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

To comply with the CMS Interoperability and Prior Authorization final rule, Sendero Health Plans is required to annually report aggregated prior authorization metrics on our website. Specifically, this includes a list of all medical items and services (excluding drugs) that require prior authorization, as well as data on prior authorization requests for those items and services (e.g., approvals, denials, etc.) over the previous calendar year. Publicly reporting these metrics promotes transparency and accountability, helps patients understand prior authorization processes and enables providers to evaluate payer performance. In addition, metrics can be used to compare plans, programs and payers. For questions on the data below, contact: 855-297-9191.

Reporting Period : 2025

These are the medical items and services for which we require prior authorization : 2025-12-17 Health Care Services Requiring Preauthorization

Prior to January 1, 2026, impacted payers are required to send prior authorization decisions within the following timeframes:

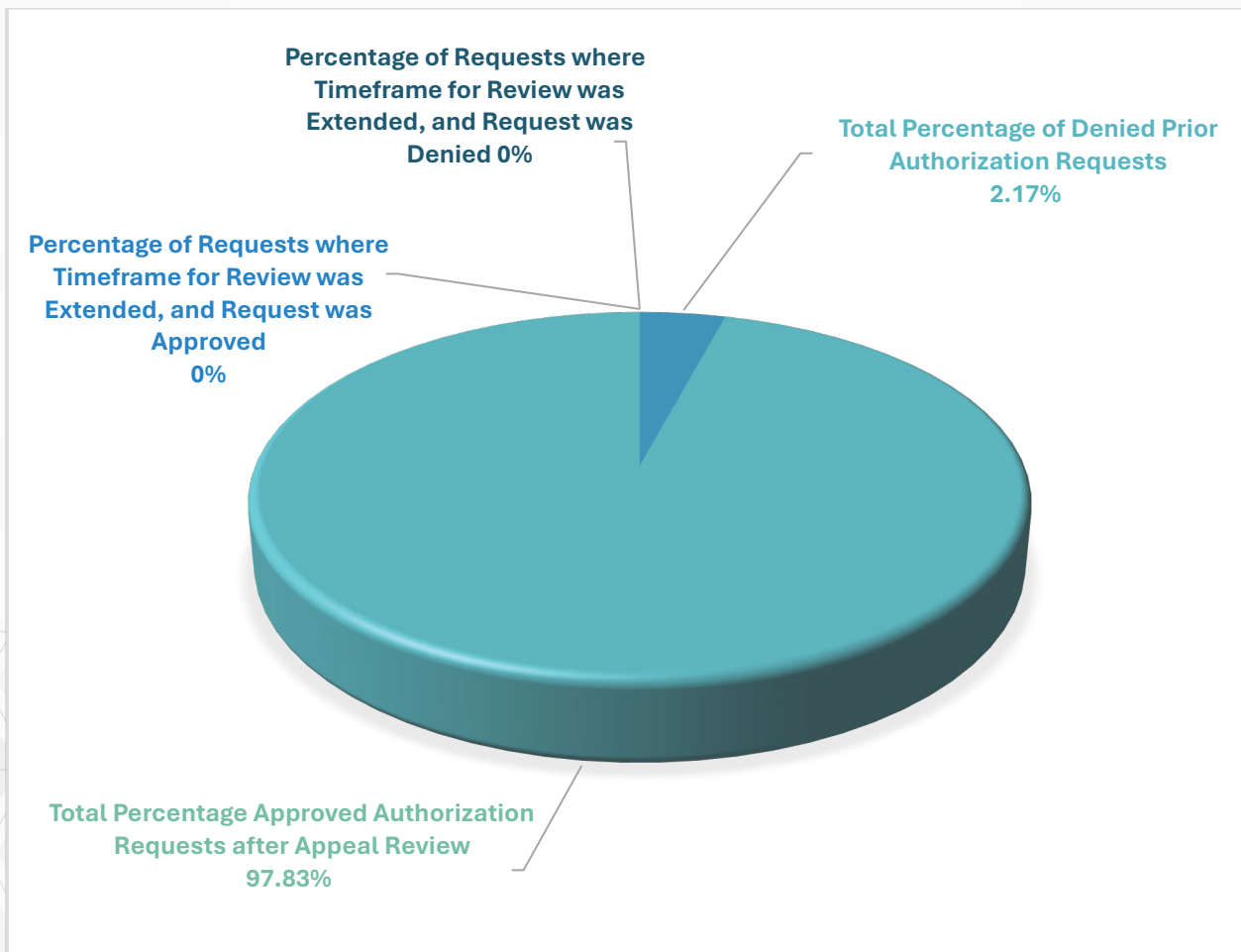- 48 hours for Expedited Requests (Urgent) and 72 hours for Standard requests (Non-Urgent)

There are no Medicaid FFS requirements regarding prior authorization decision timeframes for either type of request prior to January 1, 2026, and there are no CHIP FFS requirements regarding prior authorization decision timeframes for expedited requests prior to January 1, 2026.

Non-Urgent Prior Authorization Requests

Month	Appeals	Denials	Approvals
Jan-25	1	12	735
Feb-25	2	14	636
Mar-25	5	26	687
Apr-25	3	20	753
May-25	8	23	751
Jun-25	2	10	771
Jul-25	-	13	824
Aug-25	-	9	710
Sep-25	2	6	705
Oct-25	1	12	726
Nov-25	1	21	618
Dec-25	3	22	743
Totals	28	188	8,659

Total Percentage Approved	97.83%
Total Percentage Denied	2.17%
Total Percentage Approved after Appeal	50%
Average response time between submission of request and determination	57.6 Hours
Median response time between submission of request and determination	35 Hours
Percentage of requests where timeframe for review was extended, and request was Approved	0%
Percentage of requests where timeframe for review was extended, and request was Denied	0%

In 2025, Sendero received 8,659 non-urgent prior authorization requests for its covered members. 97.83% of those requests were approved, and 2.17% of those requests were denied.

Percentage of Requests where Timeframe for Review was Extended, and Request was Denied 0%

Total Percentage of Denied Prior Authorization Requests
2.17%

Percentage of Requests where Timeframe for Review was Extended, and Request was Approved
0%

Total Percentage Approved Authorization Requests after Appeal Review
97.83%

Urgent Prior Authorization Requests

Month	Appeals	Denials	Approvals
Jan-25	-	-	125
Feb-25	-	1	98
Mar-25	-	-	92
Apr-25	-	6	102
May-25	-	2	90
Jun-25	-	-	112
Jul-25	-	2	118
Aug-25	-	2	129
Sep-25	-	-	98
Oct-25	-	-	102
Nov-25	-	-	96
Dec-25	-	3	142
Totals	0	16	1,304

Total Percentage Approved	98.77%
Total Percentage Denied	1.23%
Total Percentage Approved after Appeal	0.00%
Average response time between submission of request and determination	18.8 Hours
Median response time between submission of request and determination	16 hours
Percentage of requests where timeframe for review was extended, and request was Approved	0%
Percentage of requests where timeframe for review was extended, and request was Denied	0%

In 2025, Sendero received 1,304 urgent prior authorization requests for its covered members. 98.77% of those requests were approved, and 1.23% of those requests were denied.

Total Percentage of Denied Prior Authorization Requests 1.23%

Total Percentage of Approved Prior Authorization Requests 98.77%

Percentage of Requests where Timeframe for Review was Extended, and Request was Approved 0%

Percentage of Requests where Timeframe for Review was Extended, and Request was Denied 0%