



## 2025 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>305,140</b>	<b>64%</b>	<b>36%</b>	<b>10.92%</b>	<b>24.91%</b>	<b>0.24%</b>	<b>1.38%</b>
Behavioral Health Services	17,440	98%	2%	N/A	1.93%	0.09%	N/A
Clinician Administered Drugs	8,916	61%	39%	N/A	35.71%	3.43%	0%
DME/Medical Supplies	8,207	89%	11%	N/A	9.04%	1.66%	0%
Drug Testing	1,849	45%	55%	0%	54.57%	0%	N/A
Hospice Care Services	1,045	95%	5%	N/A	3.64%	1.53%	N/A
Non Emergent Medical Transportation	902	95%	5%	N/A	4.99%	0%	N/A
Rehabilitation	330	88%	12%	N/A	9%	3%	N/A
Services in the Home	5,908	99%	1%	0.07%	1.05%	0.12%	N/A
Surgical Services and Procedures	49,946	85%	15%	1.50%	13.02%	0.29%	1.04%
Cardiology - Interventional	7,056	65%	35%	13.19%	21.46%	0.04%	2.92%
Genetic Testing & Counseling	5,227	50%	50%	16.49%	34.23%	N/A	0.52%
Imaging Services	151,485	53%	47%	13.80%	32.57%	0.04%	1.77%
Interventional Pain Management	10,279	60%	40%	12.72%	29.71%	0.36%	5.95%
Medicine Services: Therapy	36,550	54%	46%	23.39%	22.91%	0.01%	0.49%