

PRIOR AUTHORIZATION METRICS FOR MEDICAL ITEMS AND SERVICES

To comply with the CMS Interoperability and Prior Authorization [final rule](#), Chorus Community Health Plans (CCHP) 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. In addition, metrics can be used to compare plans, programs, and payers.

For questions on the data below, please contact: CCHP-PortalReg@chorushealthplans.org and put “Data Question” in the subject line.

Reporting Period: 2025

The medical items and services for which CCHP requires a prior authorization and be found on the CCHP [website](#).

Prior to January 1, 2026, CCHP was required to send prior authorization decisions within the following timeframes:

- 72 hours for **expedited requests** (urgent)
- 14 calendar days for **standard requests** (non-urgent)

Beginning January 1, 2026, the CMS Interoperability and Prior Authorization final rule requires CCHP to send prior authorization decisions within the following timeframes:

- 72 hours for **expedited requests** (urgent)
- 7 calendar days for **standard requests** (non-urgent)

Time Between Receiving a Prior Authorization Request and Sending a Decision

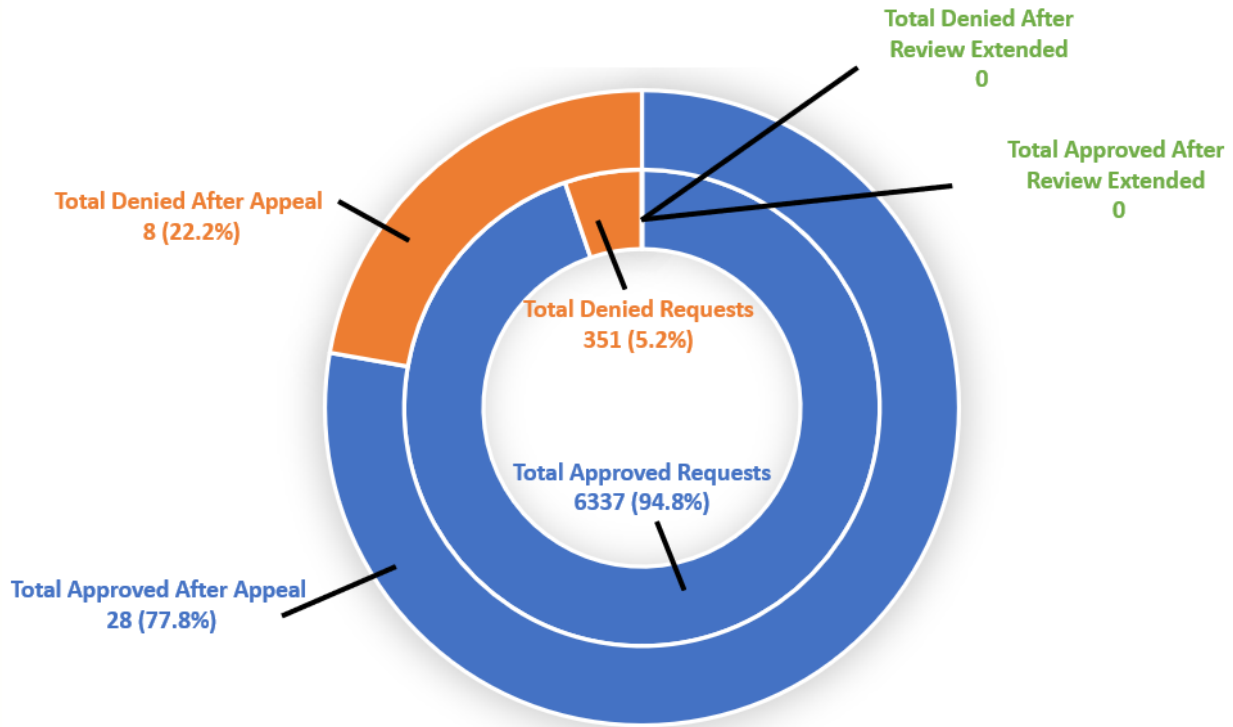
	Mean (Average) Time)	Median (Middle) Time
Standard (non-urgent) PA Request due to provider within 14 calendar days	1.9 days	1 day
Expedited (urgent) PA Request due to provider within 72 hours	1.2 days	1 day

Standard (non-urgent) Prior Authorization Requests Response Due to Provider within 14 Days

	How many times this happened	Out of total requests	Percentage
Request approved	6337	6,688	94.8%
Request denied	351	6,688	5.2%

	How many times this happened	Out of total requests	Percentage
Request approved after time was extended	0	0	0%
Request denied after time was extended	0	0	0%

	How many times this happened	Out of total requests	Percentage
Request approved after appeal (overturned)	28	36	78%
Requests denied after appeal (upheld)	8	36	22%

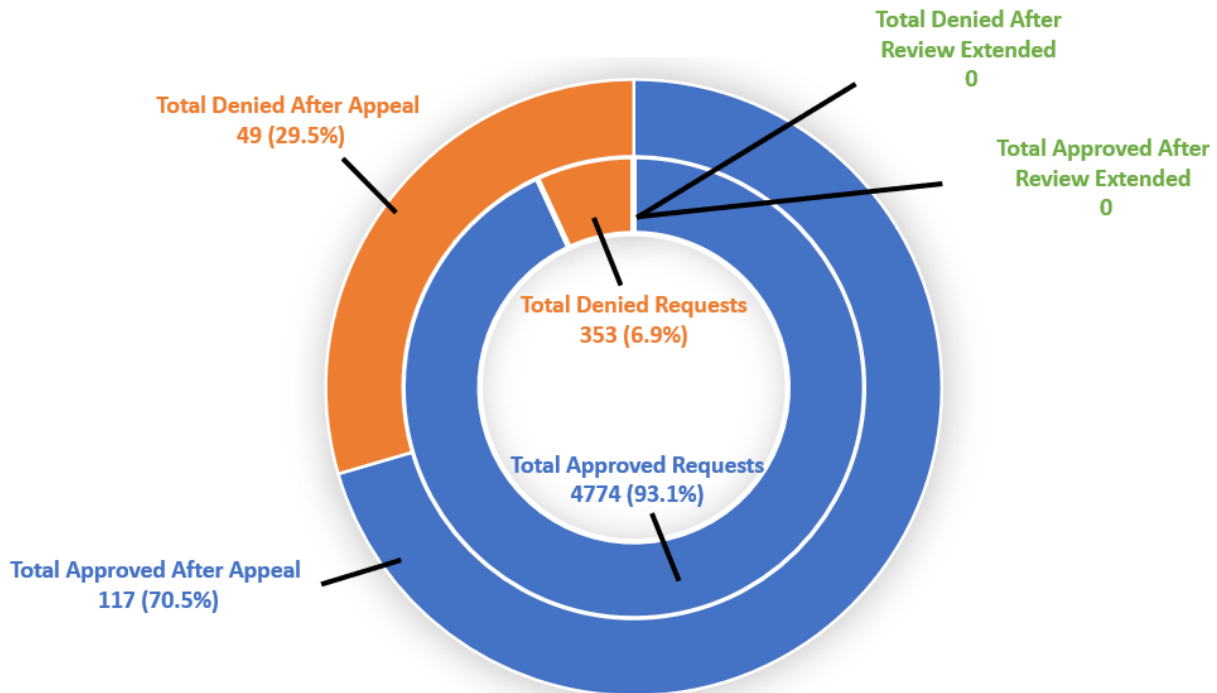


Expedited (urgent) Prior Authorization Requests Response Due to Provider within 72 Hours

	How many times this happened	Out of total requests	Percentage
Request approved	4774	5,127	93.1%
Request denied	353	5,127	6.9%

	How many times this happened	Out of total requests	Percentage
Request approved after time was extended	0	0	0%
Request denied after time was extended	0	0	0%

	How many times this happened	Out of total requests	Percentage
Request approved after appeal (upheld)	117	166	70.5%
Requests denied after appeal (overturned)	49	166	29.5%



Total Prior Authorization Requests Received

	How many times this happened	Out of total requests	Percentage
Request approved	11,111	11,815	94.0%
Request denied	704	11,815	6.0%

	How many times this happened	Out of total requests	Percentage
Request approved after time was extended	0	0	0%
Request denied after time was extended	0	0	0%

	How many times this happened	Out of total requests	Percentage
Request approved after appeal (overturned)	145	202	71.7%
Requests denied after appeal (upheld)	57	202	28.2%

