



a Point32Health company

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

Organization Name: Point32Health

Line of Business: Tufts Health Plan RI Together

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	297	352	84.4%
Request denied	55	352	15.7%

	How many times this happened	Out of total requests	Percentage
Request approved only after time for review was extended	0 (no extensions)	352	0%

	How many times this happened	Out of total requests	Percentage
Request approved only after appeal	1	352	0.3%

Expedited (urgent) Prior Authorization Requests

	How many times this happened	Out of total requests	Percentage
Request approved	80	90	88.9%
Request denied	10	90	11.1%



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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)	90	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)	5.7 days	3.8 days
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	17.3 hours	16.5 hours