



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

To comply with the CMS Interoperability and Prior Authorization final rule, Abilis Health Plan 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, contact: Phone: 1(844)214-8633; TTY 711. Fax 1(800)880-3263

Reporting Period: **2025**

These are the medical items and services for which we require prior authorization (excluding drugs)

<https://abilishealth.com>

Prior to January 1, 2026, MA plans are required to send prior authorization decisions within the following timeframes:

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

Standard (non-urgent) Prior Authorization Requests

	How many times this happened	Out of total requests	Percentage
Request approved	1182	1208	98%
Request denied	26	1208	2%

	How many times this happened	Out of total requests	Percentage
Request approved only after time for review was extended	0	1208	0%

	How many times this happened	Out of total requests	Percentage
Request approved only after appeal	0	0	0%

Expedited (urgent) Prior Authorization Requests

	How many times this happened	Out of total requests	Percentage
Request approved	37	37	100%
Request denied	0	37	0%

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

Time Between Receiving a Prior Authorization Request and Sending a Decision

	Mean (Average) Time	Median (Middle) Time
Standard (non-urgent) Prior Authorization Requests	11 hrs 8 mins	0 hrs 0 mins
Expedited (urgent) Prior Authorization Requests	3 hours 14 mins	0 hrs 0 mins