



2024 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
<b>TOTAL</b>	<b>174,914</b>	<b>71%</b>	<b>29%</b>	<b>5.61%</b>	<b>23.38%</b>	<b>1.72%</b>	<b>0.03%</b>
Behavioral Health Services	7,603	97%	3%	0.05%	2.50%	0.14%	N/A
Clinician Administered Drugs	4,613	72%	28%	0.00%	27.77%	2.77%	N/A
DME/Medical Supplies	4,618	87%	13%	0.02%	12.84%	1.82%	N/A
Drug Testing	704	73%	27%	N/A	26.70%	N/A	N/A
Hospice Care Services	657	97%	3%	N/A	2.59%	0.76%	N/A
Non Emergent Medical Transportation	412	94%	6%	1.46%	4.37%	N/A	N/A
Rehabilitation	206	95%	N/A	N/A	N/A	N/A	N/A
Services in the Home	3,573	98%	2%	0.17%	1.76%	0.06%	N/A
Surgical Services and Procedures	32,177	90%	10%	1.13%	9.33%	1.27%	N/A
Genetic Testing & Counseling	1,646	66%	34%	10.15%	23.69%	0.49%	N/A
Imaging Services	91,643	63%	37%	4.40%	32.20%	1.94%	0.02%
Interventional Pain Management	8,464	65%	35%	12.74%	22.13%	5.38%	0.21%
Medicine Services: Therapy	21,983	60%	40%	19.68%	20.02%	0.69%	0.01%