

a) A list of all health care services, including medications, that are subject to prior authorization	This can be found on humana.com/pal
b) The percentage of standard prior authorization requests that were approved, aggregated for all items and services.	91.70%
c) The percentage of standard prior authorization requests that were denied, aggregated for all items and services.	8.30%
d) The percentage of prior authorization requests that were approved after appeal, aggregated for all items and services.	No appeals requested
e) The percentage of prior authorization requests for which the timeframe for review was extended, and the request was approved, aggregated for all items and services;	No timeframe extension requests
f) The percentage of expedited prior authorization requests that were approved, aggregated for all items and services	No expedited requests
g) The percentage of expedited prior authorization requests that were denied, aggregated for all items and services.	No expedited requests
h) The average and median time that elapsed between the submission of a request and a determination by the payer, plan or health insurance issuer, for standard prior authorization, aggregated for all items and services	Average =0.83 days Median =0.5
i) The average and median time that elapsed between the submission of a request and a decision by the payer, plan, or health insurance issuer, for expedited prior authorizations, aggregated for all items and services;	No expedited requests