

Prior authorization/Step Therapy Outcomes Executive Summary

January 1, 2024 to December 31,2024

Episode* Summary

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| Total Episodes with PA | 123,525 | 100.00% |
| Episodes with PA - Approval | | 75.23% |
| Episodes with PA - Denial | | 24.77% |
| Total Episodes with Appeal | 7,714 | 100.0% |
| Episodes with PA Appeal - Approval | | 75.33% |
| Episodes with PA Appeal - Denial | | 24.67% |
| Total Episodes with Step Therapy | 8,935 | 100.0% |
| Episodes with Step Therapy - Approval | | 81.79% |
| Episodes with Step Therapy - Denial | | 18.21% |
| Total Episodes with Appeal | 80 | 100.0% |
| Episodes with Step Therapy Appeal - Approval | | 56.25% |
| Episodes with Step Therapy Appeal - Denial | | 43.75% |
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Turnaround Times (TAT)**

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| Initial Request TAT | 99.87% |
| Appeal TAT | 99.95% |

Note: *Episode is defined as unique member/drug combination where the member tried to fill a drug with PA criteria

**Per contract language for TAT's. 100% of initial requests must be completed within 24 consecutive hours of time of receipt of all necessary information and 100% of first level appeals within 3 business days of