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

WellSense HEALTH PLAN

Line of Business: Massachusetts Medicaid

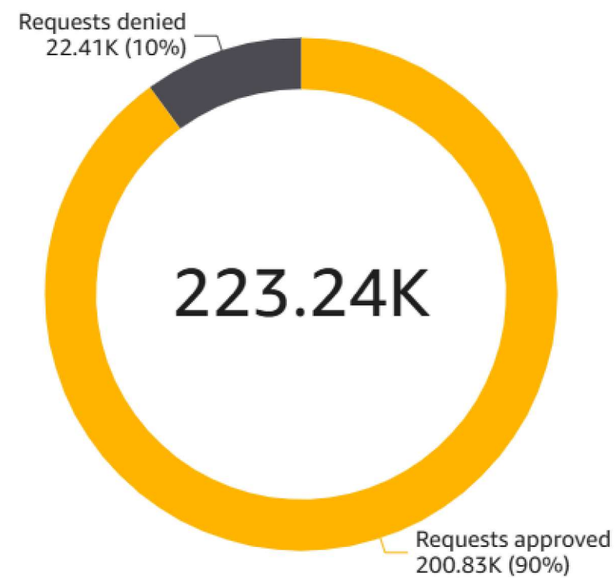
Non-Urgent Prior Authorization Requests

Total requests	214,504
Requests approved	192,638
Requests approved only after appeal	150
Requests denied	21,866
Requests denied after appeal	121
Total appealed requests	271
Requests approved percentage (%)	90%
Requests denied percentage (%)	10%
Requests approved only after appeal percentage (%)	55%
Requests denied after appeal percentage (%)	45%

Urgent Prior Authorization Requests

Total requests	8,735
Requests approved	8,194
Requests approved only after appeal	2
Requests denied	541
Requests denied after appeal	1
Total appealed requests	3
Requests approved percentage (%)	94%
Requests denied percentage (%)	6%
Requests approved only after appeal percentage (%)	67%
Requests denied after appeal percentage (%)	33%

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)	4.0	1.0
Urgent prior authorization requests (response due within 72 hours)	0.4	0.0

In 2025, we received 223,239 prior authorization requests for our covered patients. 90% of those requests were approved.