



2023 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
TOTAL	183,210	70%	30%	5.12%	24.66%	0.19%	0.01%
Behavioral Health Services	3,371	96%	4%	0.12%	4.36%	0.24%	N/A
Clinician Administered Drugs	2,168	90%	10%	0.05%	10.06%	4.61%	N/A
DME/Medical Supplies	3,465	95%	5%	0.17%	5.14%	0.46%	N/A
Drug Testing	325	87%	13%	N/A	13.23%	N/A	N/A
Hospice Care Services	231	94%	6%	N/A	6.06%	1.73%	N/A
Non Emergent Medical Transportation	214	96%	4%	1.40%	2.80%	N/A	N/A
Rehabilitation	122	100%	N/A	N/A	N/A	N/A	N/A
Services in the Home	1,650	99%	1%	0.12%	1.09%	0.06%	N/A
Surgical Services and Procedures	23,922	88%	12%	0.08%	12.40%	0.06%	N/A
Genetic Testing & Counseling	2,066	73%	27%	5.61%	21.73%	0.05%	N/A
Imaging Services	112,103	63%	37%	7.18%	29.98%	0.15%	0.01%
Interventional Pain Management	8,426	66%	34%	3.47%	30.51%	0.42%	0.06%
Medicine Services: Therapy	25,147	77%	23%	3.57%	19.69%	0.04%	0.01%