

Independent Health

Medicare H3362 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	106,965	117,495	91%
Request denied	10,530	117,495	9%
Request approved only after time for review was extended	0	117,495	0.00%
Request approved only after appeal	534	117,495	0.45%

Expedited (urgent) Prior Authorization Requests

	How many times this happened	Out of total requests	Percentage
Request approved	9,622	10,520	91%
Request denied	898	10,520	9%
Request approved only after time for review was extended	0	10,520	0.00%
Request approved only after appeal	73	10,520	0.69%

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 14 calendar days)	2.05 days	0.0002 days
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	8.17 hours	0.2143 hours