



HEALTH | CHOICE
UTAH

PRIOR AUTHORIZATION COMPLIANCE
REPORT FOR CY 2025

Prior Authorization Metrics for Medical Items and Services (Excluding Drugs)

This report focuses on prior authorization (PA) requests submitted to HCU for Calendar Year 2025. The PA requests presented herein are grouped by decision priority—standard (non-urgent) versus expedited (urgent)—and line of business. The metrics used to gauge performance include approval rate, denial rate, average turnaround time (in days), and median turnaround time (in days).

For questions about this data, please contact our Utilization Management team at UUHP_UM@hsc.utah.edu.

To comply with the CMS Interoperability and Prior Authorization Final Rule (CMS-0057), Health Choice Utah (HCU) is required to publish aggregated performance metrics for prior authorization (PA) requests submitted during the previous calendar year. These metrics apply to all medical items and services requiring PA—excluding medications—and should be reported for each decision outcome (approved or denied). Public reporting promotes transparency, helps patients understand prior authorization processes, and enables providers to assess payer performance and compare plans.

About CMS

The Centers for Medicare & Medicaid Services (CMS) is the federal agency within the U.S. Department of Health and Human Services responsible for administering Medicare, Medicaid, the Children's Health Insurance Program (CHIP), and oversight of health insurance standards nationwide. CMS establishes regulatory requirements—such as those found in CMS-0057—to ensure transparency, accountability, and standardized reporting across health plans.

MEDICAL SERVICES REQUIRING PRIOR AUTH

Health Choice Utah is required to share **prior authorization status** for all **medical items and services**. Because the full list of medical items and services is extensive and cannot be listed in this report, individuals are directed to an online search tool where they can look up specific services to determine whether prior authorization is required.

Search tool:

<https://healthchoiccutah.com/providers/pa-guidelines>

Categories for medical items and services requiring prior authorization are listed as follows.



Behavioral Health

- Behavioral Health Inpatient
- Select Behavioral Health Services



Equipment & Procedures

- Durable Medical Equipment
- Orthotics
- Prosthetics
- Select Procedures



Home & Support Services

- Home Health Services
- Hospice
- Outpatient Rehabilitation



Imaging and Testing

- Advanced Imaging
- Diagnostic Testing
- Lab



Other Services

- Gene Therapy
- Radiation Therapy
- Transplant

STANDARD PRIOR AUTHS: HEALTH CHOICE ACO

Decision	How many times this happened	Out of total requests	Percentage
*Requests APPROVED	5517	6505	84.81%
Requests DENIED	988	6505	**15.19%

	How many times this happened	Out of total requests	Percentage
Requests APPROVED within 7 days	5423	6505	83.37%
Requests DENIED within 7 days	915	6505	14.07%

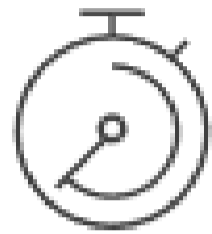
	How many times this happened	Out of total requests	Percentage
Requests APPROVED after review time extended	13	13	100%
Requests DENIED after review time extended	0	13	0%

	How many times this happened	Out of total requests	Percentage
Requests APPROVED after appeal	1	45	2.2%
Requests DENIED after appeal	44	45	97.8%

	Average (Mean)	Median (50th Percentile)
Turnaround time (days)	2.89	2.60

*Approval and denial rates are calculated as individual line items for each service requested
 ** 7.61 % of denials were from not meeting medical necessity based on the information provided

EXPEDITED PRIOR AUTHS: HEALTH CHOICE ACO



Decision	How many times this happened	Out of total requests	Percentage
*Requests APPROVED	192	217	88.5%
Requests DENIED	25	217	**11.5%

	How many times this happened	Out of total requests	Percentage
Requests APPROVED within 72 hours	186	217	85.71%
Requests DENIED within 72 hours	24	217	11.06%

	How many times this happened	Out of total requests	Percentage
Requests APPROVED after review time extended	2	2	100.00%
Requests DENIED after review time extended	0	2	0.00%

	How many times this happened	Out of total requests	Percentage
Requests APPROVED after appeal	0	5	0.00%
Requests DENIED after appeal	5	5	100.00%

	Average (Mean)	Median (50th Percentile)
Turnaround time (days)	0.48	0.08

*Approval and denial rates are calculated as individual line items for each service requested

** 6.00 % of denials were from not meeting medical necessity based on the information provided

STANDARD PRIOR AUTHS: HEALTH CHOICE INTEGRATED

Decision	How many times this happened	Out of total requests	Percentage
*Requests APPROVED	3073	3675	83.62%
Requests DENIED	602	3675	**16.38%

	How many times this happened	Out of total requests	Percentage
Requests APPROVED within 7 days	3017	3675	82.10%
Requests DENIED within 7 days	574	3675	15.62%

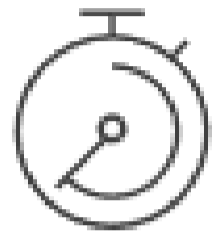
	How many times this happened	Out of total requests	Percentage
Requests APPROVED after review time extended	0	0	NA
Requests DENIED after review time extended	0	0	NA

	How many times this happened	Out of total requests	Percentage
Requests APPROVED after appeal	3	29	10.3%
Requests DENIED after appeal	26	29	89.7%

	Average (Mean)	Median (50th Percentile)
Turnaround time (days)	2.79	2.20

*Approval and denial rates are calculated as individual line items for each service requested
 ** 9.17 % of denials were from not meeting medical necessity based on the information provided

EXPEDITED PRIOR AUTHS: HEALTH CHOICE INTEGRATED



Decision	How many times this happened	Out of total requests	Percentage
*Requests APPROVED	340	381	89.2%
Requests DENIED	41	381	**10.8%

	How many times this happened	Out of total requests	Percentage
Requests APPROVED within 72 hours	339	381	88.98%
Requests DENIED within 72 hours	37	381	9.71%

	How many times this happened	Out of total requests	Percentage
Requests APPROVED after review time extended	0	0	NA
Requests DENIED after review time extended	0	0	NA

	How many times this happened	Out of total requests	Percentage
Requests APPROVED after appeal	0	4	0.00%
Requests DENIED after appeal	4	4	100.00%

	Average (Mean)	Median (50th Percentile)
Turnaround time (days)	0.46	0.08

*Approval and denial rates are calculated as individual line items for each service requested

** 5.8 % of denials were from not meeting medical necessity based on the information provided