

Prior authorization metrics for medical items and services

To comply with the CMS Interoperability and Prior Authorization final rule, UCare 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.

Reporting year: **2025**

Medicare contract number: **H5937**

Plan name: **UCare Connect Plus Medicare**

Standard (non-urgent) prior authorization requests

	How many times this happened	Out of total requests	Percentage
Request approved	1,969	3,685	53%
Request denied	1,716	3,685	47%
Request approved only after time for review was extended	0	0	0%
Request denied after time for review was extended	0	0	0%

	How many times this happened	Out of total appeals	Percentage
Request approved only after appeal	32	107	30%
Request denied after appeal	75	107	70%

Expedited (urgent) prior authorization requests (response due to provider within 72 hours)

	How many times this happened	Out of total requests	Percentage
Request approved	201	241	83%
Request denied	40	241	17%
Request approved only after time for review was extended	0	0	0%
Request denied after time for review was extended	0	0	0%

	How many times this happened	Out of total appeals	Percentage
Request approved only after appeal	4	7	57%
Request denied after appeal	3	7	43%

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 fourteen calendar days)	6 days	7 days
Expedited (urgent) prior authorization requests (response due to provider within 72 hours)	1 day	1 day