



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

Organization Name: Point32Health

Line of Business: New Hampshire Exchange Local Choice

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 | 150 | 182 | 82.4% |
| Request denied | 29 | 182 | 15.9% |

| | How many times this happened | Out of total requests | Percentage |
|--|------------------------------|-----------------------|------------|
| Request approved only after time for review was extended | 0 (no extensions) | 182 | 0% |

| | How many times this happened | Out of total requests | Percentage |
|------------------------------------|------------------------------|-----------------------|------------|
| Request approved only after appeal | 0 | 182 | 0% |

Expedited (urgent) Prior Authorization Requests

| | How many times this happened | Out of total requests | Percentage |
|------------------|------------------------------|-----------------------|------------|
| Request approved | 60 | 66 | 90.9% |
| Request denied | 6 | 66 | 9.1% |

Line of Business: New Hampshire Exchange Local Choice

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) | 66 | 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) | 17.4 hours | 5.9 hours |
| Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours) | 12.9 hours | 3.2 hours |