



**PRIOR AUTHORIZATION METRICS FOR MEDICAL ITEMS AND SERVICES
(EXCLUDING DRUGS)**

To comply with the CMS Interoperability and Prior Authorization final rule, Parkland Community Health Plan (PCHP) is required to annually report aggregated prior authorization metrics on our website. For questions on the data below, contact PCHPRequest@phhs.org.

Reporting Period: 2025

Standard Prior Authorizations, Aggregated for all Items and Services	Rate
The percentage of standard prior authorization requests that were approved	87%
The percentage of standard prior authorization requests that were denied	13%
The percentage of standard prior authorization requests that were approved after appeal	55%
The percentage of requests where the timeframe for review was extended, and the request was approved	0%
Expedited Prior Authorizations Aggregated for all Items and Services	Rate
The percentage of expedited prior authorization requests that were approved	93%
The percentage of expedited prior authorization requests that were denied	7%
Average and Median Turnaround Time Aggregated for all Items and Services	Rate
The average (mean) response time that elapsed between the submission of a request and a determination by PCHP for standard prior authorizations	2 days
The median response time that elapsed between the submission of a request and a determination by PCHP for standard prior authorizations	1.5 days
The average (mean) response time that elapsed between the submission of a request and a decision by PCHP for expedited prior authorizations	1.68 days
The median response time that elapsed between the submission of a request and a decision by PCHP for expedited prior authorizations	1 day