



## Trillium Health Resources Prior Authorizations Reporting Metrics 1/1/2025 – 12/31/2025

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

<https://www.trilliumhealthresources.org/for-providers/benefit-plans-service-definitions>

### Standard (non-urgent) Prior Authorization Requests

	How many times this happened	Out of total requests	Percentage
Request approved	129,658	166,571	78%
Request denied	36,930	166,571	22%

	How many times this happened	Out of total requests	Percentage
Request approved within 14 days	129,275	166,571	78%
Request denied within 14 days	35,983	166,571	22%

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

	How many times this happened	Out of total appeals	Percentage
Request approved only after appeal	8	374	2%
Request denied after appeal	366	374	98%

### 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 14 calendar days)	5 days	4 days
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	1 day	1 day

### Expedited (urgent) Prior Authorization Requests

(Response Due to Provider Within 72 Hours)

	How many times this happened	Out of total requests	Percentage
Request approved	13,311	14,516	92%
Request denied	1,205	14,516	8%

	How many times this happened	Out of total requests	Percentage
Request approved within 72 hours	13,263	14,516	91%
Request denied within 72 hours	1,193	14,516	8%

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

	How many times this happened	Out of total appeals	Percentage
Request approved only after appeal	0	2	0
Request denied after appeal	2	2	100%

### 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 14 calendar days)	5 days	4 days
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	1 day	1 day

