

COLUMN DESCRIPTIONS:

- (A) The percentage of approved standard prior authorization requests for all items and services.
- (B) The percentage of denied standard prior authorization requests for all items and services.
- (C) The percentage of standard prior authorization requests approved after appeal for all items and services.
- (D) The percentage of prior authorization requests with extended review timeframes that were approved for all items and services.
- (E) The percentage of approved expedited prior authorization requests for all items and services.
- (F) The percentage of denied expedited prior authorization requests for all items and services.
- (G) The average and median time for standard prior authorization determinations, aggregated for all items and services.
- (H) The average and median time for expedited prior authorization determinations, aggregated for all items and services.

Line of Business	Plan_Contract	Standard Request Count	Appr Standard Reqs	A. % Appr of Std Reqs	Denied Standard Reqs	B. % Denied of Std Reqs
Child Health Plus (CHP)	Excellus BCBS Child Health Plus	18,319	15,667	85.5%	2,652	14.5%
Medicaid Managed Care (MMC)	Excellus BCBS Managed Medicaid	126,221	107,238	85.0%	18,983	15.0%
Health and Recovery Program (HARP)	Excellus BCBS Blue Option Plus	17,806	15,512	87.1%	2,294	12.9%
Medicare	Medicare HMO (H3351)	103,135	98,076	95.1%	5,059	4.9%
Medicare	Medicare PPO (H3335)	117,729	110,482	93.8%	7,247	6.2%
Dual Special Needs Plan (D-SNP)	Medicare DSNP HMO (H7524)	2,327	1,645	70.7%	682	29.3%

Line of Business	Plan_Contract	Standard Appeal Count	Standard Appeals Approved	C. % of Std Appeals Appr
Child Health Plus (CHP)	Excellus BCBS Child Health Plus	112	16	14.3%
Medicaid Managed Care (MMC)	Excellus BCBS Managed Medicaid	705	130	18.4%
Health and Recovery Program (HARP)	Excellus BCBS Blue Option Plus	100	10	10.0%
Medicare	Medicare HMO (H3351)	916	277	30.2%
Medicare	Medicare PPO (H3335)	1,445	417	28.9%
Dual Special Needs Plan (D-SNP)	Medicare DSNP HMO (H7524)	27	6	22.2%

Line of Business	Plan_Contract	Extended Request Count	Appr Extended Reqs	D. % of Extended Appr
Child Health Plus (CHP)	Excellus BCBS Child Health Plus	1,768	1,529	86.5%
Medicaid Managed Care (MMC)	Excellus BCBS Managed Medicaid	20,067	17,716	88.3%
Health and Recovery Program (HARP)	Excellus BCBS Blue Option Plus	3,684	3,224	87.5%
Medicare	Medicare HMO (H3351)	.	.	
Medicare	Medicare PPO (H3335)	.	.	
Dual Special Needs Plan (D-SNP)	Medicare DSNP HMO (H7524)	.	.	

Line of Business	Plan_Contract	Expedited Request Count	Appr Expedited Reqs	E. % Appr of Expedited	Denied Expedited Reqs	F. % Denied of Expedited
Child Health Plus (CHP)	Excellus BCBS Child Health Plus	73	60	82.2%	13	17.8%
Medicaid Managed Care (MMC)	Excellus BCBS Managed Medicaid	918	686	74.7%	232	25.3%
Health and Recovery Program (HARP)	Excellus BCBS Blue Option Plus	108	99	91.7%	9	8.3%
Medicare	Medicare HMO (H3351)	5,092	4,278	84.0%	814	16.0%

Prior Authorization Metrics 2025

Line of Business	Plan_Contract	Expedited Request Count	Appr Expedited Reqs	E. % Appr of Expedited	Denied Expedited Reqs	F. % Denied of Expedited
Medicare	Medicare PPO (H3335)	6,240	5,288	84.7%	952	15.3%
Dual Special Needs Plan (D-SNP)	Medicare DSNP HMO (H7524)	29	24	82.8%	5	17.2%

Line of Business	Plan_Contract	G1. Avg Days Std	G2. Median Days Std	H1. Avg Days Expedited	H2. Median Days Expedited
Child Health Plus (CHP)	Excellus BCBS Child Health Plus	1.6	1.4	0.6	0.1
Medicaid Managed Care (MMC)	Excellus BCBS Managed Medicaid	1.4	1.2	0.7	0.3
Health and Recovery Program (HARP)	Excellus BCBS Blue Option Plus	1.3	1.0	0.5	0.3
Medicare	Medicare HMO (H3351)	0.9	0.0	0.6	0.2
Medicare	Medicare PPO (H3335)	1.0	0.0	0.6	0.2
Dual Special Needs Plan (D-SNP)	Medicare DSNP HMO (H7524)	1.8	1.0	0.7	0.8