



2021 Prior Authorization Denial and Approval Rates - Health Insurance Marketplace

Service Type	Total PA Request	Approved	Denied	Total Requests Denied for Non-Covered Benefit	Total Requests Denied for lack of Medical Necessity	Denials Overturned on Internal Appeal	Denials Overturned thru External Review
Behavioral Health Services	6,899	93.43%	6.57%	0.04%	6.52%	2.88%	0.00%
Clinician Administered Drugs	6,350	92.65%	7.35%	0.00%	7.35%	2.05%	0.00%
DME/Medical Supplies	9,166	94.43%	5.57%	0.02%	5.55%	1.19%	0.00%
Drug Testing	288	78.47%	21.53%	0.00%	21.53%	1.04%	0.00%
Genetic Testing & Counseling	3,904	88.86%	11.14%	0.41%	10.73%	1.79%	0.00%
Hospice Care Services	627	95.22%	4.78%	0.00%	4.78%	1.75%	0.00%
Imaging Services	96,561	63.81%	36.19%	0.00%	36.19%	1.96%	0.00%
Interventional Pain Management	8,426	63.35%	36.65%	0.02%	36.62%	3.80%	0.00%
Medicine Services: Therapy	24,114	73.12%	26.88%	0.00%	26.88%	0.82%	0.00%
Non Emergent Medical Transportation	329	96.05%	3.95%	0.00%	3.95%	0.30%	0.00%
Rehabilitation	160	97.50%	2.50%	0.00%	2.50%	0.63%	0.00%
Services in the Home	8,772	99.25%	0.75%	0.02%	0.73%	0.19%	0.00%
Surgical Services and Procedures	16,376	96.57%	3.43%	0.12%	3.32%	1.09%	0.00%
TOTAL	181,972	74.11%	25.89%	0.02%	25.87%	1.72%	0.00%