



a Point32Health company

CMS PRIOR AUTHORIZATION METRICS FOR MEDICAL ITEMS AND SERVICES (EXCLUDING DRUGS)

Organization Name: Point32Health

Line of Business: Tufts Health Together

Plan: Tufts Health Together with Cambridge Health Alliance (CHA)

Reporting Period: January 1, 2025 – December 31, 2025

All medical items and services that require prior authorization, by population, can be found at: [Prior authorization | Point32Health](#)

Standard (non-urgent) Prior Authorization Requests

	How many times this happened	Out of total requests	Percentage
Request approved	3,386	3,526	96.0%
Request denied	140	3,526	4.0%

	How many times this happened	Out of total requests	Percentage
Request approved only after time for review was extended	0 (no extensions)	3,526	0%

	How many times this happened	Out of total requests	Percentage
Request approved only after appeal	2	3,526	0.0%

Expedited (urgent) Prior Authorization Requests

	How many times this happened	Out of total requests	Percentage
Request approved	132	152	86.8%
Request denied	20	152	13.2%



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Expedited (urgent) Prior Authorization Requests

	How many times this happened	Out of total requests	Percentage
Request approved only after time for review was extended	0 (no extensions)	152	0%

Time Between Receiving a Prior Authorization Request and Sending a Decision

	Mean (Average) Time	Median (Middle) Time
Standard (non-urgent) Prior Authorization Requests (response due to a provider within 7 calendar days)	5.2 days	3.9 days
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	49.5 hours	5.6 hours



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Organization Name: Point32Health

Line of Business: Tufts Health Together

Plan: Tufts Health Together with UMass Memorial Health (UMass)

Reporting Period: January 1, 2025 – December 31, 2025

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Standard (non-urgent) Prior Authorization Requests

	How many times this happened	Out of total requests	Percentage
Request approved	6,036	6,367	94.8%
Request denied	331	6,367	5.2%

	How many times this happened	Out of total requests	Percentage
Request approved only after time for review was extended	0 (no extensions)	6,367	0%

	How many times this happened	Out of total requests	Percentage
Request approved only after appeal	10	6,367	0.2%

Expedited (urgent) Prior Authorization Requests

	How many times this happened	Out of total requests	Percentage
Request approved	441	512	86.1%
Request denied	71	512	13.9%



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Expedited (urgent) Prior Authorization Requests

	How many times this happened	Out of total requests	Percentage
Request approved only after time for review was extended	0 (no extensions)	512	0%

Time Between Receiving a Prior Authorization Request and Sending a Decision

	Mean (Average) Time	Median (Middle) Time
Standard (non-urgent) Prior Authorization Requests (response due to a provider within 7 calendar days)	4.6 days	4.9 days
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	31.5 hours	18.5 hours



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CMS PRIOR AUTHORIZATION METRICS FOR MEDICAL ITEMS AND SERVICES (EXCLUDING DRUGS)

Organization Name: Point32Health

Line of Business: Line of Business: Tufts Health Together

Plan: Tufts Health Together Managed Care Organization (MCO)

Reporting Period: January 1, 2025 – December 31, 2025

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Standard (non-urgent) Prior Authorization Requests

	How many times this happened	Out of total requests	Percentage
Request approved	1,906	2,058	92.6%
Request denied	152	2,058	7.4%

	How many times this happened	Out of total requests	Percentage
Request approved only after time for review was extended	0 (no extensions)	2,058	0%

	How many times this happened	Out of total requests	Percentage
Request approved only after appeal	1	2,058	0%

Expedited (urgent) Prior Authorization Requests

	How many times this happened	Out of total requests	Percentage
Request approved	195	229	85.2%
Request denied	34	229	14.8%



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Line of Business: Line of Business: Tufts Health Together
Plan: Tufts Health Together Managed Care Organization (MCO)

Expedited (urgent) Prior Authorization Requests

	How many times this happened	Out of total requests	Percentage
Request approved only after time for review was extended	0 (no extensions)	229	0%

Time Between Receiving a Prior Authorization Request and Sending a Decision

	Mean (Average) Time	Median (Middle) Time
Standard (non-urgent) Prior Authorization Requests (response due to a provider within 7 calendar days)	4.9 days	3.9 days
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	13.6 hours	4.8 hours