

Prior Authorization Metrics 2025

COLUMN DESCRIPTIONS:

- (A) The percentage of approved standard prior authorization requests for all items and services.
- (B) The percentage of denied standard prior authorization requests for all items and services.
- (C) The percentage of standard prior authorization requests approved after appeal for all items and services.
- (D) The percentage of prior authorization requests with extended review timeframes that were approved for all items and services.
- (E) The percentage of approved expedited prior authorization requests for all items and services.
- (F) The percentage of denied expedited prior authorization requests for all items and services.
- (G) The average and median time for standard prior authorization determinations, aggregated for all items and services.
- (H) The average and median time for expedited prior authorization determinations, aggregated for all items and services.

Line of Business	Plan_Contract	Standard Request Count	Appr Standard Reqs	A. % Appr of Std Reqs	Denied Standard Reqs	B. % Denied of Std Reqs
Child Health Plus (CHP)	Univera Child Health Plus	215	201	93.5%	14	6.5%
Medicaid Managed Care (MMC)	Univera Healthcare MyHealth	4,910	4,127	84.1%	783	15.9%
Health and Recovery Program (HARP)	Univera Healthcare MyHealth Plus	498	433	86.9%	65	13.1%
Medicare	Medicare HMO (H3351)	32,879	31,228	95.0%	1,651	5.0%
Medicare	Medicare PPO (H3335)	3,301	3,095	93.8%	206	6.2%
Dual Special Needs Plan (D-SNP)	Medicare DSNP HMO (H7524)	118	75	63.6%	43	36.4%

Line of Business	Plan_Contract	Standard Appeal Count	Standard Appeals Approved	C. % of Std Appeals Appr
Child Health Plus (CHP)	Univera Child Health Plus	1	.	.
Medicaid Managed Care (MMC)	Univera Healthcare MyHealth	26	2	7.7%
Health and Recovery Program (HARP)	Univera Healthcare MyHealth Plus	2	.	.
Medicare	Medicare HMO (H3351)	315	90	28.6%
Medicare	Medicare PPO (H3335)	43	7	16.3%
Dual Special Needs Plan (D-SNP)	Medicare DSNP HMO (H7524)	3	1	33.3%

Line of Business	Plan_Contract	Extended Request Count	Appr Extended Reqs	D. % of Extended Appr
Child Health Plus (CHP)	Univera Child Health Plus	33	27	81.8%
Medicaid Managed Care (MMC)	Univera Healthcare MyHealth	678	590	87.0%
Health and Recovery Program (HARP)	Univera Healthcare MyHealth Plus	91	74	81.3%
Medicare	Medicare HMO (H3351)	.	.	.
Medicare	Medicare PPO (H3335)	.	.	.
Dual Special Needs Plan (D-SNP)	Medicare DSNP HMO (H7524)	.	.	.

Line of Business	Plan_Contract	Expedited Request Count	Appr Expedited Reqs	E. % Appr of Expedited	Denied Expedited Reqs	F. % Denied of Expedited
Child Health Plus (CHP)	Univera Child Health Plus	8	8	100.0%	.	.
Medicaid Managed Care (MMC)	Univera Healthcare MyHealth	54	47	87.0%	7	13.0%
Health and Recovery Program (HARP)	Univera Healthcare MyHealth Plus	8	8	100.0%	.	.
Medicare	Medicare HMO (H3351)	847	733	86.5%	114	13.5%

Line of Business	Plan_Contract	Expedited Request Count	Appr Expedited Reqs	E. % Appr of Expedited	Denied Expedited Reqs	F. % Denied of Expedited
Medicare	Medicare PPO (H3335)	101	89	88.1%	12	11.9%
Dual Special Needs Plan (D-SNP)	Medicare DSNP HMO (H7524)	3	3	100.0%	.	.

Line of Business	Plan_Contract	G1. Avg Days Std	G2. Median Days Std	H1. Avg Days Expedited	H2. Median Days Expedited
Child Health Plus (CHP)	Univera Child Health Plus	1.6	1.4	1.1	1.1
Medicaid Managed Care (MMC)	Univera Healthcare MyHealth	1.3	1.2	0.4	0.1
Health and Recovery Program (HARP)	Univera Healthcare MyHealth Plus	1.1	0.9	0.2	0.1
Medicare	Medicare HMO (H3351)	0.9	0.0	0.7	0.1
Medicare	Medicare PPO (H3335)	0.9	0.0	0.5	0.1
Dual Special Needs Plan (D-SNP)	Medicare DSNP HMO (H7524)	2.5	2.0	1.5	1.9