Banner University Family Care

Prior Authorization Metrics

Banner – University Family Care/ACC

Reporting period: 01/01/2025 – 12/31/2025

About these metrics:

- The table below shows the official name of each measure.
- We explain what each measure means in simple terms.
- This is to help you understand your coverage.
- The result includes all services that need approval before care is given.
- Time is counted in calendar days.

Measure Name	Measure Description	Measure Value
Percentage of standard prior authorization requests approved *(all items and services)*	How often regular requests were approved	85.2%
Percentage of standard prior authorization requests denied *(all items and services)*	How often regular requests were denied	14.8%
Percentage of standard prior authorization requests approved after appeal *(all items and services)*	How often denied requests were later approved after review	2.7%
Percentage of prior authorization requests where review timeframe was extended and request approved *(all items and services)*	How often we needed more time but still approved the request	42.5%
Percentage of expedited prior authorization requests approved *(all items and services)*	How often urgent requests were approved	82.5%
Percentage of expedited prior authorization requests denied *(all items and services)*	How often urgent requests were denied	17.5%
Average and median *time (in days)* from submission	Average and typical time to decide on regular requests	2.8 Average days 0.0 Median days

to determination *(standard prior authorizations)*		
Average and median time *(in days)* from submission to decision *(expedited prior authorizations)*	Average and typical time to decide on urgent requests	1.4 Average days 0.0 Median days

Notes: The percentages combine all items and services together. Times are shown in regular calendar days.

ATTENTION: If you speak English, language assistance services, at no cost, are available to you.
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.
注意：如果您使用繁體中文，您可以免費獲得語言援助服務。
800-582-8686, TTY 711

MM-ACC.12034.CYE26_en