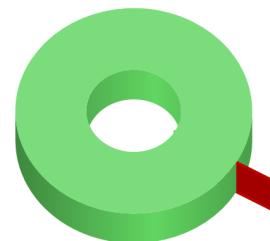
6.4 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

11.5 hours

State Of Issue: MN
Standard


- Approved: 66.7%
- Approved After Appeal: 0.0%
- Denied: 33.3%

Expedited


- Approved: 100.0%
- Approved After Appeal: 0.0%
- Denied: 0.0%

Standard Priority

	Case Volume	PCT
Approved After Appeal	0	0.0%
Approved Original Determination	4	66.7%
Denied Requests	2	33.3%
Total Standard Cases:	6	

The mean (average) time that it took in days to make standard prior authorization decisions was:

1 days

The median (middle) time it took in days to make standard prior authorization decisions was:

1.0 days

Expedited Priority

	Case Volume	PCT
Approved After Appeal	0	0.0%
Approved Original Determination	3	100.0%
Denied Requests	0	0.0%
Total Expedited Cases:	3	

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

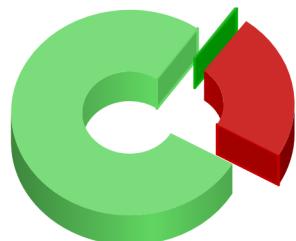
17.7 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

24.0 hours

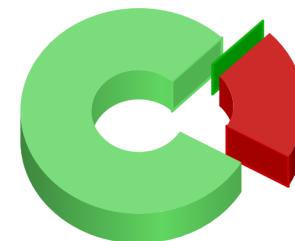
State Of Issue: MO

Standard



- Approved: 76.4%
- Approved After Appeal: 0.4%
- Denied: 23.3%

Expedited



- Approved: 79.1%
- Approved After Appeal: 0.1%
- Denied: 20.8%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	39	0.4%
Approved Original Determination	8,471	76.4%
Denied Requests	2,579	23.3%
Total Standard Cases:	11,089	

The mean (average) time that it took in days to make standard prior authorization decisions was:

0 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	2	0.1%
Approved Original Determination	1,143	79.1%
Denied Requests	301	20.8%
Total Expedited Cases:	1,446	

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

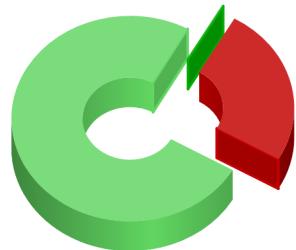
9.4 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

12.0 hours

State Of Issue: MS

Standard



- Approved: 74.8%
- Approved After Appeal: 0.2%
- Denied: 25.1%

Expedited



- Approved: 74.3%
- Approved After Appeal: 0.2%
- Denied: 25.5%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	5	0.2%
Approved Original Determination	2,298	74.8%
Denied Requests	771	25.1%
Total Standard Cases:	3,074	

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	1	0.2%
Approved Original Determination	332	74.3%
Denied Requests	114	25.5%
Total Expedited Cases:	447	

The mean (average) time that it took in days to make standard prior authorization decisions was:

0 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

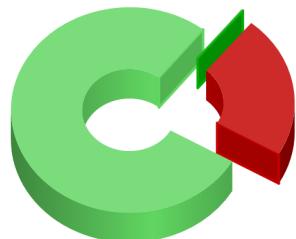
8.5 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

5.5 hours

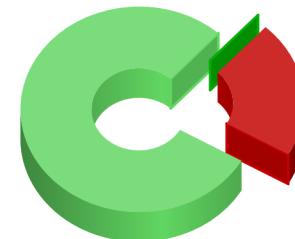
State Of Issue: NC

Standard



- Approved: 77.3%
- Approved After Appeal: 0.3%
- Denied: 22.4%

Expedited



- Approved: 78.4%
- Approved After Appeal: 0.1%
- Denied: 21.6%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	32	0.3%
Approved Original Determination	9,672	77.3%
Denied Requests	2,803	22.4%
Total Standard Cases:	12,507	

The mean (average) time that it took in days to make standard prior authorization decisions was:

0 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

Expedited Priority

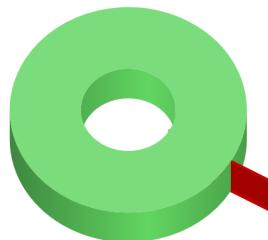
	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	1	0.1%
Approved Original Determination	1,334	78.4%
Denied Requests	367	21.6%
Total Expedited Cases:	1,702	

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

6.6 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

11.5 hours

State Of Issue: ND
Standard


- Approved: 100.0%
- Approved After Appeal: 0.0%
- Denied: 0.0%

Expedited
No Data Available
Standard Priority

	Case Volume	PCT
Approved After Appeal	0	0.0%
Approved Original Determination	1	100.0%
Denied Requests	0	0.0%
Total Standard Cases:	1	

The mean (average) time that it took in days to make standard prior authorization decisions was:

0 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days
Expedited Priority

Total Expedited Cases:

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

hours

State Of Issue: NE

Standard



- Approved: 68.8%
- Approved After Appeal: 0.1%
- Denied: 31.1%

Expedited



- Approved: 65.2%
- Approved After Appeal: 0.8%
- Denied: 34.0%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	1	0.1%
Approved Original Determination	642	68.8%
Denied Requests	290	31.1%
Total Standard Cases:	933	

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	2	0.8%
Approved Original Determination	161	65.2%
Denied Requests	84	34.0%
Total Expedited Cases:	247	

The mean (average) time that it took in days to make standard prior authorization decisions was:

1 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

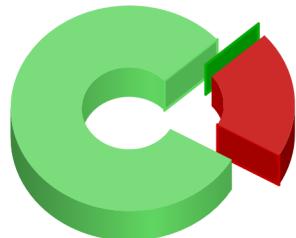
8.9 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

11.0 hours

State Of Issue: NH

Standard



- Approved: 80.0%
- Approved After Appeal: 0.0%
- Denied: 20.0%

Expedited

No Data Available

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	0	0.0%
Approved Original Determination	4	80.0%
Denied Requests	1	20.0%
Total Standard Cases:	5	

The mean (average) time that it took in days to make standard prior authorization decisions was:

0 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

Expedited Priority

Total Expedited Cases:

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

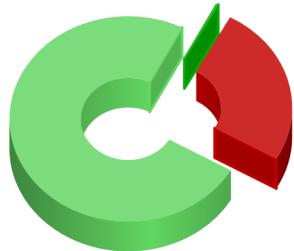
hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

hours

State Of Issue: NJ

Standard



- Approved: 74.2%
- Approved After Appeal: 0.4%
- Denied: 25.4%

Expedited



- Approved: 65.0%
- Approved After Appeal: 0.5%
- Denied: 34.5%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	16	0.4%
Approved Original Determination	3,256	74.2%
Denied Requests	1,116	25.4%
Total Standard Cases:	4,388	

The mean (average) time that it took in days to make standard prior authorization decisions was:

1 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	5	0.5%
Approved Original Determination	602	65.0%
Denied Requests	319	34.5%
Total Expedited Cases:	926	

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

10.9 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

12.0 hours

State Of Issue: NM

Standard



- Approved: 70.5%
- Approved After Appeal: 0.5%
- Denied: 29.0%

Expedited



- Approved: 62.9%
- Approved After Appeal: 0.2%
- Denied: 37.0%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	22	0.5%
Approved Original Determination	2,997	70.5%
Denied Requests	1,233	29.0%
Total Standard Cases:	4,252	

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	1	0.2%
Approved Original Determination	405	62.9%
Denied Requests	238	37.0%
Total Expedited Cases:	644	

The mean (average) time that it took in days to make standard prior authorization decisions was:

2 days

The median (middle) time it took in days to make standard prior authorization decisions was:

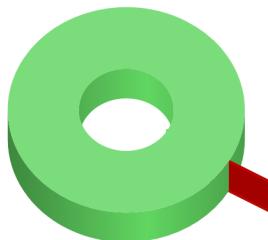
0.0 days

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

10.1 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

8.0 hours

State Of Issue: NV
Standard


- █ Approved: 100.0%
- █ Approved After Appeal: 0.0%
- █ Denied: 0.0%

Expedited
No Data Available
Standard Priority

	Case Volume	PCT
Approved After Appeal	0	0.0%
Approved Original Determination	5	100.0%
Denied Requests	0	0.0%
Total Standard Cases:	5	

The mean (average) time that it took in days to make standard prior authorization decisions was:

0 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days
Expedited Priority

Total Expedited Cases:

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

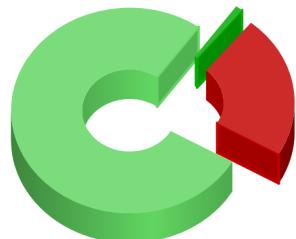
hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

hours

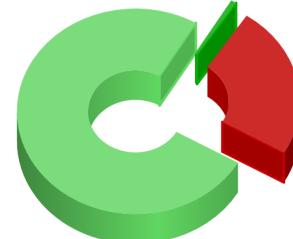
State Of Issue: NY

Standard



- Approved: 76.6%
- Approved After Appeal: 1.0%
- Denied: 22.5%

Expedited



- Approved: 75.2%
- Approved After Appeal: 0.8%
- Denied: 24.1%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	11	1.0%
Approved Original Determination	859	76.6%
Denied Requests	252	22.5%
Total Standard Cases:	1,122	

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	3	0.8%
Approved Original Determination	297	75.2%
Denied Requests	95	24.1%
Total Expedited Cases:	395	

The mean (average) time that it took in days to make standard prior authorization decisions was:

0 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

7.9 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

2.0 hours

State Of Issue: OH

Standard



- Approved: 68.3%
- Approved After Appeal: 0.4%
- Denied: 31.3%

Expedited



- Approved: 72.4%
- Approved After Appeal: 0.2%
- Denied: 27.4%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	21	0.4%
Approved Original Determination	4,153	68.3%
Denied Requests	1,903	31.3%
Total Standard Cases:	6,077	

The mean (average) time that it took in days to make standard prior authorization decisions was:

0 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	2	0.2%
Approved Original Determination	654	72.4%
Denied Requests	247	27.4%
Total Expedited Cases:	903	

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

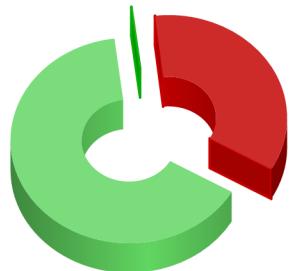
5.8 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

11.5 hours

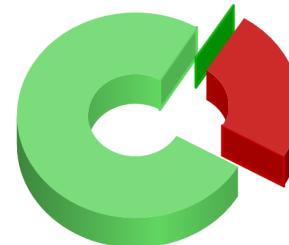
State Of Issue: OK

Standard



- Approved: 64.7%
- Approved After Appeal: 0.1%
- Denied: 35.2%

Expedited



- Approved: 75.3%
- Approved After Appeal: 0.2%
- Denied: 24.4%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	3	0.1%
Approved Original Determination	1,389	64.7%
Denied Requests	755	35.2%
Total Standard Cases:	2,147	

The mean (average) time that it took in days to make standard prior authorization decisions was:

0 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	1	0.2%
Approved Original Determination	336	75.3%
Denied Requests	109	24.4%
Total Expedited Cases:	446	

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

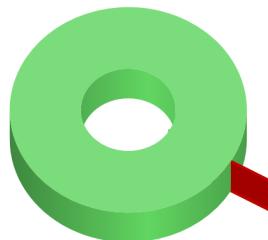
6.7 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

11.5 hours

State Of Issue: OR

Standard



- █ Approved: 100.0%
- █ Approved After Appeal: 0.0%
- █ Denied: 0.0%

Expedited

No Data Available

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	0	0.0%
Approved Original Determination	2	100.0%
Denied Requests	0	0.0%
Total Standard Cases:	2	

The mean (average) time that it took in days to make standard prior authorization decisions was:

0 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

Expedited Priority

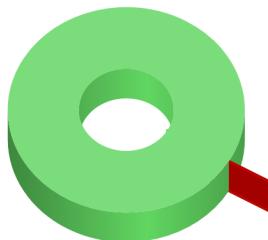
Total Expedited Cases:

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

hours

State Of Issue: PA
Standard


- Approved: 100.0%
- Approved After Appeal: 0.0%
- Denied: 0.0%

Expedited
No Data Available
Standard Priority

	Case Volume	PCT
Approved After Appeal	0	0.0%
Approved Original Determination	2	100.0%
Denied Requests	0	0.0%
Total Standard Cases:	2	

The mean (average) time that it took in days to make standard prior authorization decisions was:

0 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days
Expedited Priority

Total Expedited Cases:

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

hours

State Of Issue: SC

Standard



- Approved: 68.3%
- Approved After Appeal: 0.2%
- Denied: 31.5%

Expedited



- Approved: 72.2%
- Approved After Appeal: 0.1%
- Denied: 27.7%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	8	0.2%
Approved Original Determination	3,285	68.3%
Denied Requests	1,516	31.5%
Total Standard Cases:	4,809	

The mean (average) time that it took in days to make standard prior authorization decisions was:

0 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	1	0.1%
Approved Original Determination	627	72.2%
Denied Requests	241	27.7%
Total Expedited Cases:	869	

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

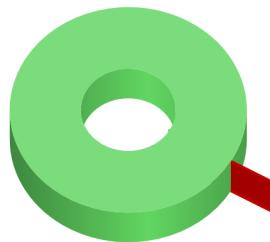
6.2 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

11.5 hours

State Of Issue: SD

Standard



- █ Approved: 100.0%
- █ Approved After Appeal: 0.0%
- █ Denied: 0.0%

Expedited

No Data Available

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	0	0.0%
Approved Original Determination	3	100.0%
Denied Requests	0	0.0%
Total Standard Cases:	3	

The mean (average) time that it took in days to make standard prior authorization decisions was:

0 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

Expedited Priority

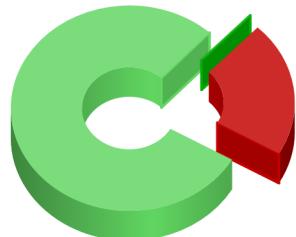
Total Expedited Cases:

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

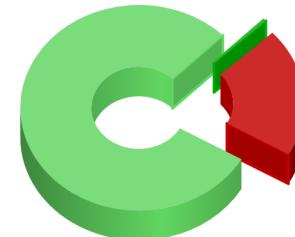
hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

hours

State Of Issue: TN
Standard


- Approved: 78.5%
- Approved After Appeal: 0.2%
- Denied: 21.3%

Expedited


- Approved: 79.2%
- Approved After Appeal: 0.5%
- Denied: 20.3%

Standard Priority

	Case Volume	PCT
Approved After Appeal	41	0.2%
Approved Original Determination	15,346	78.5%
Denied Requests	4,163	21.3%
Total Standard Cases:	19,550	

Expedited Priority

	Case Volume	PCT
Approved After Appeal	16	0.5%
Approved Original Determination	2,608	79.2%
Denied Requests	668	20.3%
Total Expedited Cases:	3,292	

The mean (average) time that it took in days to make standard prior authorization decisions was:

1 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

11.4 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

12.0 hours

State Of Issue: TX

Standard



- Approved: 70.8%
- Approved After Appeal: 0.2%
- Denied: 28.9%

Expedited



- Approved: 76.6%
- Approved After Appeal: 0.2%
- Denied: 23.2%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	178	0.2%
Approved Original Determination	51,868	70.8%
Denied Requests	21,174	28.9%
Total Standard Cases:	73,220	

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	37	0.2%
Approved Original Determination	13,143	76.6%
Denied Requests	3,988	23.2%
Total Expedited Cases:	17,168	

The mean (average) time that it took in days to make standard prior authorization decisions was:

0 days

The median (middle) time it took in days to make standard prior authorization decisions was:

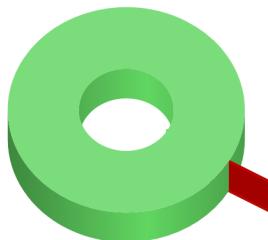
0.0 days

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

9.3 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

6.5 hours

State Of Issue: UT
Standard


- █ Approved: 100.0%
- █ Approved After Appeal: 0.0%
- █ Denied: 0.0%

Expedited
No Data Available
Standard Priority

	Case Volume	PCT
Approved After Appeal	0	0.0%
Approved Original Determination	1	100.0%
Denied Requests	0	0.0%
Total Standard Cases:	1	

The mean (average) time that it took in days to make standard prior authorization decisions was:

3 days

The median (middle) time it took in days to make standard prior authorization decisions was:

3.0 days
Expedited Priority

Total Expedited Cases:

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

hours

State Of Issue: VA
Standard


- Approved: 73.9%
- Approved After Appeal: 0.3%
- Denied: 25.9%

Expedited


- Approved: 72.9%
- Approved After Appeal: 0.1%
- Denied: 27.0%

Standard Priority

	Case Volume	PCT
Approved After Appeal	12	0.3%
Approved Original Determination	3,142	73.9%
Denied Requests	1,100	25.9%
Total Standard Cases:	4,254	

The mean (average) time that it took in days to make standard prior authorization decisions was:

0 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

Expedited Priority

	Case Volume	PCT
Approved After Appeal	1	0.1%
Approved Original Determination	505	72.9%
Denied Requests	187	27.0%
Total Expedited Cases:	693	

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

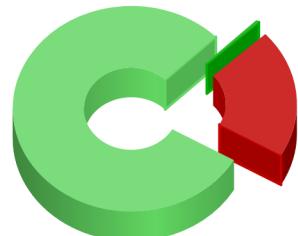
9.9 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

11.5 hours

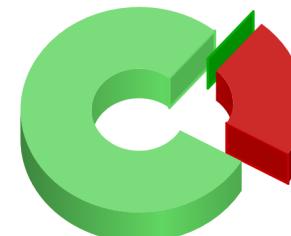
State Of Issue: WA

Standard



- Approved: 79.3%
- Approved After Appeal: 0.5%
- Denied: 20.2%

Expedited



- Approved: 77.7%
- Approved After Appeal: 0.0%
- Denied: 22.3%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	12	0.5%
Approved Original Determination	2,071	79.3%
Denied Requests	528	20.2%
Total Standard Cases:	2,611	

The mean (average) time that it took in days to make standard prior authorization decisions was:

0 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	0	0.0%
Approved Original Determination	220	77.7%
Denied Requests	63	22.3%
Total Expedited Cases:	283	

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

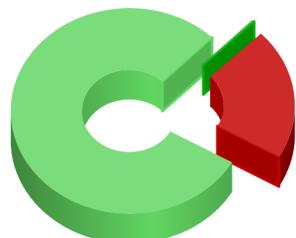
8.1 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

5.0 hours

State Of Issue: WI

Standard



■ Approved: 79.0%
■ Approved After Appeal: 0.3%
■ Denied: 20.7%

Expedited



■ Approved: 74.3%
■ Approved After Appeal: 0.6%
■ Denied: 25.1%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	31	0.3%
Approved Original Determination	7,148	79.0%
Denied Requests	1,872	20.7%
Total Standard Cases:	9,051	

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	9	0.6%
Approved Original Determination	1,121	74.3%
Denied Requests	378	25.1%
Total Expedited Cases:	1,508	

The mean (average) time that it took in days to make standard prior authorization decisions was:

1 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

14.3 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

12.0 hours

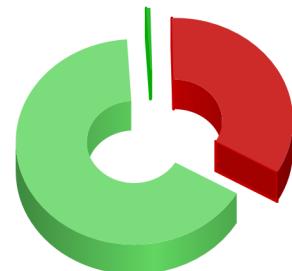
State Of Issue: WY

Standard



- Approved: 67.3%
- Approved After Appeal: 0.3%
- Denied: 32.4%

Expedited



- Approved: 65.7%
- Approved After Appeal: 0.6%
- Denied: 33.7%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	4	0.3%
Approved Original Determination	811	67.3%
Denied Requests	390	32.4%
Total Standard Cases:	1,205	

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved After Appeal	1	0.6%
Approved Original Determination	113	65.7%
Denied Requests	58	33.7%
Total Expedited Cases:	172	

The mean (average) time that it took in days to make standard prior authorization decisions was:

1 days

The median (middle) time it took in days to make standard prior authorization decisions was:

0.0 days

The mean (average) time that it took in hours to make expedited prior authorization decisions was:

10.5 hours

The median (middle) time it took in hours to make expedited prior authorization decisions was:

10.0 hours

