

2025 CHA Prior Authorization Metrics

Description	Reporting Parameters	CHA Metric
1. Percentage of standard prior authorization requests that were approved, aggregated for all items and services	Of the total standard prior authorization requests for all items and services, excluding drugs, enter the percentage that were fully approved.	79.21%
2. Percentage of standard prior authorization requests that were denied, aggregated for all items and services	Of the total standard prior authorization requests for all items and services, excluding drugs, enter the percentage that were fully or partially denied.	13.65%
3. Percentage of standard prior authorization requests approved after appeal, aggregated for all items and services	Of the total standard prior authorization requests for all items and services, excluding drugs, enter the percentage that were approved after appeal.	4.23%
4. The percentage of prior authorization requests for which the timeframe for review was extended, and the request was approved, aggregated for all items and services.	Of the total prior authorization requests for all items and services, excluding drugs, enter the percentage of requests for which the timeframe for review was extended and the request was approved.	0.01%
5. The percentage of expedited prior authorization requests that were approved, aggregated for all items and services.	Of the total expedited prior authorization requests for all items and services, excluding drugs, enter the percentage that were approved.	83.69%
6. The percentage of expedited prior authorization requests that were denied, aggregated for all items and services.	Of the total expedited prior authorization requests for all items and services, excluding drugs, enter the percentage that were denied.	4.88%
7. The average time that elapsed between the submission of a request and a determination by the CCO for standard prior authorizations, aggregated for all items and services.	Of the total standard prior authorization requests for all items and services, excluding drugs, enter the average number of days that elapsed between submission of request and decision by the CCO.	5.24 days
8. The median time that elapsed between the submission of a request and a determination by the CCO for standard prior authorizations, aggregated for all items and services.	Of the total standard prior authorization requests for all items and services, excluding drugs, enter the median number of days that elapsed between submission of request and decision by the CCO.	5 days
9. The average time that elapsed between the submission of a request and a decision by the CCO for expedited prior authorizations, aggregated for all items and services.	Of the total expedited prior authorization requests for all items and services, excluding drugs, enter the average number of hours that elapsed between submission of request and decision by the plan.	11.64 hours
10. The median time that elapsed between the submission of a request and a decision by the CCO for expedited prior authorizations, aggregated for all items and services.	Of the total expedited prior authorization requests for all items and services, excluding drugs, enter the median number of hours that elapsed between submission of request and decision by the plan.	3 hours