

Prior Authorization: Standard (non-urgent)

Type of decision	How many times this happened	Out of total requests	Percentage
Request Approved	175,190	188,298	93%
Request Denied	13,108	188,298	7%
Request Approved Only After Time for Review was Extended	0	0	0%
Request Denied after time for review was Extended	0	0	0%

Appeals: Standard (non-urgent)

Type of decision	How many times this happened	Out of total requests	Percentage
Request Approved Only After Appeal	1,029	2,935	35%
Request Denied After Appeal	1,906	2,935	65%

Prior Authorization: Expedited (urgent)

Type of decision	How many times this happened	Out of total requests	Percentage
Request Approved	5,506	6,171	89%
Request Denied	665	6,171	11%
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	91	222	41%
Request Denied After Appeal	131	222	59%

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.

Prior Authorization: Standard (non-urgent)

Aetna MyCare			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved	58,577	60,748	96%
Request Denied	2,171	60,748	4%
Request Approved Only After Time for Review was Extended	0	0	0%
Request Denied after time for review was Extended	0	0	0%

Buckeye			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved	19,013	20,494	93%
Request Denied	1,481	20,494	7%
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	55,108	61,235	90%
Request Denied	6,127	61,235	10%
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	25,122	27,660	91%
Request Denied	2,538	27,660	9%
Request Approved Only After Time for Review was Extended	0	0	0%
Request Denied after time for review was Extended	0	0	0%

United			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved	17,370	18,161	96%
Request Denied	791	18,161	4%
Request Approved Only After Time for Review was Extended	0	0	0%
Request Denied after time for review was Extended	0	0	0%

Appeals: Standard (non-urgent)

Aetna MyCare			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved Only After Appeal	102	353	29%
Request Denied After Appeal	251	353	71%

Buckeye			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved Only After Appeal	94	278	34%
Request Denied After Appeal	184	278	66%

MyCare Ohio

Reporting Period: Calendar Year 2025



Department of
Medicaid

Caresource			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved Only After Appeal	669	1,911	35%
Request Denied After Appeal	1,242	1,911	65%

Molina			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved Only After Appeal	157	386	41%
Request Denied After Appeal	229	386	59%



United			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved Only After Appeal	7	7	100%
Request Denied After Appeal	0	0	0%

Prior Authorization: Expedited (urgent)

Aetna MyCare			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved	1,018	1,085	94%
Request Denied	67	1,085	6%
Request Approved Only After Time for Review was Extended	0%	0%	0%
Request Denied after time for review was Extended	0%	0%	0%

Buckeye			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved	164	203	81%
Request Denied	39	203	19%
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	2,058	2,313	89%
Request Denied	255	2,313	11%
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	2,232	2,535	88%
Request Denied	303	2,535	12%
Request Approved Only After Time for Review was Extended	0	0	0%
Request Denied after time for review was Extended	0	0	0%

United			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved	34	35	97%
Request Denied	1	35	3%
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)

Aetna MyCare			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved Only After Appeal	7	11	64%
Request Denied After Appeal	4	11	36%

Buckeye			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved Only After Appeal	2	3	67%
Request Denied After Appeal	1	3	33%

Caresource			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved Only After Appeal	49	129	38%
Request Denied After Appeal	80	129	62%

Molina			
Type of Decision	How Many Times This Happened	Out of Total Requests	Percentage
Request Approved Only After Appeal	33	79	42%
Request Denied After Appeal	46	79	58%



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

Time Between Receiving a Prior Authorization Request and Sending a Decision

Aetna MyCare		
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	2	0

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	0
Standard	8	7

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	0	1
Standard	1	2

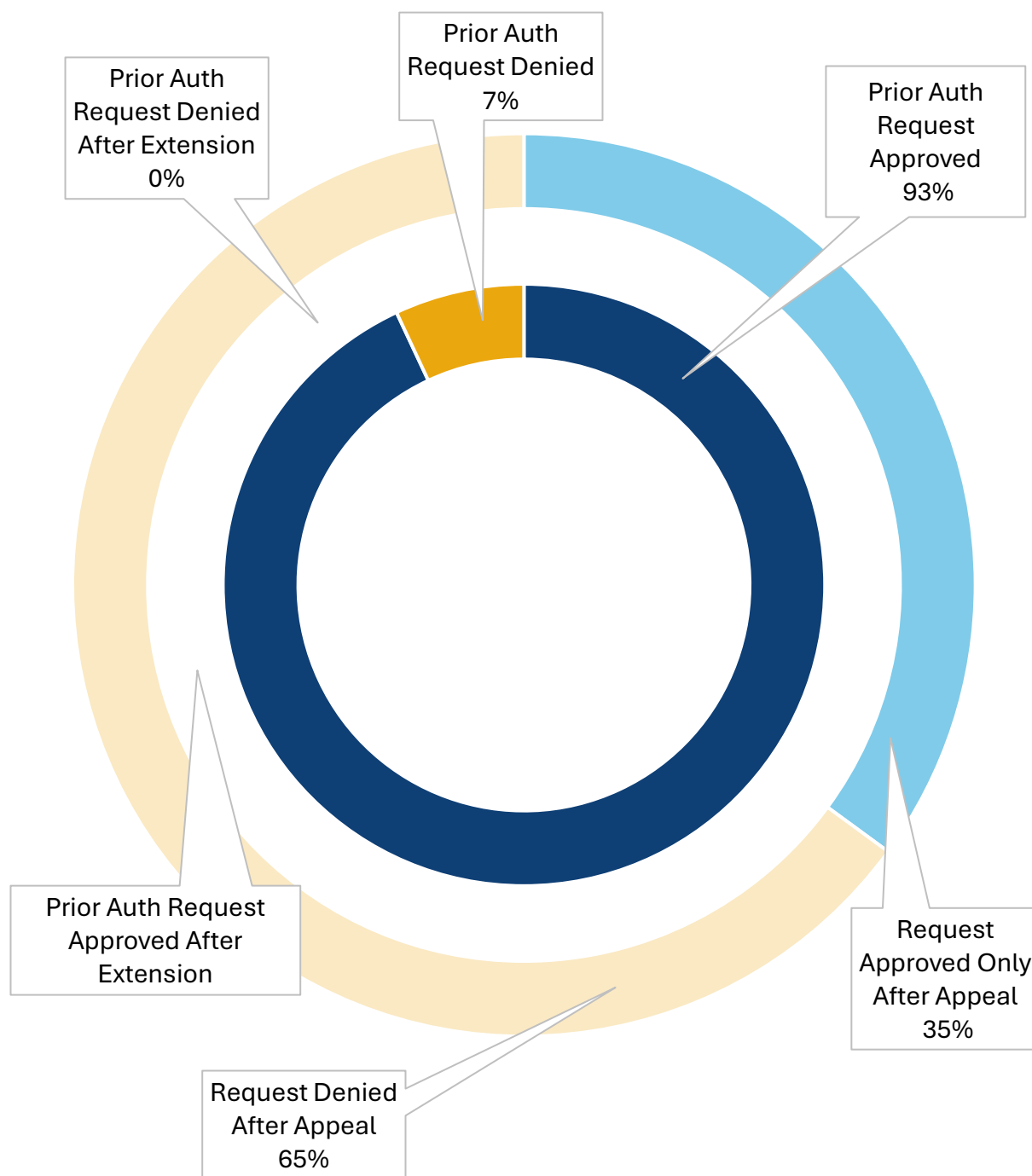
Currently, ODM does not capture hours it takes to complete a prior authorization, only days. If a decision was made on the same day, it will show as 0.

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

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.

Standard (non-urgent)

In 2025, we received a total of 188,298 standard (non-urgent) prior authorization requests for our covered patients. 93% of those requests were approved:



Expedited (urgent)

In 2025, we received a total of 6,171 expedited (urgent) prior authorization requests for our covered patients. 89% of those requests were approved:

