

**Report Title: Prior Authorization Interoperability Metrics**  
**Contract Year :2025**  
**Line of Business: Vital**

Prior Authorization Request	% of Request Approved	% of Request Denied	% of requests approved only after appeal	Average time between receiving a Request and Sending a Response	Median (Middle) Time between receiving a Request and Sending a Response
<b>Expedited (24hrs)</b>	33.8	6.1	24	11.7 hours	8 hours

- **Percentage request approved Formula: Denominator of approved 23,819 Numerator: 20,198**
- **Percentage request approved Formula: Denominator of denials 23,819 Numerator: 3,621**
- **Percentage request approved Formula Approved after appeal: Denominator: 419 Numerator: 100**

Prior Authorization Request	% of Request Approved	% of Request Denied	% of request approved only after appeal	Average time between receiving a Request and Sending a Response	Median (Middle) Time between receiving a Request and Sending a Response
<b>Standard (72)</b>	49.5	10.6	76	29.5 hours	26 hours

- **Percentage request approved Formula: Denominator of approved 35,960 Numerator: 29,612**
- **Percentage request approved Formula: Denominator of denials 35,960 Numerator: 6,648**
- **Percentage request approved Formula Approved after appeal: Denominator: 1,305 Numerator: 992**

