

PRIOR AUTHORIZATION METRICS FOR MEDICAL ITEMS AND SERVICES (EXCLUDING DRUGS)

To comply with the CMS Interoperability and Prior Authorization final rule, MetroPlusHealth Plan is required to annually report aggregated prior authorization metrics on our website. Specifically, this includes a list of all medical items and services (excluding drugs) that require prior authorization, as well as data on prior authorization requests for those items and services (e.g., approvals, denials, etc.) over the previous calendar year. Publicly reporting these metrics promotes transparency and accountability, helps patients understand prior authorization processes, and enables providers to evaluate payer performance. In addition, metrics can be used to compare plans, programs, and payers. For questions on the data below, contact: 866.986.0356.

Reporting Period: 2025

The list of medical items and services for which we require prior authorization (excluding drugs) can be found [here](#).

Prior to January 1, 2026, impacted payers are required to send prior authorization decisions within the following timeframes:

- For MA plans and applicable integrated plans, 72 hours for expedited requests (urgent) and 14 calendar days for standard requests (non-urgent)
- For state CHIP FFS programs, 14 days for standard requests (non-urgent)
- For Medicaid managed care plans and CHIP managed care entities, 72 hours for expedited requests (urgent) and 14 calendar days for standard requests (non-urgent)
- For QHP issuers on the FFEs, 72 hours for expedited requests (urgent) and 15 days for standard requests (non-urgent)

There are no Medicaid FFS program required timeframes for either type of prior authorization request prior to January 1, 2026, and there are no CHIP FFS program required decision timeframes for expedited prior authorization requests prior to January 1, 2026.

Beginning January 1, 2026, the CMS Interoperability and Prior Authorization final rule requires MetroPlusHealth Plan to send prior authorization decisions within:

- 72 hours for expedited requests (urgent)
- 7 calendar days for standard requests (non-urgent)

continued

Below are our prior authorization metrics for Medical, Behavioral Health (BH), and Durable Medical Equipment (DME) services.

Standard (non-urgent) Prior Authorization Requests			
	How many times this happened	Out of Total Requests	Percentage
Request Approved	8484	9644	87.97%
Request Denied	1160	9644	12.03%

	How many times this happened	Out of Total Requests	Percentage
Request approved only after time for review was extended*	2	9644	0.02%

	How many times this happened	Out of total appeals	Percentage
Request approved only after appeal	88	172	51.16%

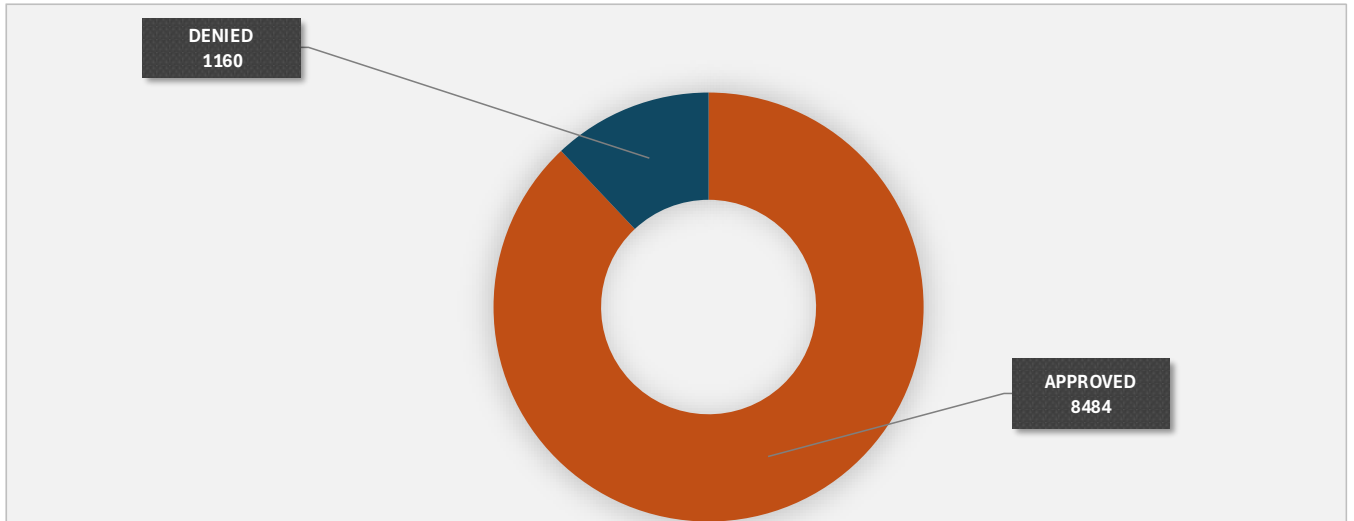
Expedited (Urgent) Prior Authorization Requests (Responses Due to Provider Within 72 Hours)			
	How many times this happened	Out of Total Requests	Percentage
Request Approved	219	299	73.24%
Request Denied	80	299	26.76%

	How many times this happened	Out of Total Requests	Percentage
Request approved only after time for review was extended*	0	299	0.00%

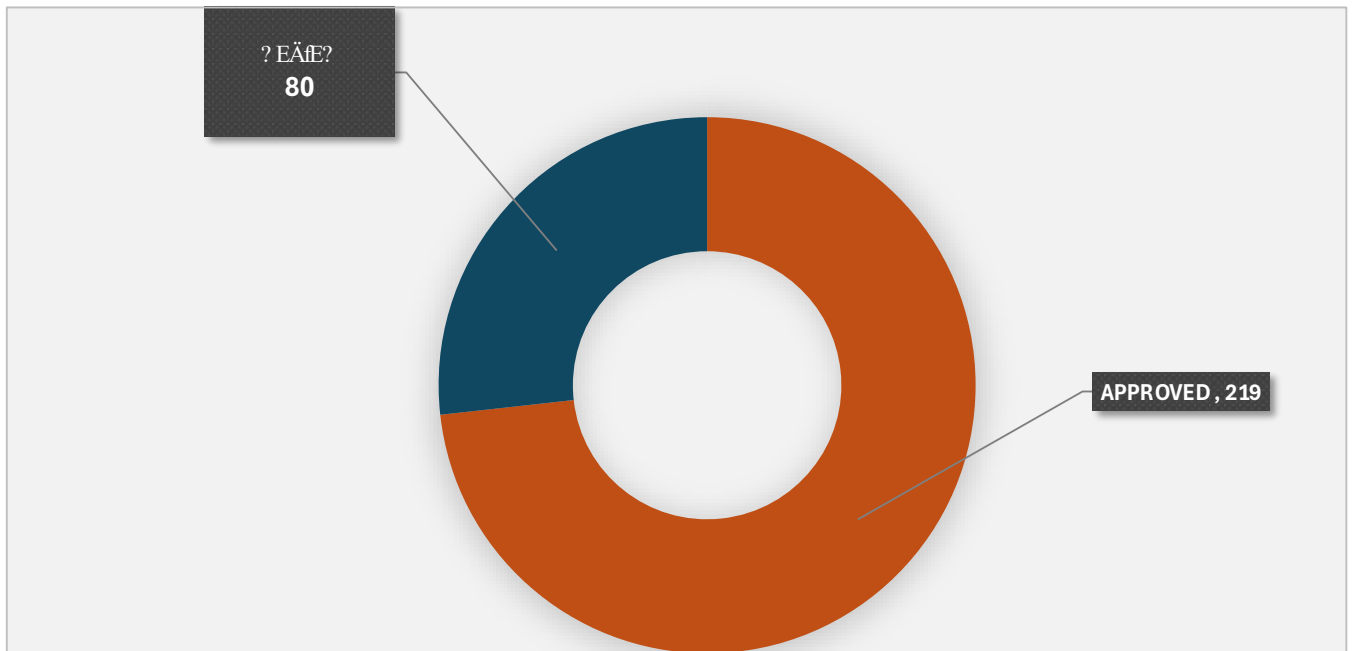
	How many times this happened	Out of total appeals	Percentage
Request approved only after appeal	2	2	100.00%
Request denied after appeal	0	2	0.00%

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)	2.300	0.14
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	1.430	0.87

In 2025, we received a total of 9644 standard (non-urgent) prior authorization for our covered patients. 87.97% of those requests were approved:



In 2025, we received a total of 299 expedited (urgent) prior authorization requests for our covered patients. 73.24% of those requests were approved:



Below are our prior authorization metrics for Dental services.

Standard (non-urgent) Prior Authorization Requests			
	How many times this happened	Out of Total Requests	Percentage
Request Approved	2153	2800	76.89%
Request Denied	647	2800	23.11%

	How many times this happened	Out of Total Requests	Percentage
Request approved only after time for review was extended*	0	2800	0.00%

	How many times this happened	Out of total appeals	Percentage
Request approved only after appeal	6	38	15.79%

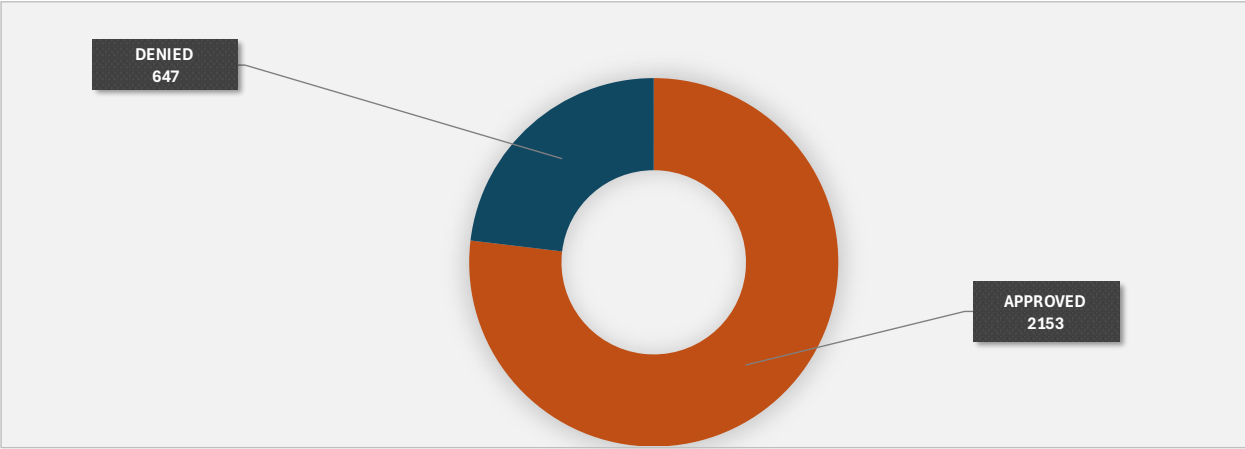
Expedited (Urgent) Prior Authorization Requests (Responses Due to Provider Within 72 Hours)			
	How many times this happened	Out of Total Requests	Percentage
Request Approved	28	32	87.50%
Request Denied	4	32	12.50%

	How many times this happened	Out of Total Requests	Percentage
Request approved only after time for review was extended*	0	32	0.00%

	How many times this happened	Out of total appeals	Percentage
Request approved only after appeal	1	2	50.00%
(optional) Request denied after appeal	1	2	50.00%

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)	2.560	0
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	1.550	0

In 2025, we received a total of 2800 standard (non-urgent) prior authorization for our covered patients. 76.89% of those requests were approved:



In 2025, we received a total of 32 expedited (urgent) prior authorization requests for our covered patients. 87.5% of those requests were approved:

