

2. The percentage of standard prior authorization requests that were approved, aggregated for all items and services	89.1%
3. The percentage of standard prior authorization requests that were denied, aggregated for all items and services	10.9%
4. The percentage of standard prior authorization requests that were approved after appeal, aggregated for all items and services	42.3%
5. The percentage of total prior authorization requests for which the timeframe for review was extended, and the request was approved, aggregated for all items and services	2.5%
6. The percentage of expedited prior authorization requests that were approved, aggregated for all items and services	93.7%
7. The percentage of expedited prior authorization requests that were denied, aggregated for all items and services	6.3%
8a. The average time that elapsed between the submission of a request and a determination by the payer, plan, or issuer, for standard prior authorizations, aggregated for all items and services*	1
8b. The median time that elapsed between the submission of a request and a determination by the payer, plan, or issuer, for standard prior authorizations, aggregated for all items and services*	1
9a. The average time that elapsed between the submission of a request and a decision by the payer, plan, or issuer, for expedited prior authorizations, aggregated for all items and services*	1
9b. The median time that elapsed between the submission of a request and a decision by the payer, plan, or issuer, for expedited prior authorizations, aggregated for all items and services*	1

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\* Indication of 1 day means up to 24 hours and includes PAs approved in real-time or near real-time.