

Independent Health

Medicaid, Essential and CHP plans

January 1, 2025 – December 31, 2025

Standard (non-urgent) Prior Authorization Requests

	How many times this happened	Out of total requests	Percentage
Request approved	26,040	36,266	72%
Request denied	10,226	36,266	28%
Request approved only after time for review was extended	269	36,266	0.74%
Request approved only after appeal	191	36,266	0.53%

Expedited (urgent) Prior Authorization Requests

	How many times this happened	Out of total requests	Percentage
Request approved	3,424	3,683	93%
Request denied	259	3,683	7%
Request approved only after time for review was extended	1	3,683	0.03%
Request approved only after appeal	30	3,683	0.81%

Time Between Receiving a Prior Authorization Request and Sending a Decision

	Mean (Average) Time	Median (Middle) Time
Standard (non-urgent) Prior Authorization Requests (response due to provider within 3 business days)	2.28 days	1.0000 days
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	2.52 hours	0.0002 hours