

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



Line of Business: New Hampshire Medicaid

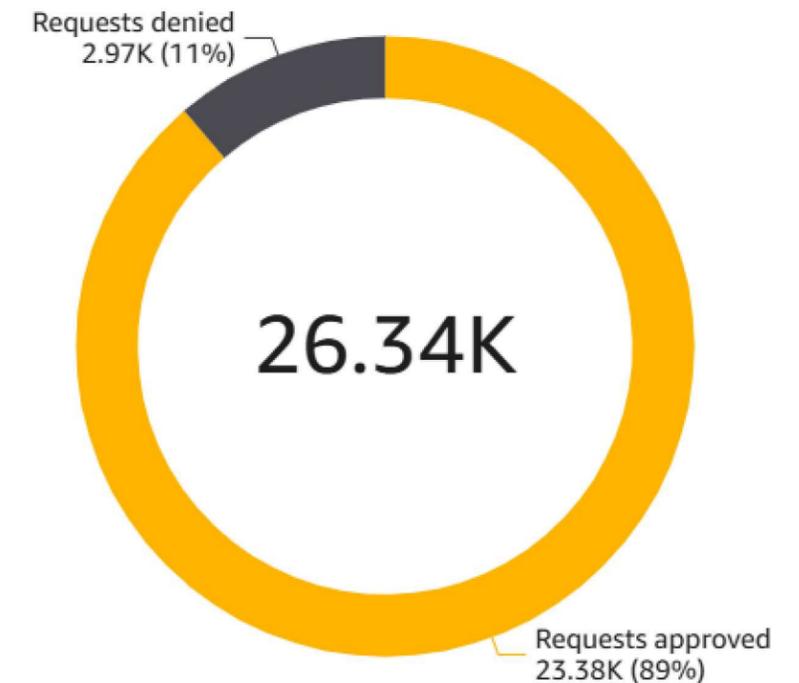
Non-Urgent Prior Authorization Requests

Total requests	25,431
Requests approved	22,547
Requests approved only after appeal	28
Requests denied	2,884
Requests denied after appeal	31
Total appealed requests	59
Requests approved percentage (%)	89%
Requests denied percentage (%)	11%
Requests approved only after appeal percentage (%)	47%
Requests denied after appeal percentage (%)	53%

Urgent Prior Authorization Requests

Total requests	909
Requests approved	828
Requests approved only after appeal	1
Requests denied	81
Requests denied after appeal	3
Total appealed requests	4
Requests approved percentage (%)	91%
Requests denied percentage (%)	9%
Requests approved only after appeal percentage (%)	25%
Requests denied after appeal percentage (%)	75%

In 2025, we received 26,340 prior authorization requests for our covered patients. 89% 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)	3.6	1.0
Urgent prior authorization requests (response due within 72 hours)	0.7	0.1

Circle in Brown
 See Appeal Episode Monitor (CEM)