

Prior Authorization: Standard (non-urgent)

Type of decision	How many times this happened	Out of total requests	Percentage
Request Approved	65,344	76,069	86%
Request Denied	10,725	76,069	14%
Request Approved Only After Time for Review was Extended	0	0	0%
Request Denied after time for review was Extended	0	0	0%

No extended prior authorizations were processed during the reporting period.

Appeals: Standard (non-urgent)

Type of decision	How many times this happened	Out of total requests	Percentage
Request Approved Only After Appeal	159	309	51%
Request Denied After Appeal	150	309	49%

Prior Authorization: Expedited (urgent)

Type of decision	How many times this happened	Out of total requests	Percentage
Request Approved	13,908	13,960	100%
Request Denied	52	13,960	0%
Request Approved Only After Time for Review was Extended	0%	0%	0%
Request Denied after time for review was Extended	0%	0%	0%

No extended prior authorizations were processed during the reporting period.

Appeals: Expedited (urgent)

Type of decision	How many times this happened	Out of total requests	Percentage
Request Approved Only After Appeal	3	6	50%
Request Denied After Appeal	3	6	50%

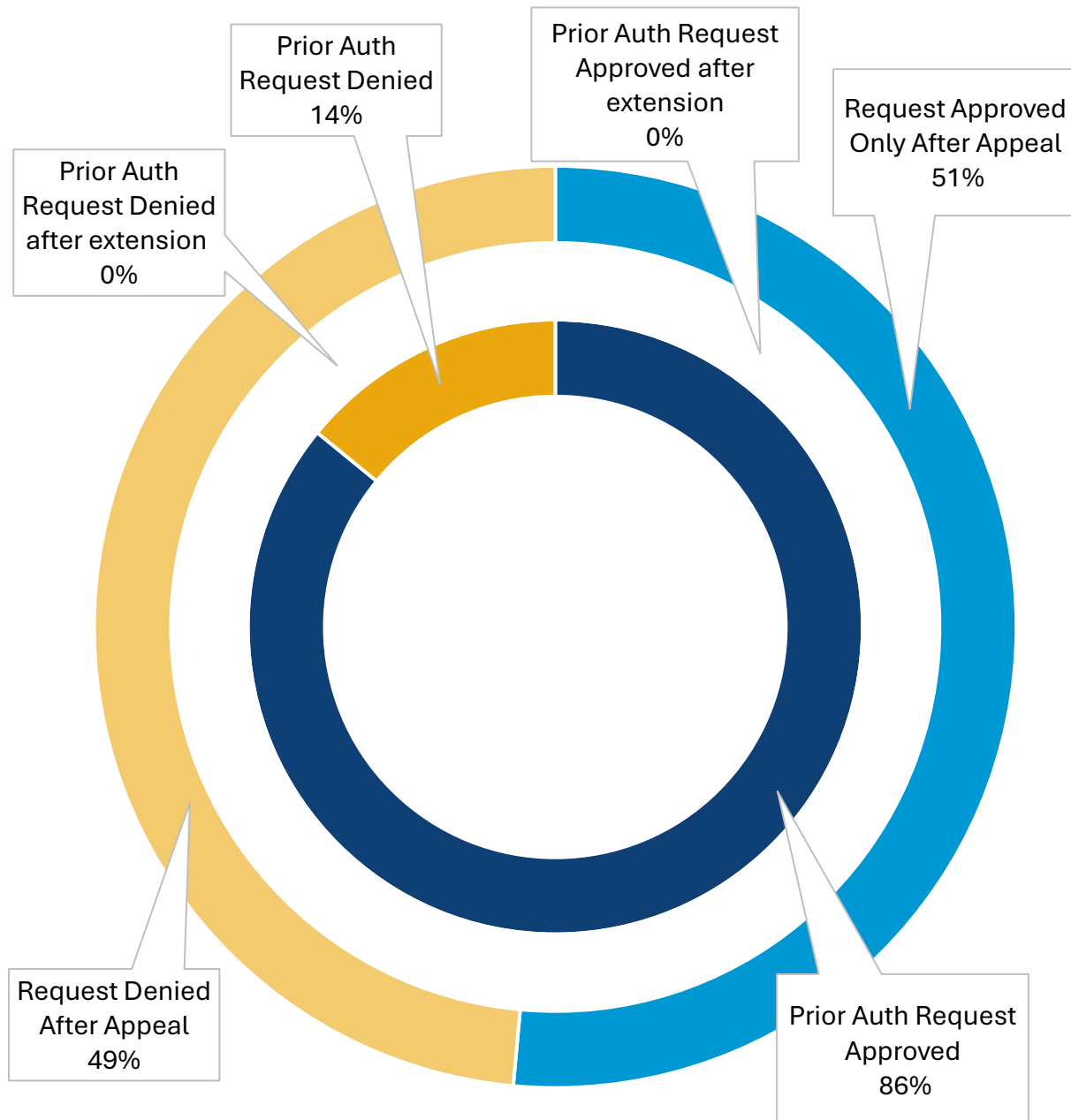
Time Between Receiving a Prior Authorization Request and Sending a Decision

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.

Standard (non-urgent)

In 2025, we received a total of 76,069 standard (non-urgent) prior authorization requests for our covered patients. 86% of those requests were approved:



Expedited (urgent)

In 2025, we received a total of 13,960 expedited (urgent) prior authorization requests for our covered patients. 100% of those requests were approved:

