

2. The percentage of standard prior authorization requests that were approved, aggregated for all items and services	98.8%
3. The percentage of standard prior authorization requests that were denied, aggregated for all items and services	1.2%
4. The percentage of standard prior authorization requests that were approved after appeal, aggregated for all items and services	40.2%
5. The percentage of total prior authorization requests for which the timeframe for review was extended, and the request was approved, aggregated for all items and services	0%
6. The percentage of expedited prior authorization requests that were approved, aggregated for all items and services	81.6%
7. The percentage of expedited prior authorization requests that were denied, aggregated for all items and services	18.4%
8a. The average time that elapsed between the submission of a request and a determination by the payer, plan, or issuer, for standard prior authorizations, aggregated for all items and services*	1
8b. The median time that elapsed between the submission of a request and a determination by the payer, plan, or issuer, for standard prior authorizations, aggregated for all items and services*	1
9a. The average time that elapsed between the submission of a request and a decision by the payer, plan, or issuer, for expedited prior authorizations, aggregated for all items and services*	1
9b. The median time that elapsed between the submission of a request and a decision by the payer, plan, or issuer, for expedited prior authorizations, aggregated for all items and services*	1

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\* Indication of 1 day means up to 24 hours and includes PAs approved in real-time or near real-time.

