

Annual FFS Reporting Metrics

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| Reporting Year: | 2025 |
|------------------------|------|

*Data reported are current decisions as of 12/31 of the reporting calendar year.

Standard (non-urgent) Prior Authorization Requests

| Type of Decision | Number of times this happened | Out of total Standard requests | Percentage |
|--|-------------------------------|--------------------------------|------------|
| Request Approved | 547,433 | 724,465 | 75.56% |
| Request Denied | 177,032 | 724,465 | 24.44% |
| Request approved following extended review | 17,194 | 724,465 | 2.37% |

| Type of Decision | Number of times this happened | Out of total Appeals | Percentage |
|--------------------------------------|-------------------------------|----------------------|------------|
| Request approved after appeal review | 969 | 11,298 | 8.58% |

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

| Type of Decision | Number of times this happened | Out of total Expedited Requests | Percentage |
|------------------|-------------------------------|---------------------------------|------------|
| Request approved | 8,465 | 11,501 | 73.60% |
| Request Denied | 3,036 | 11,501 | 26.40% |

Time Between Receiving a Prior Authorization Request and Sending a Decision

| PA Turnaround Timeframe | Mean (Average) Time |
|----------------------------------|---------------------|
| Standard PA Request TAT - days | 5.2 |
| Expedited PA Request TAT - hours | 75.8 |

| PA Turnaround Timeframe | FFS Contractor | Median (Middle) Time |
|----------------------------------|----------------------------------|----------------------|
| Standard PA Request TAT - days | Acentra | 1.5 |
| | DBHDS | 6.3 |
| | DentaQuest | 0.4 |
| | DMAS Medical Services Unit (MSU) | 5.0 |
| | | |
| Expedited PA Request TAT - hours | Acentra | 27.0 |
| | DBHDS | 173.7 |
| | DentaQuest | 0.4 |
| | DMAS Medical Services Unit (MSU) | 3.0 |
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