

Carolina Complete Health

Prior Authorization Metrics Summary

Effective 12/31/2025



Prior Authorization Metrics Summary - Medicaid : State Code Derived : NC-CCH

Standard Prior Authorizations:

Metric Name	How many times this happened	Out of total requests	Percentage
Requests Approved	60,830	70,843	85.87%
Requests Denied	10,013	70,843	14.13%
Request Approved Only After Time for Review was extended	42	70,843	0.06%
Request Approved Only After Appeal	791	1,143	69.20%

Metric Name	Average Time	Median Time
Standard (non-urgent) Prior Authorization Requests	5 days	5 days

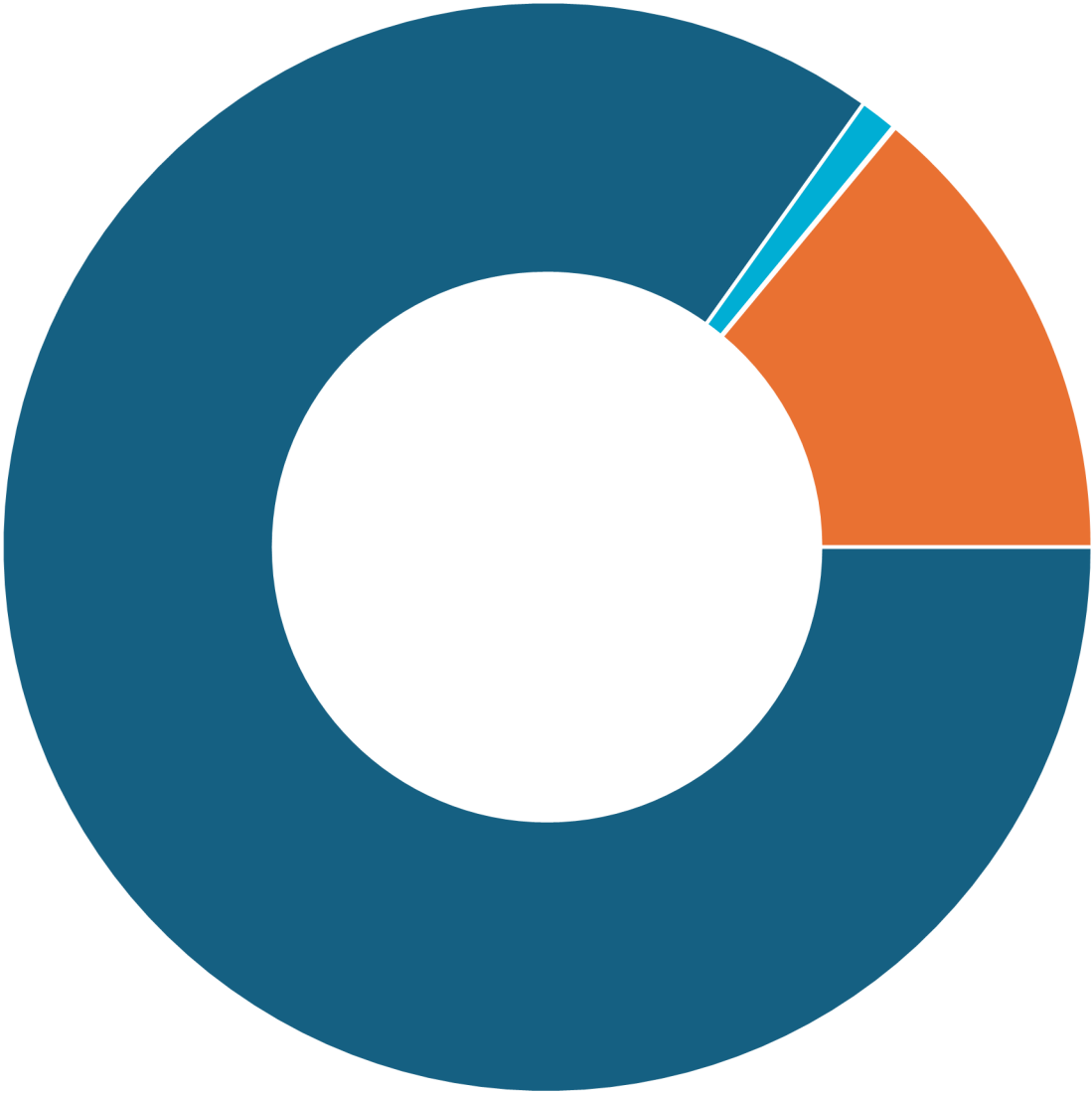
Expedited Prior Authorizations:

Metric Name	How many times this happened	Out of total requests	Percentage
Requests Approved	520	582	89.35%
Requests Denied	62	582	10.65%
Request Approved Only After Time for Review was extended	69	582	11.86%
Request Approved Only After Appeal	496	624	79.49%

Metric Name	Average Time	Median Time
Expedited (urgent) Prior Authorization Requests	1 days	1 days

In 2025, Medicaid: State Code Derived: NC-CCH received a total of 70,843 standard (non-urgent) prior authorization requests for our covered patients.

85.87% of those requests were approved:



- Requests Approved - 60,830
- Requests Denied- 10,013
- Request Approved Only After Time for Review was extended - 42
- Request Approved Only After Appeal - 791
- Prior Authorization Requests - Average (Days) - 5
- Prior Authorization Requests - Median (Days) - 5

In 2025, Medicaid: State Code Derived: NC-CCH received a total of 582 expedited (urgent) prior authorization requests for our covered patients.

89.35% of those requests were approved:

