Scorecard: 1/1/2025 to 12/31/2025, LOB: Medicaid & Medicaid CHIP, Plan Name: All, Market States: MO, Issuer Name: All, Contracts: All

2. The percentage of standard prior authorization requests that were approved, aggregated for all items and services	90.7%
3. The percentage of standard prior authorization requests that were denied, aggregated for all items and services	9.3%
4. The percentage of standard prior authorization requests that were approved after appeal, aggregated for all items and services	37.6%
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	1.4%
6. The percentage of expedited prior authorization requests that were approved, aggregated for all items and services	90.7%
7. The percentage of expedited prior authorization requests that were denied, aggregated for all items and services	9.3%
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

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

Type	Total Cases	Approved Count	Approved %	Denied Count	Denied %
Standard	108847	97489	89.57%	11358	10.43%
Expedited	697	593	85.08%	104	14.92%
Overall Total	109544	98082	89.54%	11462	10.46%