



## Prior authorization metrics for medical items and services (excluding drugs)

To comply with the CMS Interoperability and Prior Authorization [final rule](#), Arkansas Blue Cross and Blue Shield 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:

[MACompliance@arkbluecross.com](mailto:MACompliance@arkbluecross.com).

### Reporting Period: 2025

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

- [Link to medical PA list](#)
- [Link to drug PA list](#)
- [Link to another PA list](#)

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 plansto 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
<b>Request approved</b>	18,138	21,624	84%
<b>Request denied</b>	3,486	21,624	16%

	How many times this happened	Out of total requests	Percentage
<b>Request approved with 7 days</b>	17,854	21,624	83%
<b>Request denied within 7 days</b>	1,030	21,624	5%

	How many times this happened	Out of total requests	Percentage
<b>Request approved only after time for review was extended</b>	0	21,624	0%
<b>Request denied after time for review was extended</b>	0	21,624	0%

	How many times this happened	Out of total requests	Percentage
Request approved only after appeal	470	538	87%
Request denied after appeal	68	538	13%

### Expedited (urgent) Prior Authorization Requests (Response Due to Provider Within 72 Hours)

	How many times this happened	Out of total requests	Percentage
Request approved	6,515	6,818	96%
Request denied	303	6,818	4%

	How many times this happened	Out of total requests	Percentage
Request approved with 72 hours	6515	6,818	96%
Request denied within 72 hours	303	6,818	4%

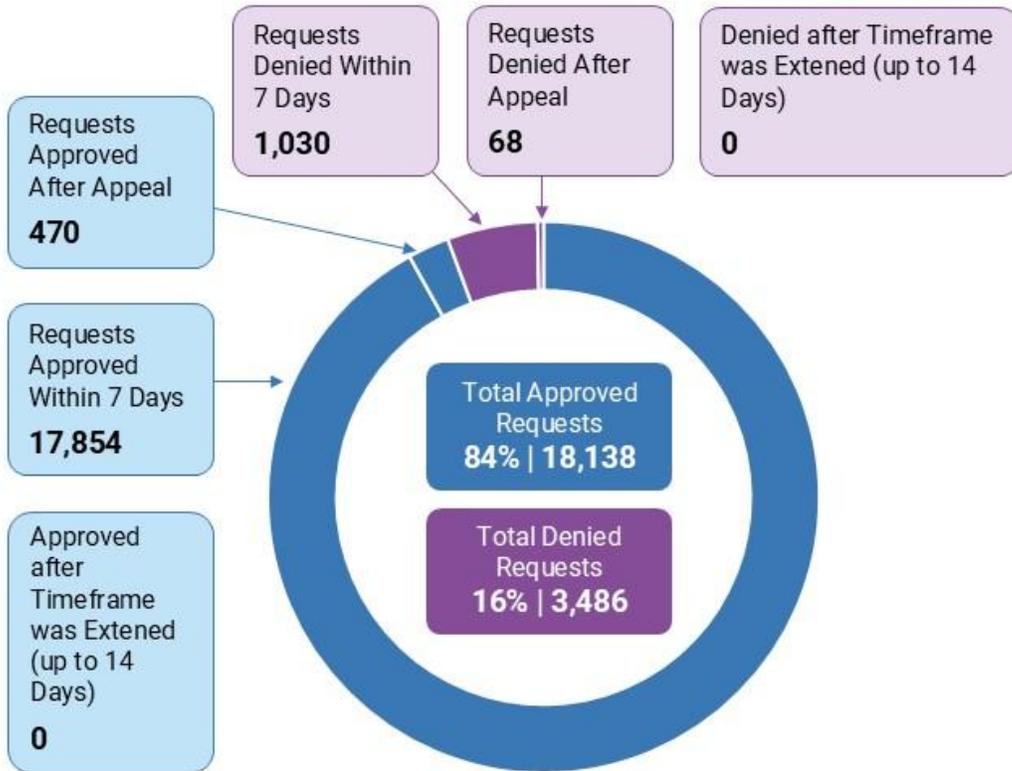
	How many times this happened	Out of total requests	Percentage
Request approved only after time for review was extended*	0	6,818	0%
Request denied after time for review was extended	0	6,818	0%

	How many times this happened	Out of total requests	Percentage
<b>Request approved only after appeal</b>	48	62	77%
<b>Request denied after appeal</b>	14	62	23%

**Time Between Receiving a Prior Authorization Request and Sending a Decision**

	Mean (Average) Time	Median (Middle) Time
<b>Standard (non-urgent) Prior Authorization Requests (response due to provider within 7 calendar days)</b>	2.3 days	0 days
<b>Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)</b>	.74 day	0 day

In 2025, we received a total of 21,624 standard (non-urgent) prior authorization requests for our covered patients. 84% of those requests were approved:



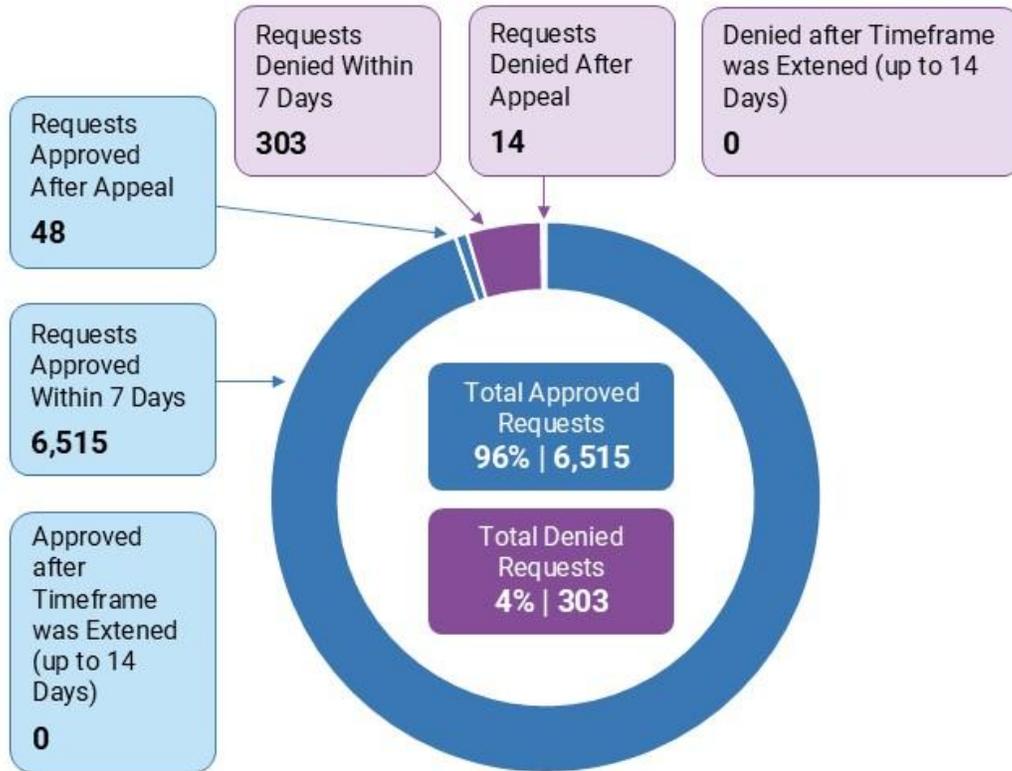
The mean (average) time that it took to make standard prior authorization decisions was

**2.3 days**

The median (middle) time that it took to make standard prior authorization decisions was

**0 days**

In 2025, we received a total of 6,818 expedited (urgent) prior authorization requests for our covered patients. 96% of those requests were approved:



The mean (average) time that it took to make standard prior authorization decisions was

**.74 days**

The median (middle) time that it took to make standard prior authorization decisions was

**0 days**