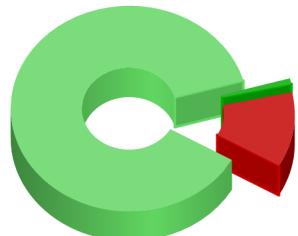
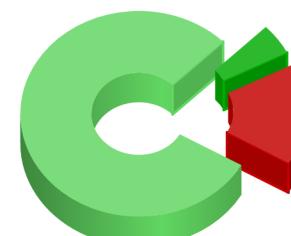


HContract: H0169
Standard


- Approved: 87.3%
- Approved After Appeal: 0.9%
- Denied: 11.8%

Expedited


- Approved: 79.3%
- Approved After Appeal: 4.9%
- Denied: 15.8%

Standard Priority

	Case Volume	PCT
Approved Original Determination	24,801	87.3%
Approved After Appeal	254	0.9%
Denied Requests	3,352	11.8%
Total Standard Cases:	28,407	

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

1 day(s)

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

0.0 day(s)

Expedited Priority

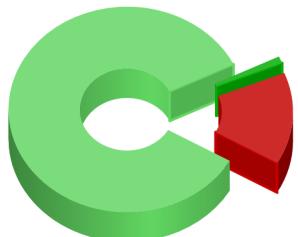
	Case Volume	PCT
Approved Original Determination	631	79.3%
Approved After Appeal	39	4.9%
Denied Requests	126	15.8%
Total Expedited Cases:	796	

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

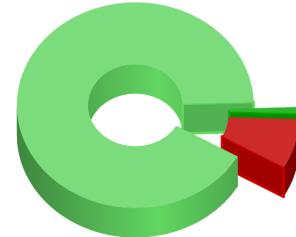
15.4 hour(s)

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

12.0 hour(s)

HContract: H0251
Standard


- Approved: 84.4%
- Approved After Appeal: 1.1%
- Denied: 14.5%

Expedited


- Approved: 91.2%
- Approved After Appeal: 1.0%
- Denied: 7.8%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	19,525	84.4%
Approved After Appeal	255	1.1%
Denied Requests	3,350	14.5%
Total Standard Cases:	23,130	

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

2 day(s)

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

1.0 day(s)

Expedited Priority

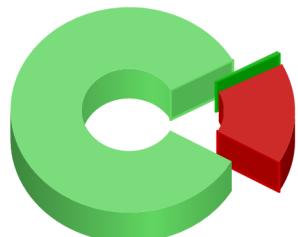
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	1,259	91.2%
Approved After Appeal	14	1.0%
Denied Requests	108	7.8%
Total Expedited Cases:	1,381	

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

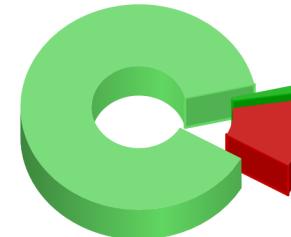
14.5 hour(s)

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

12.0 hour(s)

HContract: H0271
Standard


- Approved: 83.7%
- Approved After Appeal: 0.5%
- Denied: 15.8%

Expedited


- Approved: 88.1%
- Approved After Appeal: 1.3%
- Denied: 10.6%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	10,845	83.7%
Approved After Appeal	67	0.5%
Denied Requests	2,053	15.8%
Total Standard Cases:	12,965	

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

1 day(s)

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

0.0 day(s)

Expedited Priority

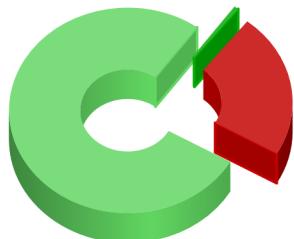
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	282	88.1%
Approved After Appeal	4	1.3%
Denied Requests	34	10.6%
Total Expedited Cases:	320	

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

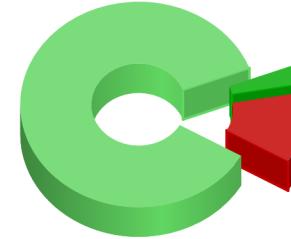
5.6 hour(s)

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

3.5 hour(s)

HContract: H0294
Standard


- Approved: 76.6%
- Approved After Appeal: 0.6%
- Denied: 22.8%

Expedited


- Approved: 85.9%
- Approved After Appeal: 3.1%
- Denied: 11.0%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	41,802	76.6%
Approved After Appeal	336	0.6%
Denied Requests	12,407	22.8%
Total Standard Cases:	54,545	

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

1 day(s)

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

1.0 day(s)

Expedited Priority

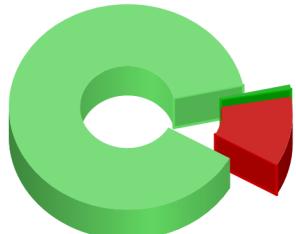
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	2,943	85.9%
Approved After Appeal	105	3.1%
Denied Requests	378	11.0%
Total Expedited Cases:	3,426	

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

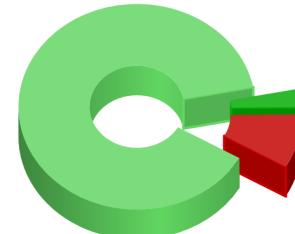
12.9 hour(s)

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

12.0 hour(s)

HContract: H0321
Standard


- Approved: 88.3%
- Approved After Appeal: 0.7%
- Denied: 11.0%

Expedited


- Approved: 88.6%
- Approved After Appeal: 2.9%
- Denied: 8.5%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	27,555	88.3%
Approved After Appeal	227	0.7%
Denied Requests	3,436	11.0%
Total Standard Cases:	31,218	

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

1 day(s)

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

1.0 day(s)

Expedited Priority

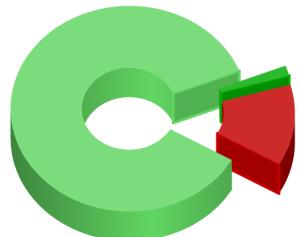
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	1,859	88.6%
Approved After Appeal	61	2.9%
Denied Requests	178	8.5%
Total Expedited Cases:	2,098	

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

13.7 hour(s)

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

12.0 hour(s)

HContract: H0421
Standard


- Approved: 85.7%
- Approved After Appeal: 1.6%
- Denied: 12.7%

Expedited


- Approved: 72.8%
- Approved After Appeal: 1.4%
- Denied: 25.9%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	2,132	85.7%
Approved After Appeal	40	1.6%
Denied Requests	317	12.7%
Total Standard Cases:	2,489	

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

2 day(s)

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

1.0 day(s)

Expedited Priority

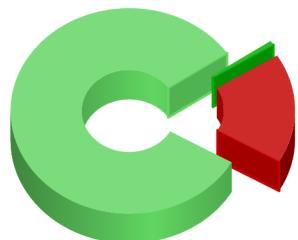
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	107	72.8%
Approved After Appeal	2	1.4%
Denied Requests	38	25.9%
Total Expedited Cases:	147	

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

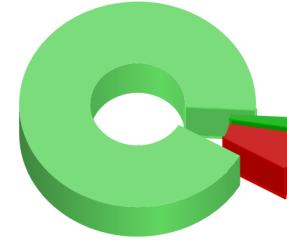
13.5 hour(s)

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

11.5 hour(s)

HContract: H0432
Standard


- █ Approved: 82.1%
- █ Approved After Appeal: 0.7%
- █ Denied: 17.2%

Expedited


- █ Approved: 92.5%
- █ Approved After Appeal: 1.7%
- █ Denied: 5.8%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	19,866	82.1%
Approved After Appeal	163	0.7%
Denied Requests	4,158	17.2%
Total Standard Cases:	24,187	

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

2 day(s)

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

1.0 day(s)

Expedited Priority

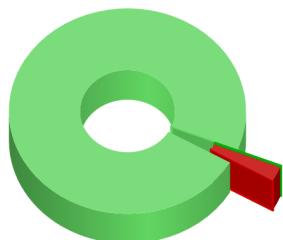
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	1,330	92.5%
Approved After Appeal	25	1.7%
Denied Requests	83	5.8%
Total Expedited Cases:	1,438	

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

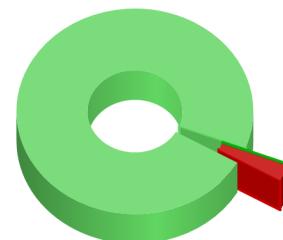
14.6 hour(s)

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

12.0 hour(s)

HContract: H0543
Standard


- █ Approved: 97.7%
- █ Approved After Appeal: 0.0%
- █ Denied: 2.3%

Expedited


- █ Approved: 97.4%
- █ Approved After Appeal: 0.1%
- █ Denied: 2.5%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	817,479	97.7%
Approved After Appeal	226	0.0%
Denied Requests	19,013	2.3%
Total Standard Cases:	836,718	

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

2 day(s)

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

0.0 day(s)

Expedited Priority

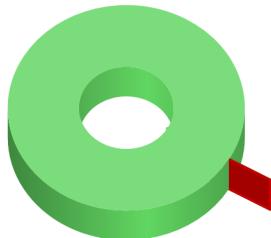
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	105,705	97.4%
Approved After Appeal	68	0.1%
Denied Requests	2,709	2.5%
Total Expedited Cases:	108,482	

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

11.3 hour(s)

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

8.0 hour(s)

HContract: H0544
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 Original Determination	2	100.0%
Approved After Appeal	0	0.0%
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:

2 day(s)

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

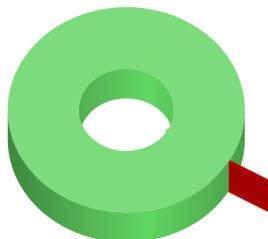
2.0 day(s)
Expedited Priority

Total Expedited Cases:

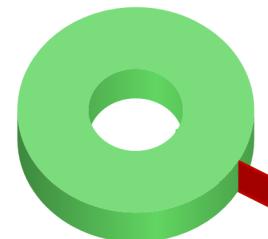
Case Volume
PCT
hour(s)
hour(s)

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

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

HContract: H0564
Standard


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

Expedited


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

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	6	100.0%
Approved After Appeal	0	0.0%
Denied Requests	0	0.0%
Total Standard Cases:	6	

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

5 day(s)

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

0.5 day(s)

Expedited Priority

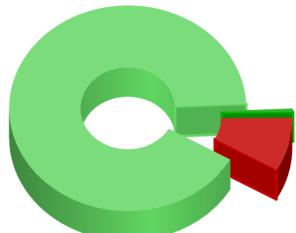
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	1	100.0%
Approved After Appeal	0	0.0%
Denied Requests	0	0.0%
Total Expedited Cases:	1	

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

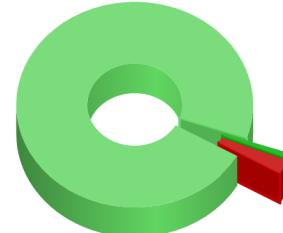
1 hour(s)

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

1.0 hour(s)

HContract: H0609
Standard


- Approved: 91.0%
- Approved After Appeal: 0.5%
- Denied: 8.4%

Expedited


- Approved: 96.9%
- Approved After Appeal: 0.9%
- Denied: 2.2%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	369,160	91.0%
Approved After Appeal	2,175	0.5%
Denied Requests	34,251	8.4%
Total Standard Cases:	405,586	

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

1 day(s)

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

0.0 day(s)

Expedited Priority

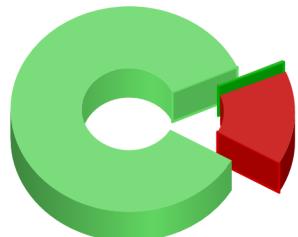
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	50,278	96.9%
Approved After Appeal	448	0.9%
Denied Requests	1,161	2.2%
Total Expedited Cases:	51,887	

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

6.4 hour(s)

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

12.0 hour(s)

HContract: H0624
Standard


- Approved: 85.0%
- Approved After Appeal: 0.4%
- Denied: 14.7%

Expedited


- Approved: 72.5%
- Approved After Appeal: 3.8%
- Denied: 23.8%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	6,166	85.0%
Approved After Appeal	26	0.4%
Denied Requests	1,065	14.7%
Total Standard Cases:	7,257	

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

0 day(s)

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

0.0 day(s)

Expedited Priority

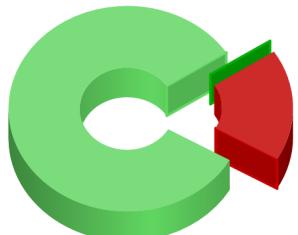
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	58	72.5%
Approved After Appeal	3	3.8%
Denied Requests	19	23.8%
Total Expedited Cases:	80	

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

11.2 hour(s)

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

5.0 hour(s)

HContract: H0710
Standard


- Approved: 82.5%
- Approved After Appeal: 0.0%
- Denied: 17.5%

Expedited


- Approved: 95.4%
- Approved After Appeal: 0.0%
- Denied: 4.6%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	1,870	82.5%
Approved After Appeal	1	0.0%
Denied Requests	397	17.5%
Total Standard Cases:	2,268	

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

0 day(s)

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

0.0 day(s)

Expedited Priority

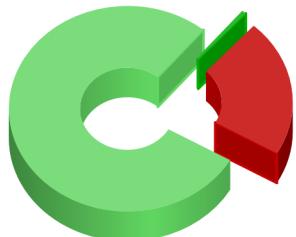
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	62	95.4%
Approved After Appeal	0	0.0%
Denied Requests	3	4.6%
Total Expedited Cases:	65	

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

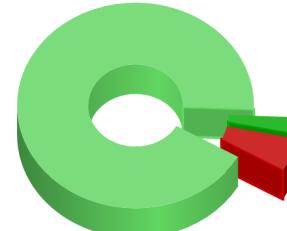
3.9 hour(s)

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

8.5 hour(s)

HContract: H0755
Standard


- █ Approved: 77.7%
- █ Approved After Appeal: 0.6%
- █ Denied: 21.6%

Expedited


- █ Approved: 92.3%
- █ Approved After Appeal: 2.6%
- █ Denied: 5.2%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	15,977	77.7%
Approved After Appeal	130	0.6%
Denied Requests	4,446	21.6%
Total Standard Cases:	20,553	

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

1 day(s)

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

1.0 day(s)

Expedited Priority

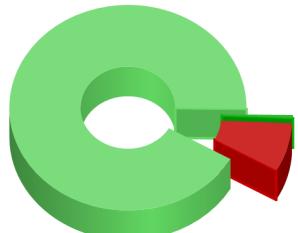
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	1,048	92.3%
Approved After Appeal	29	2.6%
Denied Requests	59	5.2%
Total Expedited Cases:	1,136	

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

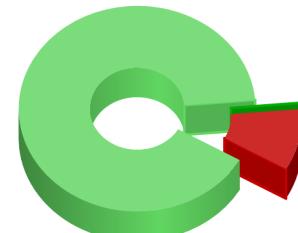
11.3 hour(s)

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

12.0 hour(s)

HContract: H0764
Standard


- Approved: 91.9%
- Approved After Appeal: 0.5%
- Denied: 7.6%

Expedited


- Approved: 90.3%
- Approved After Appeal: 0.0%
- Denied: 9.7%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	373	91.9%
Approved After Appeal	2	0.5%
Denied Requests	31	7.6%
Total Standard Cases:	406	

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

1 day(s)

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

1.0 day(s)

Expedited Priority

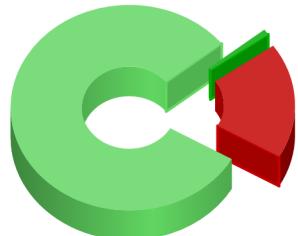
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	28	90.3%
Approved After Appeal	0	0.0%
Denied Requests	3	9.7%
Total Expedited Cases:	31	

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

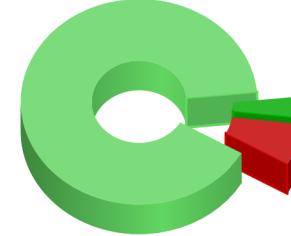
12.2 hour(s)

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

11.5 hour(s)

HContract: H1045
Standard


- Approved: 80.9%
- Approved After Appeal: 0.9%
- Denied: 18.2%

Expedited


- Approved: 90.1%
- Approved After Appeal: 3.4%
- Denied: 6.5%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	97,980	80.9%
Approved After Appeal	1,097	0.9%
Denied Requests	21,985	18.2%
Total Standard Cases:	121,062	

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

1 day(s)

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

1.0 day(s)

Expedited Priority

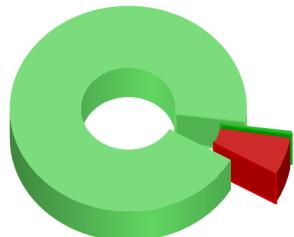
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	7,844	90.1%
Approved After Appeal	294	3.4%
Denied Requests	568	6.5%
Total Expedited Cases:	8,706	

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

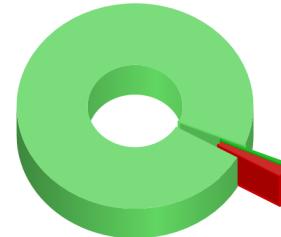
13.4 hour(s)

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

12.0 hour(s)

HContract: H1278
Standard


- Approved: 93.7%
- Approved After Appeal: 0.5%
- Denied: 5.8%

Expedited


- Approved: 97.9%
- Approved After Appeal: 0.6%
- Denied: 1.6%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	112,768	93.7%
Approved After Appeal	606	0.5%
Denied Requests	7,015	5.8%
Total Standard Cases:	120,389	

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

1 day(s)

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

0.0 day(s)

Expedited Priority

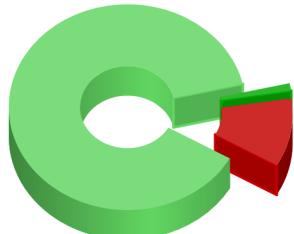
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	13,377	97.9%
Approved After Appeal	76	0.6%
Denied Requests	212	1.6%
Total Expedited Cases:	13,665	

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

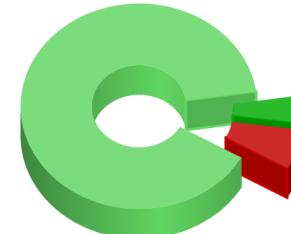
5.5 hour(s)

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

11.5 hour(s)

HContract: H1285
Standard


- Approved: 88.1%
- Approved After Appeal: 1.2%
- Denied: 10.8%

Expedited


- Approved: 89.4%
- Approved After Appeal: 4.4%
- Denied: 6.3%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	10,706	88.1%
Approved After Appeal	143	1.2%
Denied Requests	1,309	10.8%
Total Standard Cases:	12,158	

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

2 day(s)

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

1.0 day(s)

Expedited Priority

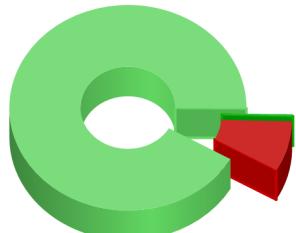
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	369	89.4%
Approved After Appeal	18	4.4%
Denied Requests	26	6.3%
Total Expedited Cases:	413	

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

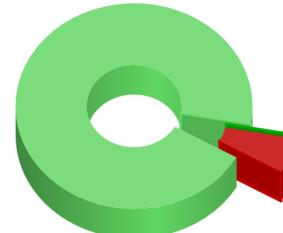
13.6 hour(s)

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

12.0 hour(s)

HContract: H1360
Standard


- Approved: 91.8%
- Approved After Appeal: 0.3%
- Denied: 7.9%

Expedited


- Approved: 94.5%
- Approved After Appeal: 0.0%
- Denied: 5.5%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	1,462	91.8%
Approved After Appeal	5	0.3%
Denied Requests	126	7.9%
Total Standard Cases:	1,593	

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

2 day(s)

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

1.0 day(s)

Expedited Priority

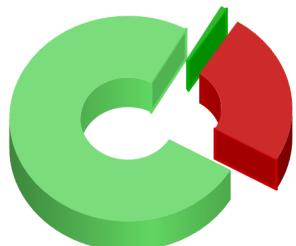
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	223	94.5%
Approved After Appeal	0	0.0%
Denied Requests	13	5.5%
Total Expedited Cases:	236	

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

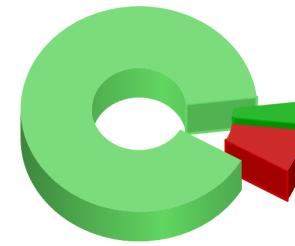
7.6 hour(s)

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

5.0 hour(s)

HContract: H1537
Standard


- Approved: 74.8%
- Approved After Appeal: 0.9%
- Denied: 24.3%

Expedited


- Approved: 89.8%
- Approved After Appeal: 3.5%
- Denied: 6.7%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	6,730	74.8%
Approved After Appeal	77	0.9%
Denied Requests	2,187	24.3%
Total Standard Cases:	8,994	

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

1 day(s)

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

1.0 day(s)

Expedited Priority

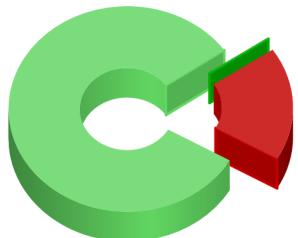
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	229	89.8%
Approved After Appeal	9	3.5%
Denied Requests	17	6.7%
Total Expedited Cases:	255	

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

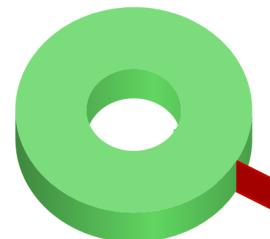
16.5 hour(s)

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

12.0 hour(s)

HContract: H1659
Standard


- Approved: 82.0%
- Approved After Appeal: 0.2%
- Denied: 17.8%

Expedited


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

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	377	82.0%
Approved After Appeal	1	0.2%
Denied Requests	82	17.8%
Total Standard Cases:	460	

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

1 day(s)

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

1.0 day(s)

Expedited Priority

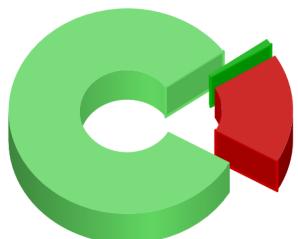
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	31	100.0%
Approved After Appeal	0	0.0%
Denied Requests	0	0.0%
Total Expedited Cases:	31	

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

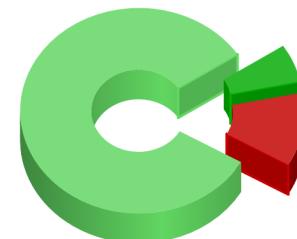
13.5 hour(s)

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

10.5 hour(s)

HContract: H1889
Standard


- Approved: 81.8%
- Approved After Appeal: 1.0%
- Denied: 17.2%

Expedited


- Approved: 82.4%
- Approved After Appeal: 6.0%
- Denied: 11.6%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	94,053	81.8%
Approved After Appeal	1,170	1.0%
Denied Requests	19,783	17.2%
Total Standard Cases:	115,006	

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

1 day(s)

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

1.0 day(s)

Expedited Priority

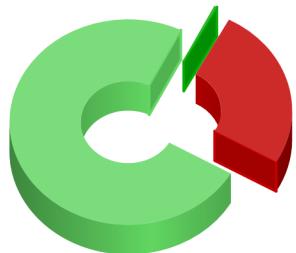
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	4,827	82.4%
Approved After Appeal	353	6.0%
Denied Requests	678	11.6%
Total Expedited Cases:	5,858	

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

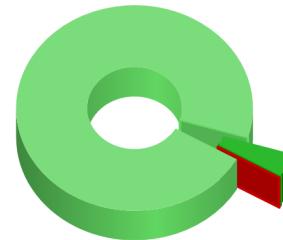
13.4 hour(s)

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

12.0 hour(s)

HContract: H1944
Standard


- Approved: 74.0%
- Approved After Appeal: 0.4%
- Denied: 25.6%

Expedited


- Approved: 96.3%
- Approved After Appeal: 3.7%
- Denied: 0.0%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	2,286	74.0%
Approved After Appeal	12	0.4%
Denied Requests	791	25.6%
Total Standard Cases:	3,089	

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

0 day(s)

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

0.0 day(s)

Expedited Priority

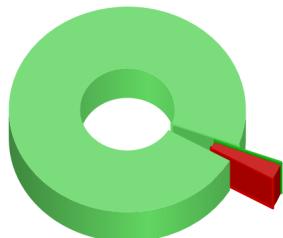
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	52	96.3%
Approved After Appeal	2	3.7%
Denied Requests	0	0.0%
Total Expedited Cases:	54	

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

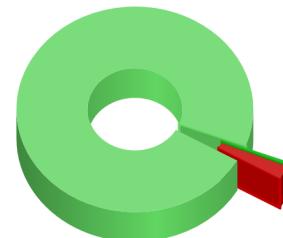
2.4 hour(s)

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

7.5 hour(s)

HContract: H1961
Standard


- █ Approved: 97.3%
- █ Approved After Appeal: 0.3%
- █ Denied: 2.4%

Expedited


- █ Approved: 97.4%
- █ Approved After Appeal: 0.5%
- █ Denied: 2.1%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	53,906	97.3%
Approved After Appeal	175	0.3%
Denied Requests	1,302	2.4%
Total Standard Cases:	55,383	

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

4 day(s)

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

4.0 day(s)

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	1,059	97.4%
Approved After Appeal	5	0.5%
Denied Requests	23	2.1%
Total Expedited Cases:	1,087	

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

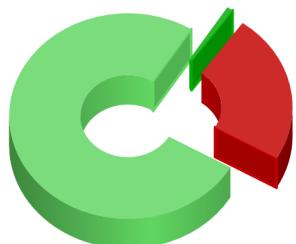
11.7 hour(s)

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

12.0 hour(s)

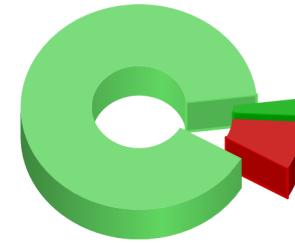
HContract: H2001

Standard



- Approved: 75.7%
- Approved After Appeal: 0.8%
- Denied: 23.5%

Expedited



- Approved: 89.8%
- Approved After Appeal: 2.7%
- Denied: 7.6%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	758,393	75.7%
Approved After Appeal	8,469	0.8%
Denied Requests	235,682	23.5%
Total Standard Cases:	1,002,544	

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

1 day(s)

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

1.0 day(s)

Expedited Priority

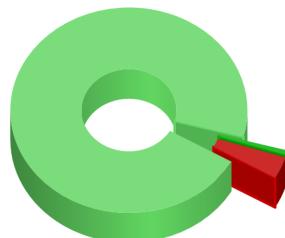
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	37,443	89.8%
Approved After Appeal	1,117	2.7%
Denied Requests	3,155	7.6%
Total Expedited Cases:	41,715	

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

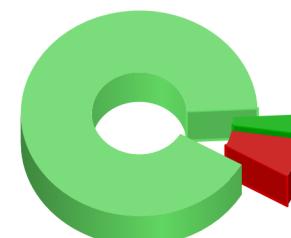
14.6 hour(s)

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

12.0 hour(s)

HContract: H2226
Standard


- Approved: 95.8%
- Approved After Appeal: 0.7%
- Denied: 3.5%

Expedited


- Approved: 90.9%
- Approved After Appeal: 3.0%
- Denied: 6.1%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	6,776	95.8%
Approved After Appeal	50	0.7%
Denied Requests	244	3.5%
Total Standard Cases:	7,070	

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

3 day(s)

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

2.0 day(s)

Expedited Priority

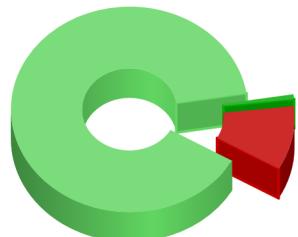
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	150	90.9%
Approved After Appeal	5	3.0%
Denied Requests	10	6.1%
Total Expedited Cases:	165	

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

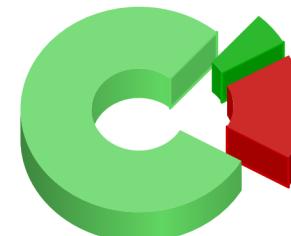
13.2 hour(s)

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

12.0 hour(s)

HContract: H2247
Standard


- Approved: 89.2%
- Approved After Appeal: 0.8%
- Denied: 10.1%

Expedited


- Approved: 78.1%
- Approved After Appeal: 5.3%
- Denied: 16.6%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	11,170	89.2%
Approved After Appeal	94	0.8%
Denied Requests	1,265	10.1%
Total Standard Cases:	12,529	

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

2 day(s)

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

1.0 day(s)

Expedited Priority

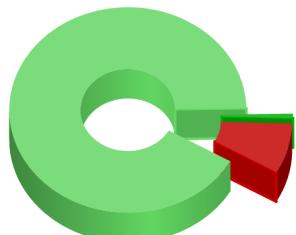
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	471	78.1%
Approved After Appeal	32	5.3%
Denied Requests	100	16.6%
Total Expedited Cases:	603	

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

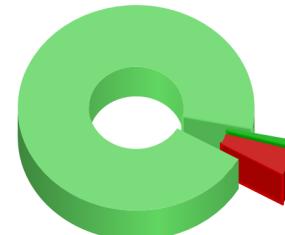
12.1 hour(s)

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

12.0 hour(s)

HContract: H2272
Standard


- Approved: 91.4%
- Approved After Appeal: 0.7%
- Denied: 7.9%

Expedited


- Approved: 94.9%
- Approved After Appeal: 1.0%
- Denied: 4.1%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	2,511	91.4%
Approved After Appeal	19	0.7%
Denied Requests	217	7.9%
Total Standard Cases:	2,747	

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

1 day(s)

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

0.0 day(s)

Expedited Priority

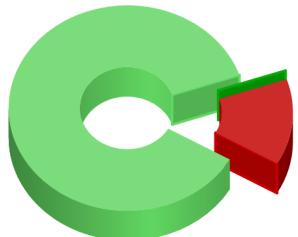
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	186	94.9%
Approved After Appeal	2	1.0%
Denied Requests	8	4.1%
Total Expedited Cases:	196	

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

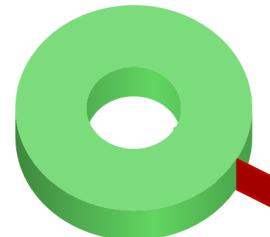
13.1 hour(s)

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

11.5 hour(s)

HContract: H2292
Standard


- █ Approved: 86.5%
- █ Approved After Appeal: 0.0%
- █ Denied: 13.5%

Expedited


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

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	147	86.5%
Approved After Appeal	0	0.0%
Denied Requests	23	13.5%
Total Standard Cases:	170	

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

0 day(s)

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

0.0 day(s)

Expedited Priority

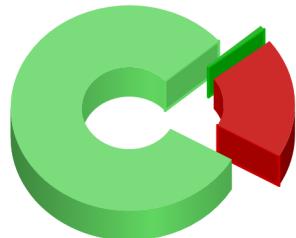
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	5	100.0%
Approved After Appeal	0	0.0%
Denied Requests	0	0.0%
Total Expedited Cases:	5	

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

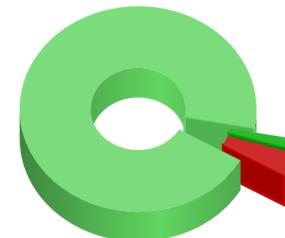
29.8 hour(s)

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

9.0 hour(s)

HContract: H2406
Standard


- Approved: 80.3%
- Approved After Appeal: 0.7%
- Denied: 19.0%

Expedited


- Approved: 94.6%
- Approved After Appeal: 1.7%
- Denied: 3.8%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	199,669	80.3%
Approved After Appeal	1,801	0.7%
Denied Requests	47,133	19.0%
Total Standard Cases:	248,603	

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

1 day(s)

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

1.0 day(s)

Expedited Priority

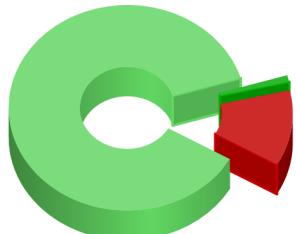
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	17,794	94.6%
Approved After Appeal	310	1.7%
Denied Requests	707	3.8%
Total Expedited Cases:	18,811	

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

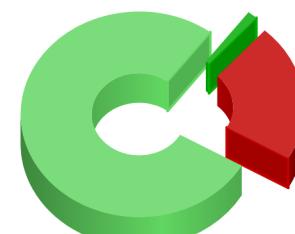
10.5 hour(s)

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

12.0 hour(s)

HContract: H2445
Standard


- Approved: 87.0%
- Approved After Appeal: 1.1%
- Denied: 11.9%

Expedited


- Approved: 76.9%
- Approved After Appeal: 1.4%
- Denied: 21.7%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	10,503	87.0%
Approved After Appeal	129	1.1%
Denied Requests	1,440	11.9%
Total Standard Cases:	12,072	

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

2 day(s)

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

1.0 day(s)

Expedited Priority

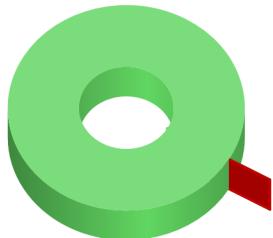
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	507	76.9%
Approved After Appeal	9	1.4%
Denied Requests	143	21.7%
Total Expedited Cases:	659	

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

13.1 hour(s)

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

12.0 hour(s)

HContract: H2450
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 Original Determination	6	100.0%
Approved After Appeal	0	0.0%
Denied Requests	0	0.0%
Total Standard Cases:	6	

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

3 day(s)

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

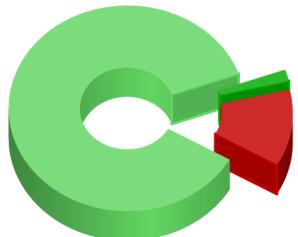
3.0 day(s)
Expedited Priority

Total Expedited Cases:

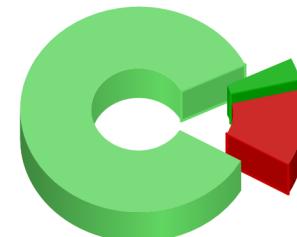
Case Volume
PCT
hour(s)
hour(s)

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

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

HContract: H2509
Standard


- Approved: 86.2%
- Approved After Appeal: 1.8%
- Denied: 12.0%

Expedited


- Approved: 84.5%
- Approved After Appeal: 3.5%
- Denied: 12.1%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	11,410	86.2%
Approved After Appeal	241	1.8%
Denied Requests	1,589	12.0%
Total Standard Cases:	13,240	

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

1 day(s)

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

1.0 day(s)

Expedited Priority

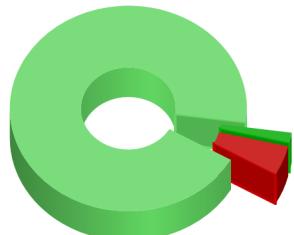
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	686	84.5%
Approved After Appeal	28	3.5%
Denied Requests	98	12.1%
Total Expedited Cases:	812	

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

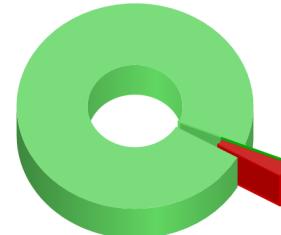
12.5 hour(s)

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

12.0 hour(s)

HContract: H2531
Standard


- Approved: 93.8%
- Approved After Appeal: 1.6%
- Denied: 4.6%

Expedited


- Approved: 97.8%
- Approved After Appeal: 0.0%
- Denied: 2.2%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	3,803	93.8%
Approved After Appeal	63	1.6%
Denied Requests	188	4.6%
Total Standard Cases:	4,054	

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

1 day(s)

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

0.0 day(s)

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	45	97.8%
Approved After Appeal	0	0.0%
Denied Requests	1	2.2%
Total Expedited Cases:	46	

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

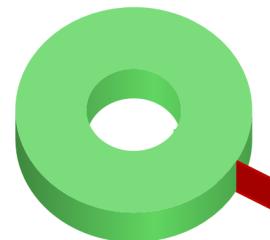
12.5 hour(s)

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

12.5 hour(s)

HContract: H2577
Standard


- █ Approved: 61.4%
- █ Approved After Appeal: 0.8%
- █ Denied: 37.8%

Expedited


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

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	304	61.4%
Approved After Appeal	4	0.8%
Denied Requests	187	37.8%
Total Standard Cases:	495	

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

1 day(s)

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

1.0 day(s)

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	8	100.0%
Approved After Appeal	0	0.0%
Denied Requests	0	0.0%
Total Expedited Cases:	8	

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

15.3 hour(s)

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

12.0 hour(s)

HContract: H2582
Standard


- █ Approved: 61.8%
- █ Approved After Appeal: 0.0%
- █ Denied: 38.2%

Expedited
No Data Available
Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	68	61.8%
Approved After Appeal	0	0.0%
Denied Requests	42	38.2%
Total Standard Cases:	110	

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

0 day(s)

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

0.0 day(s)
Expedited Priority

Total Expedited Cases:

Case Volume
PCT

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

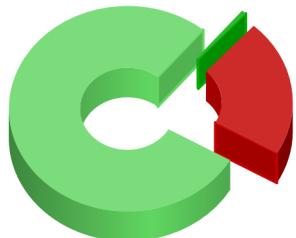
hour(s)

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

hour(s)

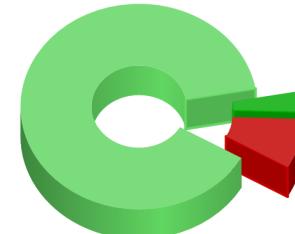
HContract: H2802

Standard



- Approved: 77.7%
- Approved After Appeal: 0.7%
- Denied: 21.6%

Expedited



- Approved: 88.9%
- Approved After Appeal: 3.3%
- Denied: 7.9%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	89,495	77.7%
Approved After Appeal	768	0.7%
Denied Requests	24,912	21.6%
Total Standard Cases:	115,175	

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

1 day(s)

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

1.0 day(s)

Expedited Priority

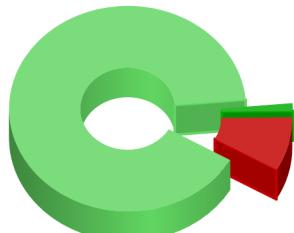
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	3,103	88.9%
Approved After Appeal	115	3.3%
Denied Requests	274	7.9%
Total Expedited Cases:	3,492	

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

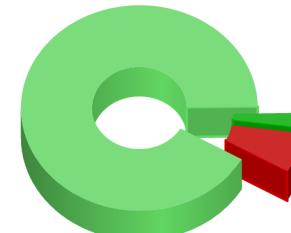
14.3 hour(s)

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

12.0 hour(s)

HContract: H3113
Standard


- Approved: 90.3%
- Approved After Appeal: 1.2%
- Denied: 8.5%

Expedited


- Approved: 91.4%
- Approved After Appeal: 2.3%
- Denied: 6.3%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	19,449	90.3%
Approved After Appeal	262	1.2%
Denied Requests	1,834	8.5%
Total Standard Cases:	21,545	

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

1 day(s)

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

1.0 day(s)

Expedited Priority

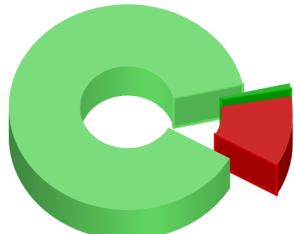
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	1,420	91.4%
Approved After Appeal	36	2.3%
Denied Requests	97	6.3%
Total Expedited Cases:	1,553	

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

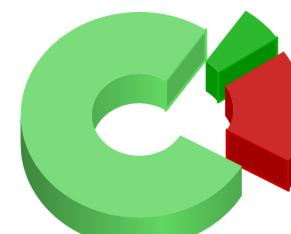
9.9 hour(s)

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

12.0 hour(s)

HContract: H3256
Standard


- Approved: 88.1%
- Approved After Appeal: 0.9%
- Denied: 11.1%

Expedited


- Approved: 76.2%
- Approved After Appeal: 6.0%
- Denied: 17.9%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	10,888	88.1%
Approved After Appeal	105	0.9%
Denied Requests	1,367	11.1%
Total Standard Cases:	12,360	

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

1 day(s)

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

0.0 day(s)

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	243	76.2%
Approved After Appeal	19	6.0%
Denied Requests	57	17.9%
Total Expedited Cases:	319	

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

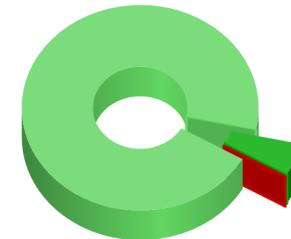
16.8 hour(s)

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

8.5 hour(s)

HContract: H3307
Standard


- Approved: 74.4%
- Approved After Appeal: 0.9%
- Denied: 24.7%

Expedited


- Approved: 95.0%
- Approved After Appeal: 5.0%
- Denied: 0.0%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	496	74.4%
Approved After Appeal	6	0.9%
Denied Requests	165	24.7%
Total Standard Cases:	667	

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

1 day(s)

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

1.0 day(s)

Expedited Priority

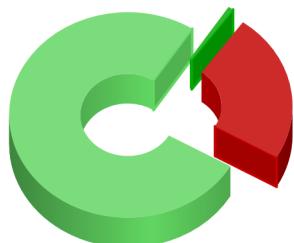
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	19	95.0%
Approved After Appeal	1	5.0%
Denied Requests	0	0.0%
Total Expedited Cases:	20	

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

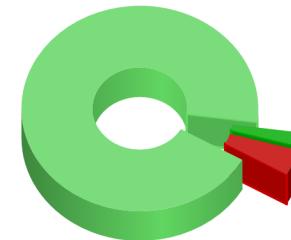
3.1 hour(s)

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

1.0 hour(s)

HContract: H3379
Standard


- Approved: 75.8%
- Approved After Appeal: 0.7%
- Denied: 23.5%

Expedited


- Approved: 93.8%
- Approved After Appeal: 2.1%
- Denied: 4.1%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	29,400	75.8%
Approved After Appeal	283	0.7%
Denied Requests	9,095	23.5%
Total Standard Cases:	38,778	

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

1 day(s)

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

1.0 day(s)

Expedited Priority

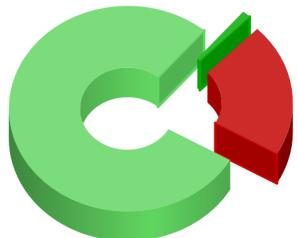
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	1,928	93.8%
Approved After Appeal	44	2.1%
Denied Requests	84	4.1%
Total Expedited Cases:	2,056	

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

12.8 hour(s)

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

12.0 hour(s)

HContract: H3387
Standard


- Approved: 77.9%
- Approved After Appeal: 1.2%
- Denied: 21.0%

Expedited


- Approved: 71.6%
- Approved After Appeal: 8.0%
- Denied: 20.4%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	30,206	77.9%
Approved After Appeal	446	1.2%
Denied Requests	8,149	21.0%
Total Standard Cases:	38,801	

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

1 day(s)

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

0.0 day(s)

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	912	71.6%
Approved After Appeal	102	8.0%
Denied Requests	259	20.4%
Total Expedited Cases:	1,273	

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

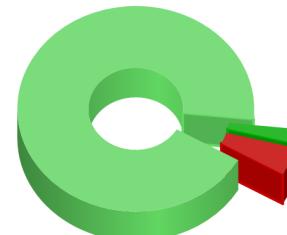
11.6 hour(s)

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

12.0 hour(s)

HContract: H3418
Standard


- Approved: 72.0%
- Approved After Appeal: 0.8%
- Denied: 27.3%

Expedited


- Approved: 93.3%
- Approved After Appeal: 2.3%
- Denied: 4.4%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	14,649	72.0%
Approved After Appeal	156	0.8%
Denied Requests	5,553	27.3%
Total Standard Cases:	20,358	

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

1 day(s)

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

1.0 day(s)

Expedited Priority

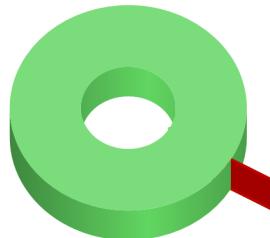
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	779	93.3%
Approved After Appeal	19	2.3%
Denied Requests	37	4.4%
Total Expedited Cases:	835	

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

11.1 hour(s)

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

11.5 hour(s)

HContract: H3464
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 Original Determination	1	100.0%
Approved After Appeal	0	0.0%
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:

1 day(s)

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

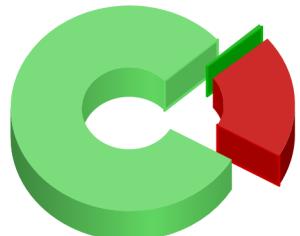
1.0 day(s)
Expedited Priority

Total Expedited Cases:

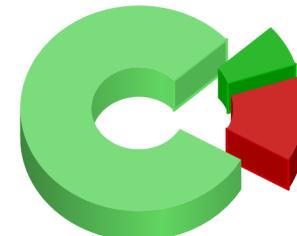
Case Volume
PCT
hour(s)
hour(s)

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

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

HContract: H3749
Standard


- Approved: 80.1%
- Approved After Appeal: 0.6%
- Denied: 19.4%

Expedited


- Approved: 80.0%
- Approved After Appeal: 6.7%
- Denied: 13.3%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	1,028	80.1%
Approved After Appeal	7	0.6%
Denied Requests	249	19.4%
Total Standard Cases:	1,284	

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

1 day(s)

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

0.0 day(s)

Expedited Priority

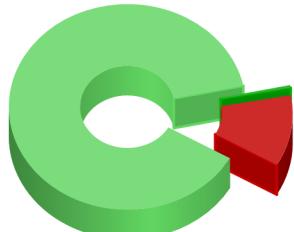
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	12	80.0%
Approved After Appeal	1	6.7%
Denied Requests	2	13.3%
Total Expedited Cases:	15	

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

9.5 hour(s)

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

0.5 hour(s)

HContract: H3794
Standard


- Approved: 88.4%
- Approved After Appeal: 0.4%
- Denied: 11.2%

Expedited


- Approved: 66.9%
- Approved After Appeal: 6.0%
- Denied: 27.1%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	10,768	88.4%
Approved After Appeal	50	0.4%
Denied Requests	1,366	11.2%
Total Standard Cases:	12,184	

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

0 day(s)

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

0.0 day(s)

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	180	66.9%
Approved After Appeal	16	6.0%
Denied Requests	73	27.1%
Total Expedited Cases:	269	

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

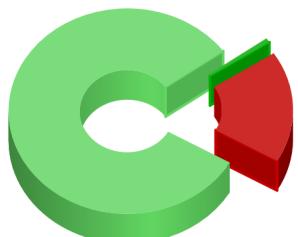
11.4 hour(s)

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

12.0 hour(s)

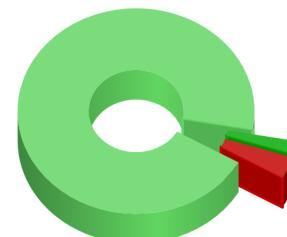
HContract: H3805

Standard



- Approved: 81.7%
- Approved After Appeal: 0.7%
- Denied: 17.6%

Expedited



- Approved: 94.5%
- Approved After Appeal: 2.0%
- Denied: 3.5%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	51,872	81.7%
Approved After Appeal	453	0.7%
Denied Requests	11,157	17.6%
Total Standard Cases:	63,482	

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

2 day(s)

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

1.0 day(s)

Expedited Priority

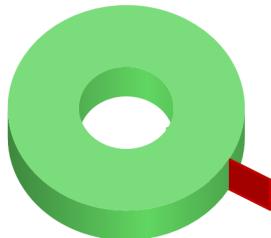
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	3,994	94.5%
Approved After Appeal	86	2.0%
Denied Requests	146	3.5%
Total Expedited Cases:	4,226	

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

11.9 hour(s)

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

12.0 hour(s)

HContract: H4094
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 Original Determination	2	100.0%
Approved After Appeal	0	0.0%
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 day(s)

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

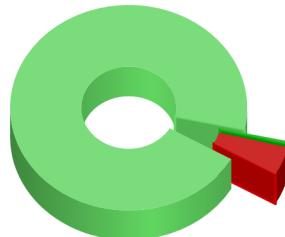
0.0 day(s)
Expedited Priority

Total Expedited Cases:

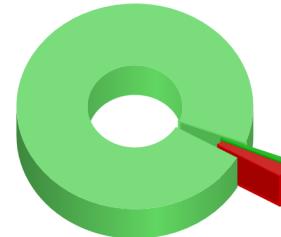
Case Volume
PCT
hour(s)
hour(s)

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

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

HContract: H4514
Standard


- █ Approved: 95.1%
- █ Approved After Appeal: 0.5%
- █ Denied: 4.5%

Expedited


- █ Approved: 97.4%
- █ Approved After Appeal: 0.7%
- █ Denied: 1.9%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	122,609	95.1%
Approved After Appeal	582	0.5%
Denied Requests	5,785	4.5%
Total Standard Cases:	128,976	

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

1 day(s)

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

0.0 day(s)

Expedited Priority

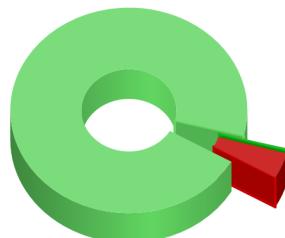
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	15,399	97.4%
Approved After Appeal	115	0.7%
Denied Requests	292	1.9%
Total Expedited Cases:	15,806	

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

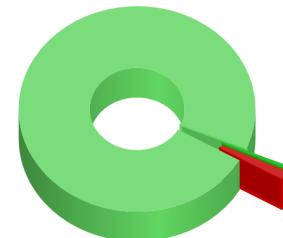
6.4 hour(s)

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

7.5 hour(s)

HContract: H4527
Standard


- Approved: 95.6%
- Approved After Appeal: 0.3%
- Denied: 4.0%

Expedited


- Approved: 98.0%
- Approved After Appeal: 0.6%
- Denied: 1.4%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	142,208	95.6%
Approved After Appeal	512	0.3%
Denied Requests	5,997	4.0%
Total Standard Cases:	148,717	

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

0 day(s)

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

0.0 day(s)

Expedited Priority

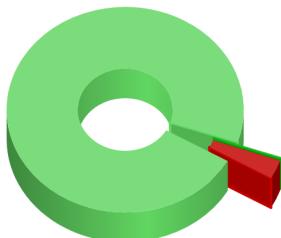
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	19,709	98.0%
Approved After Appeal	121	0.6%
Denied Requests	286	1.4%
Total Expedited Cases:	20,116	

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

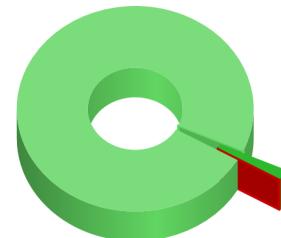
4.7 hour(s)

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

12.0 hour(s)

HContract: H4544
Standard


- █ Approved: 96.8%
- █ Approved After Appeal: 0.3%
- █ Denied: 3.0%

Expedited


- █ Approved: 98.4%
- █ Approved After Appeal: 1.6%
- █ Denied: 0.0%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	1,861	96.8%
Approved After Appeal	5	0.3%
Denied Requests	57	3.0%
Total Standard Cases:	1,923	

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

4 day(s)

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

4.0 day(s)

Expedited Priority

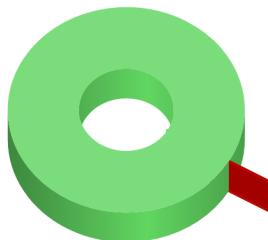
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	61	98.4%
Approved After Appeal	1	1.6%
Denied Requests	0	0.0%
Total Expedited Cases:	62	

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

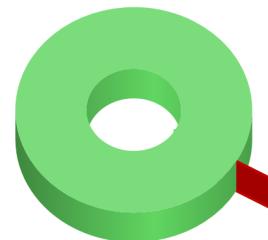
11.6 hour(s)

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

12.0 hour(s)

HContract: H4590
Standard


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

Expedited


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

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	4	100.0%
Approved After Appeal	0	0.0%
Denied Requests	0	0.0%
Total Standard Cases:	4	

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

0 day(s)

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

0.0 day(s)

Expedited Priority

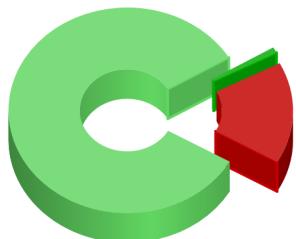
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	2	100.0%
Approved After Appeal	0	0.0%
Denied Requests	0	0.0%
Total Expedited Cases:	2	

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

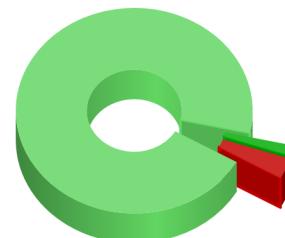
2 hour(s)

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

3.0 hour(s)

HContract: H4604
Standard


- Approved: 83.1%
- Approved After Appeal: 0.9%
- Denied: 16.0%

Expedited


- Approved: 95.1%
- Approved After Appeal: 1.6%
- Denied: 3.3%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	39,092	83.1%
Approved After Appeal	437	0.9%
Denied Requests	7,515	16.0%
Total Standard Cases:	47,044	

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

2 day(s)

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

1.0 day(s)

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	4,298	95.1%
Approved After Appeal	73	1.6%
Denied Requests	147	3.3%
Total Expedited Cases:	4,518	

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

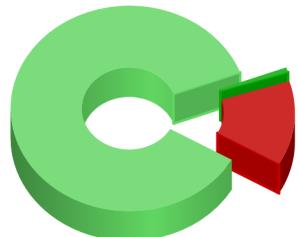
5 hour(s)

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

10.5 hour(s)

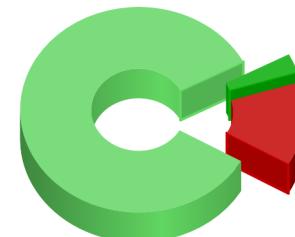
HContract: H5008

Standard



- Approved: 86.0%
- Approved After Appeal: 0.8%
- Denied: 13.3%

Expedited



- Approved: 83.9%
- Approved After Appeal: 3.0%
- Denied: 13.1%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	19,978	86.0%
Approved After Appeal	179	0.8%
Denied Requests	3,082	13.3%
Total Standard Cases:	23,239	

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

1 day(s)

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

0.0 day(s)

Expedited Priority

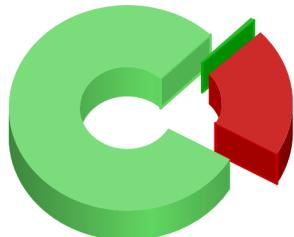
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	820	83.9%
Approved After Appeal	29	3.0%
Denied Requests	128	13.1%
Total Expedited Cases:	977	

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

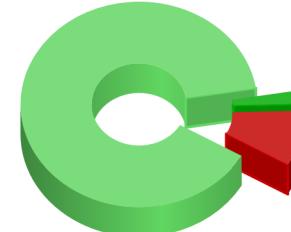
12.1 hour(s)

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

12.0 hour(s)

HContract: H5253
Standard


- Approved: 79.1%
- Approved After Appeal: 0.6%
- Denied: 20.4%

Expedited


- Approved: 89.1%
- Approved After Appeal: 2.2%
- Denied: 8.7%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	301,139	79.1%
Approved After Appeal	2,125	0.6%
Denied Requests	77,655	20.4%
Total Standard Cases:	380,919	

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

1 day(s)

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

1.0 day(s)

Expedited Priority

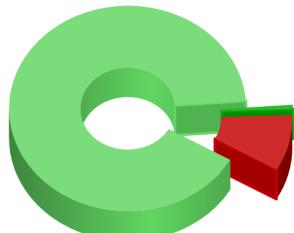
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	9,560	89.1%
Approved After Appeal	233	2.2%
Denied Requests	936	8.7%
Total Expedited Cases:	10,729	

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

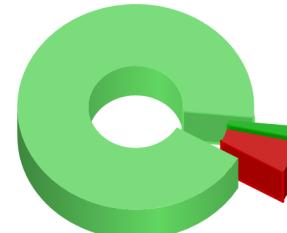
12.8 hour(s)

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

12.0 hour(s)

HContract: H5322
Standard


- Approved: 90.5%
- Approved After Appeal: 0.7%
- Denied: 8.8%

Expedited


- Approved: 93.2%
- Approved After Appeal: 1.8%
- Denied: 5.0%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	75,097	90.5%
Approved After Appeal	559	0.7%
Denied Requests	7,304	8.8%
Total Standard Cases:	82,960	

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

1 day(s)

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

0.0 day(s)

Expedited Priority

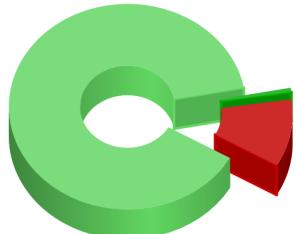
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	4,908	93.2%
Approved After Appeal	93	1.8%
Denied Requests	263	5.0%
Total Expedited Cases:	5,264	

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

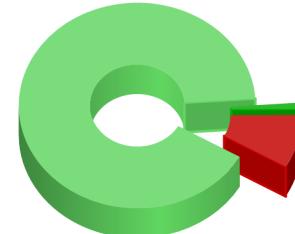
7.5 hour(s)

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

12.0 hour(s)

HContract: H5420
Standard


- Approved: 88.7%
- Approved After Appeal: 0.7%
- Denied: 10.6%

Expedited


- Approved: 90.6%
- Approved After Appeal: 1.0%
- Denied: 8.4%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	7,817	88.7%
Approved After Appeal	59	0.7%
Denied Requests	937	10.6%
Total Standard Cases:	8,813	

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

2 day(s)

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

1.0 day(s)

Expedited Priority

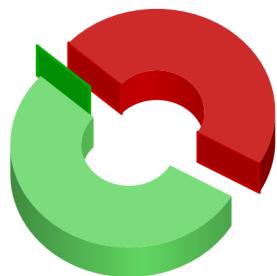
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	1,185	90.6%
Approved After Appeal	13	1.0%
Denied Requests	110	8.4%
Total Expedited Cases:	1,308	

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

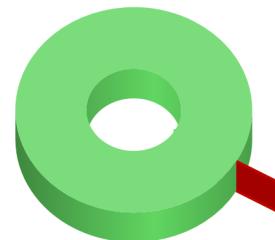
18.1 hour(s)

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

12.0 hour(s)

HContract: H5435
Standard


- █ Approved: 53.3%
- █ Approved After Appeal: 0.0%
- █ Denied: 46.7%

Expedited


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

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	32	53.3%
Approved After Appeal	0	0.0%
Denied Requests	28	46.7%
Total Standard Cases:	60	

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

3 day(s)

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

2.0 day(s)

Expedited Priority

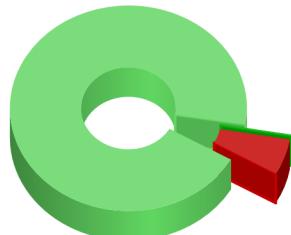
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	4	100.0%
Approved After Appeal	0	0.0%
Denied Requests	0	0.0%
Total Expedited Cases:	4	

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

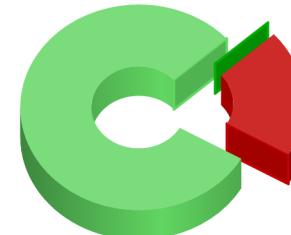
41.3 hour(s)

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

34.0 hour(s)

HContract: H5652
Standard


- Approved: 94.2%
- Approved After Appeal: 0.2%
- Denied: 5.6%

Expedited


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

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	1,825	94.2%
Approved After Appeal	4	0.2%
Denied Requests	109	5.6%
Total Standard Cases:	1,938	

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

0 day(s)

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

0.0 day(s)

Expedited Priority

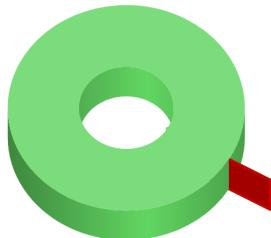
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	12	80.0%
Approved After Appeal	0	0.0%
Denied Requests	3	20.0%
Total Expedited Cases:	15	

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

17.7 hour(s)

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

11.5 hour(s)

HContract: H6526
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 Original Determination	2	100.0%
Approved After Appeal	0	0.0%
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:

4 day(s)

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

4.5 day(s)
Expedited Priority

Total Expedited Cases:

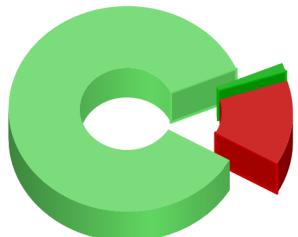
Case Volume
PCT
hour(s)
hour(s)

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

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

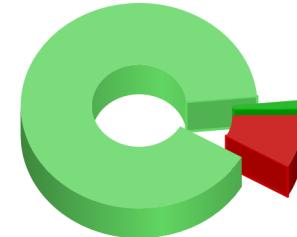
HContract: H6595

Standard



- Approved: 85.3%
- Approved After Appeal: 1.4%
- Denied: 13.3%

Expedited



- Approved: 90.2%
- Approved After Appeal: 1.4%
- Denied: 8.4%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	5,547	85.3%
Approved After Appeal	90	1.4%
Denied Requests	866	13.3%
Total Standard Cases:	6,503	

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

2 day(s)

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

1.0 day(s)

Expedited Priority

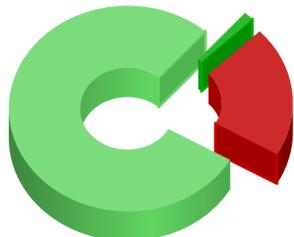
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	322	90.2%
Approved After Appeal	5	1.4%
Denied Requests	30	8.4%
Total Expedited Cases:	357	

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

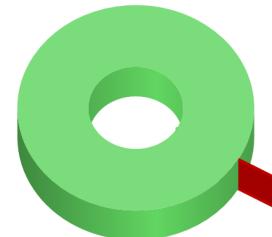
12.5 hour(s)

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

12.0 hour(s)

HContract: H6706
Standard


- Approved: 78.1%
- Approved After Appeal: 1.4%
- Denied: 20.6%

Expedited


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

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	57	78.1%
Approved After Appeal	1	1.4%
Denied Requests	15	20.6%
Total Standard Cases:	73	

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

1 day(s)

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

1.0 day(s)

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	3	100.0%
Approved After Appeal	0	0.0%
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:

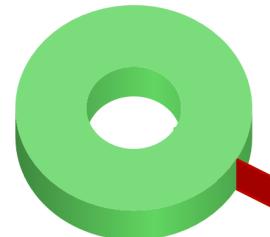
11.7 hour(s)

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

14.0 hour(s)

HContract: H7404
Standard


- Approved: 68.8%
- Approved After Appeal: 0.5%
- Denied: 30.7%

Expedited


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

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	128	68.8%
Approved After Appeal	1	0.5%
Denied Requests	57	30.7%
Total Standard Cases:	186	

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

1 day(s)

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

1.0 day(s)

Expedited Priority

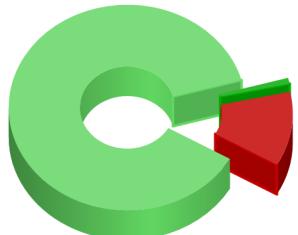
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	8	100.0%
Approved After Appeal	0	0.0%
Denied Requests	0	0.0%
Total Expedited Cases:	8	

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

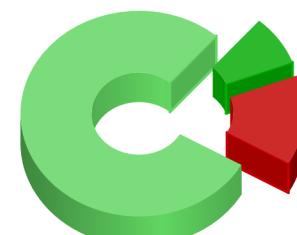
3.9 hour(s)

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

2.5 hour(s)

HContract: H7464
Standard


- Approved: 87.4%
- Approved After Appeal: 0.9%
- Denied: 11.7%

Expedited


- Approved: 78.0%
- Approved After Appeal: 7.9%
- Denied: 14.1%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	6,358	87.4%
Approved After Appeal	67	0.9%
Denied Requests	852	11.7%
Total Standard Cases:	7,277	

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

1 day(s)

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

1.0 day(s)

Expedited Priority

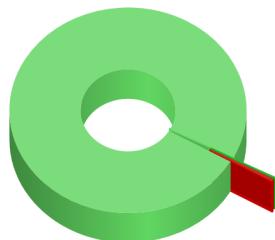
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	305	78.0%
Approved After Appeal	31	7.9%
Denied Requests	55	14.1%
Total Expedited Cases:	391	

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

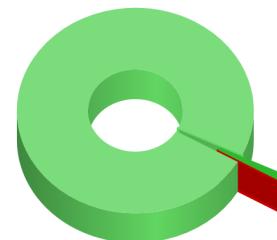
15 hour(s)

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

12.0 hour(s)

HContract: H7833
Standard


- █ Approved: 99.2%
- █ Approved After Appeal: 0.3%
- █ Denied: 0.5%

Expedited


- █ Approved: 98.8%
- █ Approved After Appeal: 1.2%
- █ Denied: 0.0%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	1,421	99.2%
Approved After Appeal	4	0.3%
Denied Requests	7	0.5%
Total Standard Cases:	1,432	

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

0 day(s)

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

0.0 day(s)

Expedited Priority

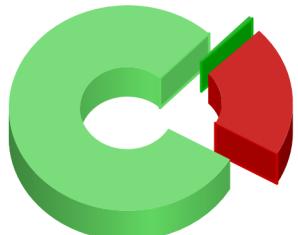
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	80	98.8%
Approved After Appeal	1	1.2%
Denied Requests	0	0.0%
Total Expedited Cases:	81	

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

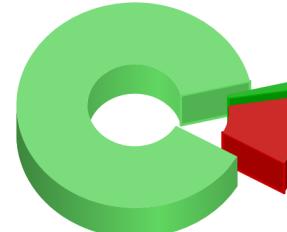
17.5 hour(s)

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

24.0 hour(s)

HContract: H8211
Standard


- Approved: 78.8%
- Approved After Appeal: 0.6%
- Denied: 20.7%

Expedited


- Approved: 87.9%
- Approved After Appeal: 1.3%
- Denied: 10.7%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	5,765	78.8%
Approved After Appeal	41	0.6%
Denied Requests	1,512	20.7%
Total Standard Cases:	7,318	

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

1 day(s)

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

1.0 day(s)

Expedited Priority

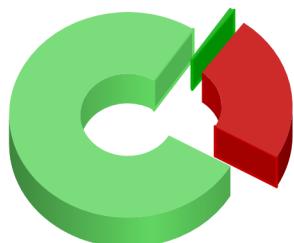
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	131	87.9%
Approved After Appeal	2	1.3%
Denied Requests	16	10.7%
Total Expedited Cases:	149	

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

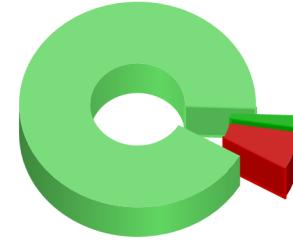
17 hour(s)

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

12.0 hour(s)

HContract: H8768
Standard


- Approved: 76.0%
- Approved After Appeal: 0.7%
- Denied: 23.3%

Expedited


- Approved: 92.2%
- Approved After Appeal: 1.9%
- Denied: 5.9%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	137,747	76.0%
Approved After Appeal	1,234	0.7%
Denied Requests	42,285	23.3%
Total Standard Cases:	181,266	

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

1 day(s)

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

1.0 day(s)

Expedited Priority

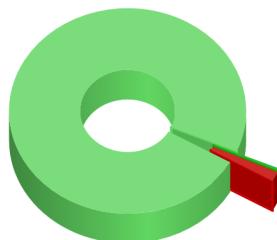
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	7,054	92.2%
Approved After Appeal	146	1.9%
Denied Requests	451	5.9%
Total Expedited Cases:	7,651	

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

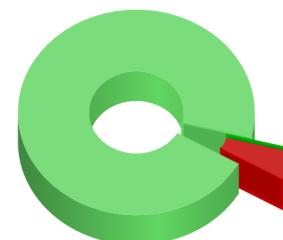
12.6 hour(s)

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

12.0 hour(s)

HContract: H9239
Standard


- Approved: 98.1%
- Approved After Appeal: 0.4%
- Denied: 1.5%

Expedited


- Approved: 95.6%
- Approved After Appeal: 0.0%
- Denied: 4.4%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	3,403	98.1%
Approved After Appeal	14	0.4%
Denied Requests	53	1.5%
Total Standard Cases:	3,470	

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

2 day(s)

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

1.0 day(s)

Expedited Priority

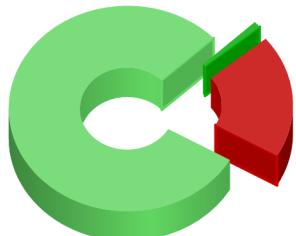
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	65	95.6%
Approved After Appeal	0	0.0%
Denied Requests	3	4.4%
Total Expedited Cases:	68	

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

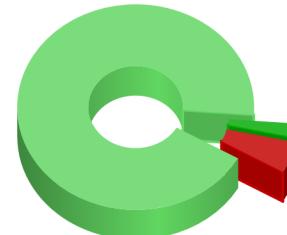
20.3 hour(s)

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

12.0 hour(s)

HContract: R0759
Standard


- █ Approved: 79.6%
- █ Approved After Appeal: 1.0%
- █ Denied: 19.4%

Expedited


- █ Approved: 92.9%
- █ Approved After Appeal: 2.2%
- █ Denied: 4.9%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	5,984	79.6%
Approved After Appeal	75	1.0%
Denied Requests	1,455	19.4%
Total Standard Cases:	7,514	

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

1 day(s)

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

1.0 day(s)

Expedited Priority

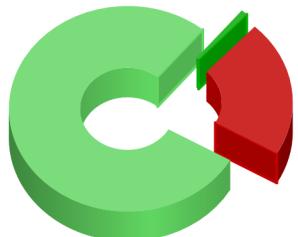
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	585	92.9%
Approved After Appeal	14	2.2%
Denied Requests	31	4.9%
Total Expedited Cases:	630	

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

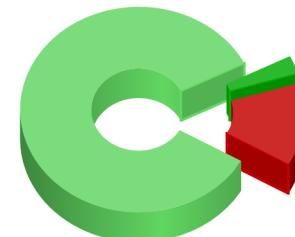
11.9 hour(s)

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

12.0 hour(s)

HContract: R2604
Standard


- Approved: 77.6%
- Approved After Appeal: 0.9%
- Denied: 21.5%

Expedited


- Approved: 84.2%
- Approved After Appeal: 2.8%
- Denied: 13.0%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	5,018	77.6%
Approved After Appeal	58	0.9%
Denied Requests	1,387	21.5%
Total Standard Cases:	6,463	

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

1 day(s)

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

1.0 day(s)

Expedited Priority

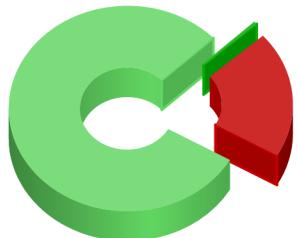
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	240	84.2%
Approved After Appeal	8	2.8%
Denied Requests	37	13.0%
Total Expedited Cases:	285	

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

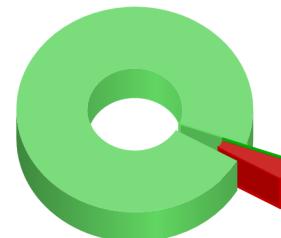
14.3 hour(s)

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

11.5 hour(s)

HContract: R3444
Standard


- █ Approved: 79.6%
- █ Approved After Appeal: 0.5%
- █ Denied: 19.9%

Expedited


- █ Approved: 97.1%
- █ Approved After Appeal: 0.0%
- █ Denied: 2.9%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	1,475	79.6%
Approved After Appeal	9	0.5%
Denied Requests	369	19.9%
Total Standard Cases:	1,853	

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

1 day(s)

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

0.0 day(s)

Expedited Priority

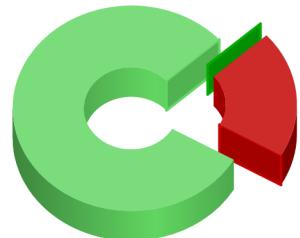
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	68	97.1%
Approved After Appeal	0	0.0%
Denied Requests	2	2.9%
Total Expedited Cases:	70	

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

7.8 hour(s)

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

10.0 hour(s)

HContract: R5329
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 Original Determination	4	80.0%
Approved After Appeal	0	0.0%
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 day(s)

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

0.0 day(s)
Expedited Priority

Total Expedited Cases:

Case Volume
PCT

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

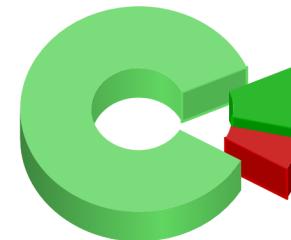
hour(s)

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

hour(s)

HContract: R5342
Standard


- Approved: 73.5%
- Approved After Appeal: 0.7%
- Denied: 25.8%

Expedited


- Approved: 85.0%
- Approved After Appeal: 10.0%
- Denied: 5.0%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	3,652	73.5%
Approved After Appeal	34	0.7%
Denied Requests	1,281	25.8%
Total Standard Cases:	4,967	

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

1 day(s)

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

1.0 day(s)

Expedited Priority

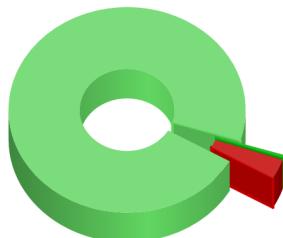
	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	153	85.0%
Approved After Appeal	18	10.0%
Denied Requests	9	5.0%
Total Expedited Cases:	180	

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

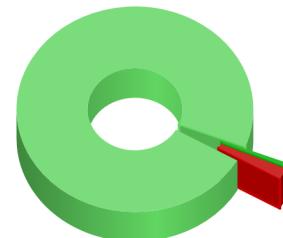
10.9 hour(s)

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

12.0 hour(s)

HContract: R6801
Standard


- █ Approved: 96.5%
- █ Approved After Appeal: 0.4%
- █ Denied: 3.1%

Expedited


- █ Approved: 97.6%
- █ Approved After Appeal: 0.6%
- █ Denied: 1.8%

Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	47,084	96.5%
Approved After Appeal	209	0.4%
Denied Requests	1,514	3.1%
Total Standard Cases:	48,807	

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

1 day(s)

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

0.0 day(s)

Expedited Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	4,894	97.6%
Approved After Appeal	32	0.6%
Denied Requests	89	1.8%
Total Expedited Cases:	5,015	

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

5.7 hour(s)

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

8.5 hour(s)

HContract: R7444
Standard


- Approved: 68.8%
- Approved After Appeal: 0.0%
- Denied: 31.3%

Expedited
No Data Available
Standard Priority

	<u>Case Volume</u>	<u>PCT</u>
Approved Original Determination	11	68.8%
Approved After Appeal	0	0.0%
Denied Requests	5	31.3%
Total Standard Cases:	16	

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

2 day(s)

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

2.0 day(s)
Expedited Priority

Total Expedited Cases:

Case Volume
PCT

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

hour(s)

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

hour(s)

