

**CMS Prior Authorization Decisions: Non-Urgent & Urgent Requests**  
**Reporting period: Calendar Year 2025**



**Line of Business: Massachusetts Clarity**

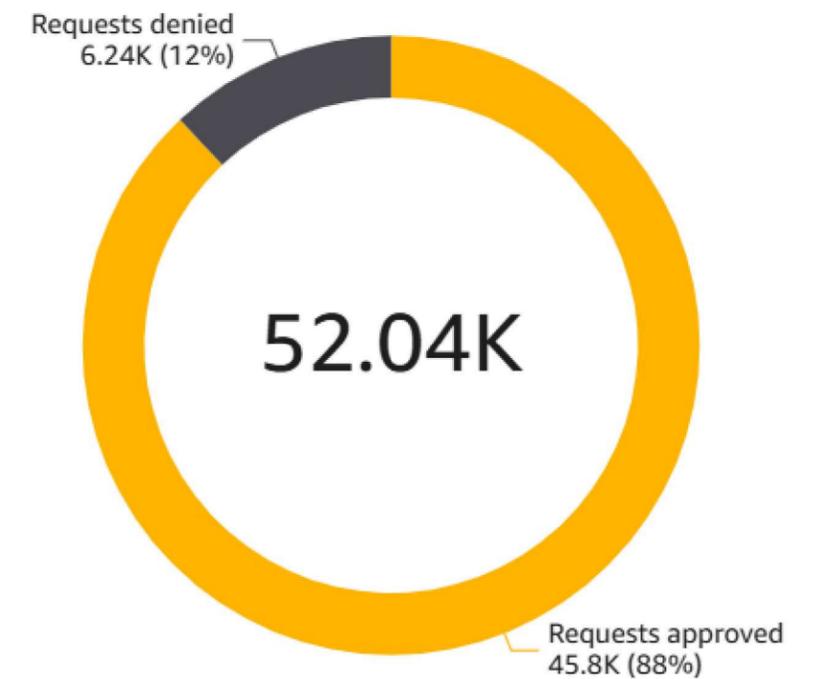
**Non-Urgent Prior Authorization Requests**

Total requests	49,926
Requests approved	43,880
Requests approved only after appeal	28
Requests denied	6,046
Requests denied after appeal	20
Total appealed requests	48
Requests approved percentage (%)	88%
Requests denied percentage (%)	12%
Requests approved only after appeal percentage (%)	58%
Requests denied after appeal percentage (%)	42%

**Urgent Prior Authorization Requests**

Total requests	2,113
Requests approved	1,916
Requests approved only after appeal	2
Requests denied	197
Requests denied after appeal	4
Total appealed requests	6
Requests approved percentage (%)	91%
Requests denied percentage (%)	9%
Requests approved only after appeal percentage (%)	33%
Requests denied after appeal percentage (%)	67%

**In 2025, we received 52,039 prior authorization requests for our covered patients. 88% of those requests were approved.**



**Time between receiving a prior authorization request and sending a decision**

	Average Time (Days)	Median Time (Days)
Non-Urgent prior authorization requests (response due within 14 calendar days)	1.3	0.1
Urgent prior authorization requests (response due within 72 hours)	0.5	0.1

Group by Decision  
 See Overall Episode Monitor (Chart)