


PRIOR AUTHORIZATION METRICS FOR MEDICAL ITEMS AND SERVICES (EXCLUDING DRUGS)

To comply with the CMS Interoperability and Prior Authorization [final rule](#), Cox HealthPlans is required to annually report aggregated prior authorization metrics on our website.

Specifically, this includes a list of all medical items and services (excluding drugs) that require prior authorization, as well as data on prior authorization requests for those items and services (e.g., approvals, denials, etc.) over the previous calendar year. Publicly reporting these metrics promotes transparency and accountability, helps patients understand prior authorization processes, and enables providers to evaluate payer performance. In addition, metrics can be used to compare plans, programs, and payers. For questions on the data below, contact CoxHealth Medicare Advantage at 417-269-2907. TTY users should call TTY 711. We are open October 1 to March 31 seven days a week from 8 a.m. to 8 p.m. and April 1 to September 30 Monday through Friday from 8 a.m. to 8 p.m.

Reporting Period: 2025 – Medicare Advantage

These are the medical items and services for which we require prior authorization (excluding drugs) 

Click [here](#) to view medical items and services for which prior authorization is required.

Prior to January 1, 2026, impacted payers are required to send prior authorization decisions within the following timeframes:

- For MA plans and applicable integrated plans, 72 hours for **expedited requests** (urgent) and 14 calendar days for **standard requests** (non-urgent)
- For state CHIP FFS programs, 14 days for **standard requests** (non-urgent)
- For Medicaid managed care plans and CHIP managed care entities, 72 hours for **expedited requests** (urgent) and 14 calendar days for **standard requests** (non-urgent)
- For QHP issuers on the FFEs, 72 hours for **expedited requests** (urgent) and 15 days for **standard requests** (non-urgent)

There are no Medicaid FFS program required timeframes for either type of prior authorization request prior to January 1, 2026, and there are no CHIP FFS program required decision timeframes for expedited prior authorization requests prior to January 1, 2026.

Beginning January 1, 2026, the CMS Interoperability and Prior Authorization [final rule](#) requires MA plans to send prior authorization decisions within:

- 72 hours for **expedited requests** (urgent)
- 7 calendar days for **standard requests** (non-urgent)

Standard (non-urgent) Prior Authorization Requests

	How many times this happened	Out of total requests	Percentage
Request approved	2829	3086	91.68
Request denied	257	3086	8.33

	How many times this happened	Out of total requests	Percentage
Request approved only after time for review was extended*	0	0	0%

	How many times this happened	Out of total appeals	Percentage
Request approved only after appeal	4	5	80%

Expedited (urgent) Prior Authorization Requests

(Response Due to Provider Within 72 Hours)

	How many times this happened	Out of total requests	Percentage
Request approved	0	0	0.00
Request denied	0	0	0.00

	How many times this happened	Out of total requests	Percentage
Request approved only after time for review was extended*	0	0	0.00

Time Between Receiving a Prior Authorization Request and Sending a Decision

	Mean (Average) Time	Median (Middle) Time
Standard (non-urgent) Prior Authorization Requests (response due to provider within 7 calendar days)	22.41 minutes	2.5 minutes
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	N/A	N/A