

2025 Summary of Senior Care Plus Prior Authorization Requests

Measure	Senior Care Plus Volume
Total Prior Authorizations Requests	34,536
Total Standard Prior Authorizations	27,106
Total Expedited Prior Authorizations	7,430

Standard Pre-Service Prior Authorization Requests

Type of Decision	Senior Care Plus Volume	Percentage
Requests Approved 42 CFR 422.122(c)(2)	26,013	96.0%
Request denied 42 CFR 422.122(c)(3)	628	2.3%
Requests Requiring Extension 42 CFR 422.122(c)(5)	0	0.0%
Requests Approved After Extension 42 CFR 422.122(c)(5)	0	N/A
Requests Approved After Appeal 42 CFR 422.122(c)(4)	44	0.2%
Average Processing Time (Days) 42 CFR 422.122(c)(8)	3	3 Days
Median Processing Time (Days) 42 CFR 422.122(c)(8)	0	0 Days

Expedited/Urgent Pre-Service Prior Authorization Requests

Type of Decision	Senior Care Plus Volume	Percentage
Requests Approved 42 CFR 422.122(c)(6)	7,284	98.0%
Requests Denied 42 CFR 422.122(c)(7)	93	1.3%
Requests Requiring Extension 42 CFR 422.122(c)(5)	0	N/A
Average Processing Time (Hours) 42 CFR 422.122(c)(9)	3.8	3.8 Hours
Median Processing Time (Hours) 42 CFR 422.122(c)(9)	0.3	0.3 Hours

See below for list of Medical Services Requiring Authorizations

Medical Services Requiring Authorization

42 CFR 422.122(c)

Acupuncture	Out of Network Services (OON)
Cardiac Studies	Pain Management / Physiatry - Outpatient
Chemotherapy	Physical Therapy - Outpatient
Dry Needling	Prosthetic & Orthopedic Devices
Drugs - Medical Specialty Drugs	Radiation Therapy
Durable Medical Equipment	Radiology Studies
Experimental/investigational and benefit related procedures*	Second Opinion Services
Gastric Restrictive	Skilled Nursing Facilities
Genetic Counseling & Testing	Speech Therapy - Outpatient
Infusion Therapy	Substance Abuse Detoxification - Inpatient
Hospital - Inpatient or Observation	Surgical Services - Outpatient Hospital Facility or Ambulatory Surgery Center
Mental Health - Inpatient	Transportation - Non Emergent
Mental Health - Outpatient	Wound Therapy - Outpatient clinic visits
Occupational Therapy - Outpatient	Wound Therapy - Hyperbaric Treatment
Organ Transplants - All Services	Wound Therapy - Biological skin therapies