![Tufts Health Plan — a Point32Health company logo]

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

Organization Name: Point32Health

Line of Business: Tufts Medicare Preferred

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	3,287	4,463	73.7%
Request denied	1,176	4,463	26.3%

	How many times this happened	Out of total requests	Percentage
Request approved only after time for review was extended	0 (no extensions)	4,463	0%

	How many times this happened	Out of total requests	Percentage
Request approved only after appeal	255	4,463	5.7%

Expedited (urgent) Prior Authorization Requests

	How many times this happened	Out of total requests	Percentage
Request approved	795	1,511	75.7%
Request denied	214	1,511	24.3%

Line of Business: Tufts Medicare Preferred

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)	1,511	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)	5.4 days	4.1 days
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours	40.5 hours	6.0 hours