

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**

Plan name: **UCare Connect**

Standard (non-urgent) prior authorization requests

	How many times this happened	Out of total requests	Percentage
Request approved	3,606	6,578	55%
Request denied	2,972	6,578	45%
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	47	142	33%
Request denied after appeal	95	142	67%

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

	How many times this happened	Out of total requests	Percentage
Request approved	135	200	67.5%
Request denied	65	200	32.5%
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	5	80%
Request denied after appeal	1	5	20%

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)	7 days	8 days
Expedited (urgent) prior authorization requests (response due to provider within 72 hours)	2 days	1 day