

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



Line of Business: New Hampshire Clarity

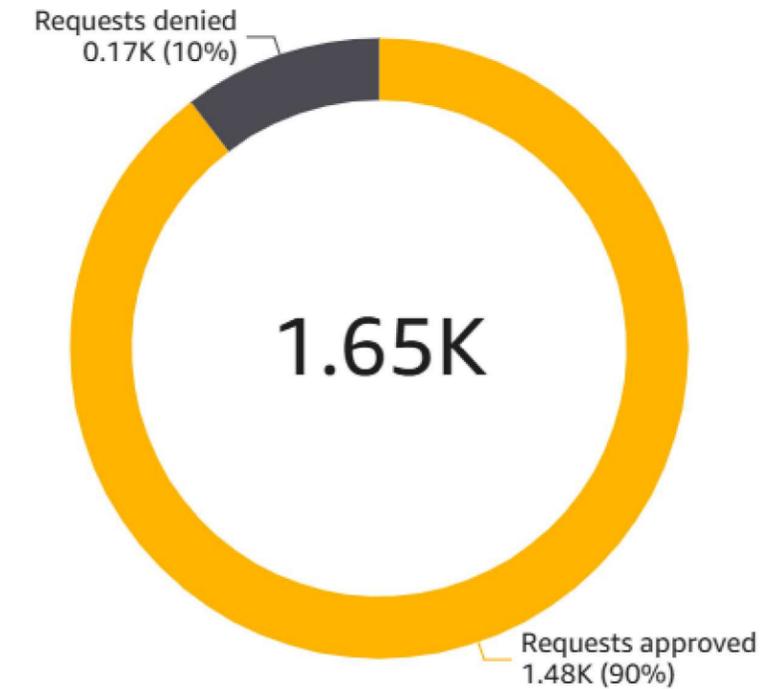
Non-Urgent Prior Authorization Requests

Total requests	1,554
Requests approved	1,394
Requests approved only after appeal	1
Requests denied	160
Requests denied after appeal	2
Total appealed requests	3
Requests approved percentage (%)	90%
Requests denied percentage (%)	10%
Requests approved only after appeal percentage (%)	33%
Requests denied after appeal percentage (%)	67%

Urgent Prior Authorization Requests

Total requests	97
Requests approved	85
Requests approved only after appeal	0
Requests denied	12
Requests denied after appeal	1
Total appealed requests	1
Requests approved percentage (%)	88%
Requests denied percentage (%)	12%
Requests approved only after appeal percentage (%)	0%
Requests denied after appeal percentage (%)	100%

In 2025, we received 1,651 prior authorization requests for our covered patients. 90% 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)	1.6	0.1
Urgent prior authorization requests (response due within 72 hours)	0.9	0.3