

**Pharmacy Prior Authorization (PA) Requests**  
**January 1, 2024 - December 31, 2024**

	Total Number of Requests	Percentage	Notes
The percentage of standard PA requests	607,494	100.00%	Total Pharmacy PAs <b>received</b> in 2024
The percentage of standard PA requests that were <b>approved</b>	561,855	92.49%	Percentage <b>approved</b> includes those requests with an outcome of approved or auto-approved
PA requests by provider request	31,722	5.22%	
PA request <b>approvals</b> without provider request (PAs for non-preferred drugs automatically generated by the pharmacy claims system when PA criteria are met)	530,133	87.27%	
The percentage of standard PA requests that were <b>denied</b>	45,639	7.51%	Percentage <b>denied</b> include those requests with an outcome of denied, partial denial, or technical denial

Description	Total Number of Requests	Average	Median
The <b>average and median time</b> that elapsed between the submission of a request and a determination by the payer, plan, or health insurance issuer, for <b>standard</b> PA.	607,494	<24 hrs.	<24 hrs.