

Managed Care

Reporting Period: Calendar Year 2025



Department of
Medicaid

Program-Level Data

Prior Authorization: Standard (non-urgent)

Type of decision	How many times this happened	Out of total requests	Percentage
Request Approved	952,896	1,175,861	81%
Request Denied	222,965	1,175,861	19%
Request Approved Only After Time for Review was Extended	6	8	75%
Request Denied after time for review was Extended	2	8	25%

Appeals: Standard (non-urgent)

Type of decision	How many times this happened	Out of total requests	Percentage
Request Approved Only After Appeal	4,561	12,366	37%
Request Denied After Appeal	7,805	12,366	63%

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Prior Authorization: Expedited (urgent)

Type of decision	How many times this happened	Out of total requests	Percentage
Request Approved	28,753	34,414	84%
Request Denied	5,661	34,414	16%
Request Approved Only After Time for Review was Extended	0	0	0%
Request Denied after time for review was Extended	0	0	0%

Appeals: Expedited (urgent)

Type of decision	How many times this happened	Out of total requests	Percentage
Request Approved Only After Appeal	403	1,686	24%
Request Denied After Appeal	1,283	1,686	76%

Time Between Receiving a Prior Authorization Request and Sending a Decision

Requested Type	Mean Time (Days)	Median Time (Days)
Expedited	1	1
Standard	3	3

Currently, ODM does not capture hours it takes to complete a prior authorization, only days. If a decision was made on the same day, it will show as 0.

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Plan-Level Data

Prior Authorization: Standard (non-urgent)

AmeriHealth			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved	41,011	52,488	78%
Request Denied	11,477	52,488	22%
Request Approved Only After Time for Review was Extended	6	8	75%
Request Denied after time for review was Extended	2	8	25%

Anthem			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved	101,208	131,568	77%
Request Denied	30,360	131,568	23%
Request Approved Only After Time for Review was Extended	0	0	0%
Request Denied after time for review was Extended	0	0	0%

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Buckeye			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved	109,671	145,653	75%
Request Denied	35,982	145,653	25%
Request Approved Only After Time for Review was Extended	0	0	0%
Request Denied after time for review was Extended	0	0	0%

CareSource			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved	482,701	603,377	80%
Request Denied	120,676	603,377	20%
Request Approved Only After Time for Review was Extended	0	0	0%
Request Denied after time for review was Extended	0	6	0%

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Humana			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved	51,909	61,149	85%
Request Denied	9,240	61,149	15%
Request Approved Only After Time for Review was Extended	0	0	0%
Request Denied after time for review was Extended	0	0	0%

Molina			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved	59,419	68,163	87%
Request Denied	8,744	68,163	13%
Request Approved Only After Time for Review was Extended	0	0	0%
Request Denied after time for review was Extended	0	0	0%

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United			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved	106,977	113,463	94%
Request Denied	6,486	113,463	6%
Request Approved Only After Time for Review was Extended	0	0	0%
Request Denied after time for review was Extended	0	0	0%

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Appeals: Standard (non-urgent)

AmeriHealth			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved Only After Appeal	131	314	42%
Request Denied After Appeal	183	314	58%

Anthem			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved Only After Appeal	305	850	36%
Request Denied After Appeal	545	850	64%

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Buckeye			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved Only After Appeal	886	2,310	38%
Request Denied After Appeal	1,424	2,310	62%

Caresource			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved Only After Appeal	2,802	7,572	37%
Request Denied After Appeal	4,770	7,572	63%

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Humana			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved Only After Appeal	92	533	17%
Request Denied After Appeal	441	533	83%

Molina			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved Only After Appeal	120	562	21%
Request Denied After Appeal	442	562	79%

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United			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved Only After Appeal	225	225	100%
Request Denied After Appeal	0	0	0%

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Prior Authorization: Expedited (urgent)

AmeriHealth			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved	1,159	1,692	68%
Request Denied	533	1,692	32%
Request Approved Only After Time for Review was Extended	0	0	0%
Request Denied after time for review was Extended	0	0	0%

Anthem			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved	2,844	3,092	92%
Request Denied	248	3,092	8%
Request Approved Only After Time for Review was Extended	0	0	0%
Request Denied after time for review was Extended	0	0	0%

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Buckeye			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved	1,945	2,592	75%
Request Denied	647	2,592	25%
Request Approved Only After Time for Review was Extended	0	0	0%
Request Denied after time for review was Extended	0	0	0%

Caresource			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved	7,076	9,563	74%
Request Denied	2,487	9,563	26%
Request Approved Only After Time for Review was Extended	0	0	0%
Request Denied after time for review was Extended	0	0	0%

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Humana			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved	2,686	3,290	82%
Request Denied	604	3,290	18%
Request Approved Only After Time for Review was Extended	0	0	0%
Request Denied after time for review was Extended	0	0	0%

Molina			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved	6,658	7,439	90%
Request Denied	781	7,439	10%
Request Approved Only After Time for Review was Extended	0	0	0%
Request Denied after time for review was Extended	0	0	0%

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United			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved	6,385	6,746	95%
Request Denied	361	6,746	5%
Request Approved Only After Time for Review was Extended	0	0	0%
Request Denied after time for review was Extended	0	0	0%

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Appeals: Expedited (urgent)

AmeriHealth			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved Only After Appeal	4	13	31%
Request Denied After Appeal	9	13	69%

Anthem			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved Only After Appeal	10	15	67%
Request Denied After Appeal	5	15	33%

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Buckeye			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved Only After Appeal	20	33	61%
Request Denied After Appeal	13	33	39%

Caresource			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved Only After Appeal	304	1,381	22%
Request Denied After Appeal	1,077	1,381	78%

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Humana			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved Only After Appeal	38	184	21%
Request Denied After Appeal	146	184	79%

Molina			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved Only After Appeal	13	46	28%
Request Denied After Appeal	33	46	72%

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United			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved Only After Appeal	14	14	100%
Request Denied After Appeal	0	0	0%

Time Between Receiving a Prior Authorization Request and Sending a Decision

AmeriHealth		
Requested Type	Mean Time (Days)	Median Time (Days)
Expedited	1	1
Standard	4	4

Currently, ODM does not capture hours it takes to complete a prior authorization, only days. If a decision was made on the same day, it will show as 0.

Anthem		
Requested Type	Mean Time (Days)	Median Time (Days)
Expedited	1	1
Standard	4	3

Currently, ODM does not capture hours it takes to complete a prior authorization, only days. If a decision was made on the same day, it will show as 0.

Buckeye		
Requested Type	Mean Time (Days)	Median Time (Days)
Expedited	1	1
Standard	4	2

Currently, ODM does not capture hours it takes to complete a prior authorization, only days. If a decision was made on the same day, it will show as 0.

Caresource		
Requested Type	Mean Time (Days)	Median Time (Days)
Expedited	1	1
Standard	4	4

Currently, ODM does not capture hours it takes to complete a prior authorization, only days. If a decision was made on the same day, it will show as 0.

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Humana		
Requested Type	Mean Time (Days)	Median Time (Days)
Expedited	0	0
Standard	1	1

Currently, ODM does not capture hours it takes to complete a prior authorization, only days. If a decision was made on the same day, it will show as 0.

Molina		
Requested Type	Mean Time (Days)	Median Time (Days)
Expedited	1	0
Standard	4	3

Currently, ODM does not capture hours it takes to complete a prior authorization, only days. If a decision was made on the same day, it will show as 0.

United		
Requested Type	Mean Time (Days)	Median Time (Days)
Expedited	0	1
Standard	1	1

Currently, ODM does not capture hours it takes to complete a prior authorization, only days. If a decision was made on the same day, it will show as 0.

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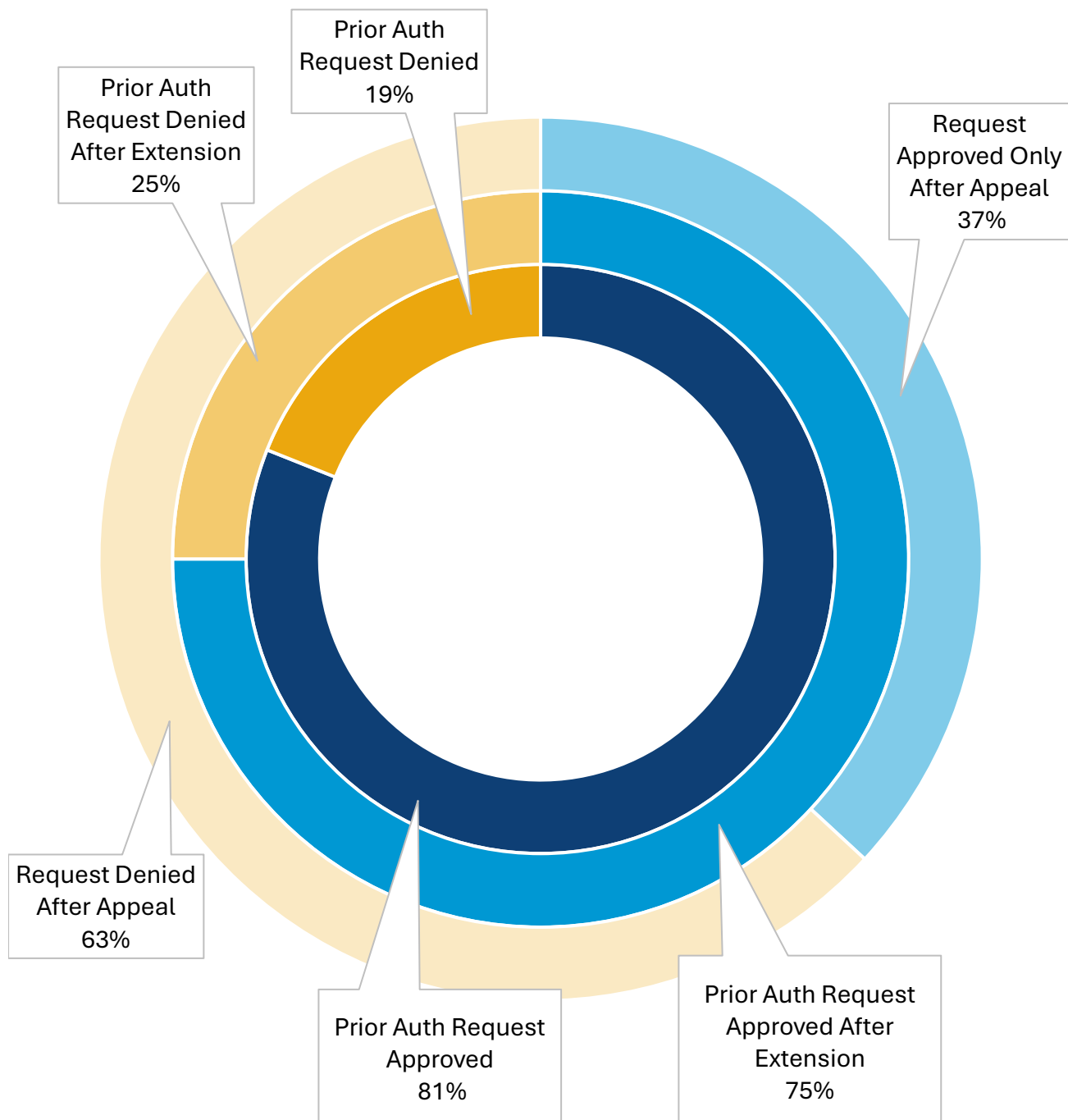
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Standard (non-urgent)

In 2025, we received a total of 1,175,861 standard (non-urgent) prior authorization requests for our covered patients. 81% of those requests were approved:



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Expedited (urgent)

In 2025, we received a total of 34,414 expedited (urgent) prior authorization requests for our covered patients. 84% of those requests were approved:

