



Prior Authorization Metrics for medical items and services (excluding drugs)

To comply with the CMS Interoperability and Prior Authorization final rule, Humana 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. For questions on the data below, members can contact the customer service number on the back of the member's ID card. Provider customer service can be contacted at 1-800-457-4708.

Reporting Period: 2025

Contract Number: H5619

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

www.humana.com/pal

Prior to January 1, 2026, Medicare Advantage (MA) plans are 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 MA plans to send prior authorization decisions within:

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

An overturn on appeal does not necessarily indicate an inappropriate initial prior authorization decision because the overturn may be the result of additional information received or changes in the member's clinical presentation.



Standard (Non-Urgent) Prior Authorization Requests

Type of decision	Number of times this happened	Out of total requests	Percentage
Request approved	1,176,426	1,239,541	94.91%
Request denied	63,115	1,239,541	5.09%

Type of decision	Number of times this happened	Out of total requests	Percentage
Request approved only after time for review was extended	8	12	66.67%
Request denied after time for review was extended	4	12	33.33%

Type of decision	Number of times this happened	Out of total appeals	Percentage
Request approved only after appeal	1,048	1,587	66.04%
Request denied after appeal	539	1,587	33.96%

An overturn on appeal does not necessarily indicate an inappropriate initial prior authorization decision because the overturn may be the result of additional information received or changes in the member's clinical presentation.



**Expedited (Urgent) Prior Authorization Requests
(response due to provider within 72 hours)**

Type of decision	Number of times this happened	Out of total requests	Percentage
Request approved	98,782	102,598	96.28%
Request denied	3,816	102,598	3.72%

Type of decision	Number of times this happened	Out of total requests	Percentage
Request approved only after time for review was extended	3	6	50.00%
Request denied after time for review was extended	3	6	50.00%

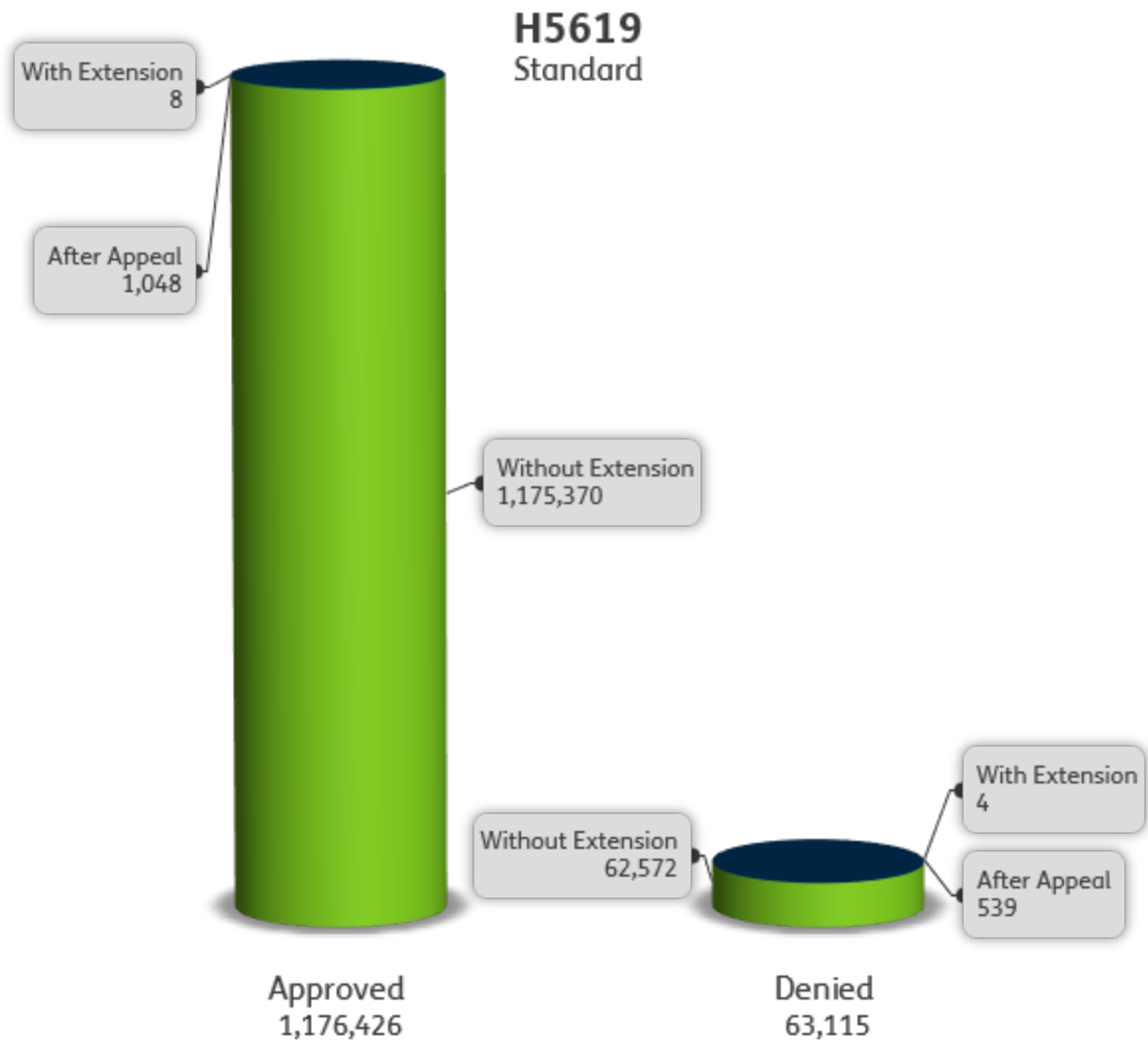
Time Between Submission of a Prior Authorization Request and Decision

	Mean (average) time	Median (middle) time
Standard (non-urgent) prior authorization requests	2 day(s)	0 day(s)
Expedited (urgent) prior authorization requests	10 hour(s)	1 hour(s)

An overturn on appeal does not necessarily indicate an inappropriate initial prior authorization decision because the overturn may be the result of additional information received or changes in the member's clinical presentation.



**In 2025, we received a total of 1,239,541 standard (non-urgent) prior authorization requests for our covered patients.
94.91% of those requests were approved:**



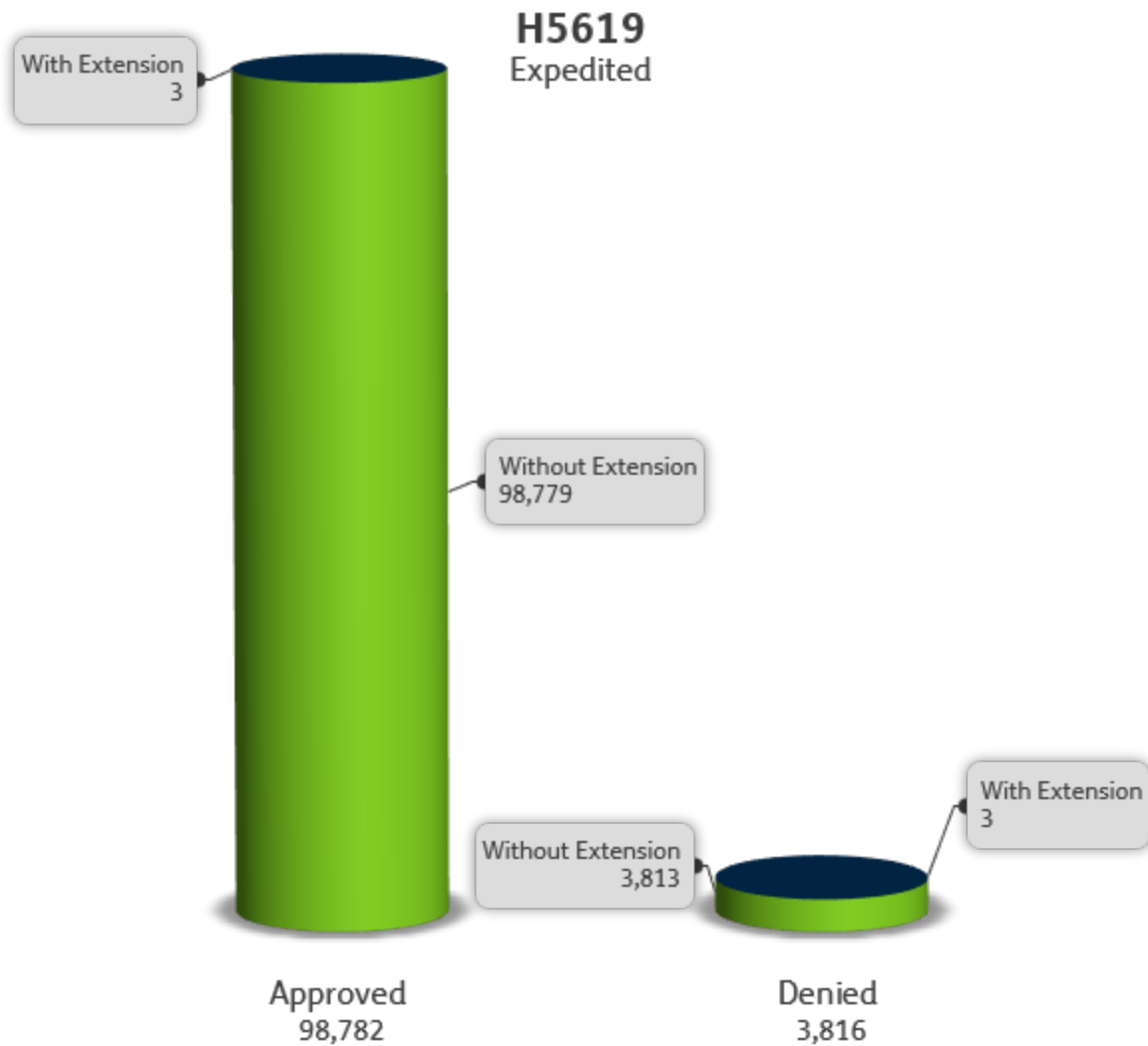
The mean (average) time that it took to make standard prior authorization decisions was 2 day(s)

The median (middle) time that it took to make standard prior authorization decisions was 0 day(s)

An overturn on appeal does not necessarily indicate an inappropriate initial prior authorization decision because the overturn may be the result of additional information received or changes in the member's clinical presentation.



**In 2025, we received a total of 102,598 expedited (urgent) prior authorization requests for our covered patients.
96.28% of those requests were approved:**



The mean (average) time that it took to make expedited prior authorization decisions was 10 hour(s)

The median (middle) time that it took to make expedited prior authorization decisions was 1 hour(s)

An overturn on appeal does not necessarily indicate an inappropriate initial prior authorization decision because the overturn may be the result of additional information received or changes in the member's clinical presentation.