eternalHealth™
The Next Generation of Medicare Advantage

MEDICARE ADVANTAGE CONTRACT H3551

Standard (non-urgent) Prior Authorization Requests

	How many times this happened	Out of total requests	Percentage
Request approved	**184**	191	96.3%
Request denied	**7**	191	3.7%

	How many times this happened	Out of total requests	Percentage
Request approved within 7 days	**177**	191	92.7%
Request denied within 7 days	**4**	191	2.1%

	How many times this happened	Out of total requests	Percentage
Request approved only after time for review was extended*	**0**	191	0.0%
Request denied after time for review was extended	**0**	191	0.0%

	How many times this happened	Out of total appeals	Percentage
Request approved only after appeal	**0**	—	0.0%
Request denied after appeal	**—**	—	—

Expedited (urgent) Prior Authorization Requests

Response due to provider within 72 hours

	How many times this happened	Out of total requests	Percentage
Request approved	**39**	40	97.5%
Request denied	**1**	40	2.5%

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	How many times this happened	Out of total requests	Percentage
Request approved within 72 hours	**39**	40	97.5%
Request denied within 72 hours	**1**	40	2.5%

	How many times this happened	Out of total requests	Percentage
Request approved only after time for review was extended*	**0**	40	0.0%
Request denied after time for review was extended	**0**	40	0.0%

*This metric is reported separately for standard and expedited prior authorizations.

	How many times this happened	Out of total appeals	Percentage
Request approved only after appeal	**—**	—	—
Request denied after appeal	**—**	—	—

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 provider within 14 calendar days in 2025	**3.0 days**	**2.0 days**
Expedited (urgent) prior authorization requests Response due to provider within 72 hours	**25.2 hours**	**25.0 hours**

Turnaround time is measured from the date and time eternalHealth received the request to the date and time a determination was made. Metrics are for contract H3551 and cover medical items and services (excluding drugs).

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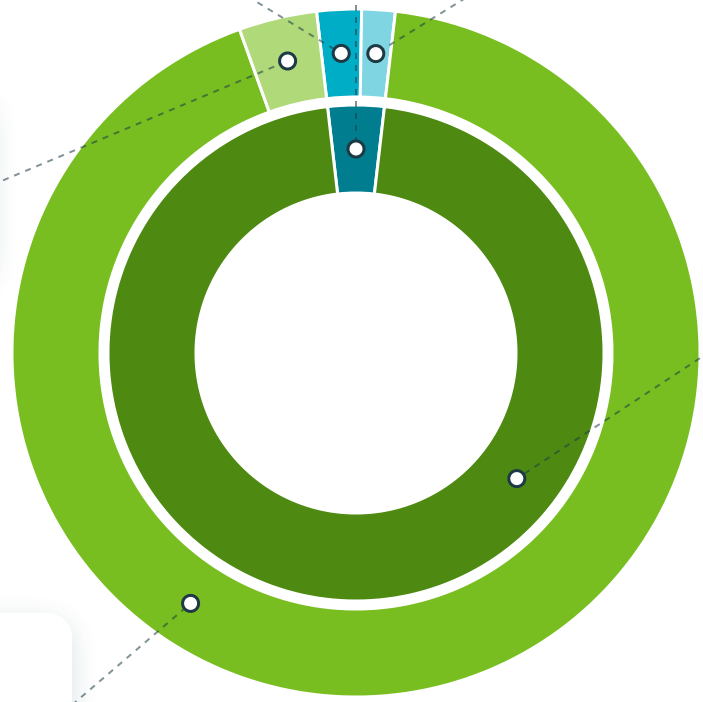
In 2025, we received a total of 191 standard (non-urgent) prior authorization requests for our covered patients. 96.3% of those requests were approved:

Requests Denied within 7 Days
4

Total Denied Requests
7

Requests Denied after 7 Days
3

Requests Approved after 7 Days
7



Total Approved Requests
184

Requests Approved within 7 Days
177

Approved (inner ring) · Approved on time (outer) · Denied (inner ring) · Denied on time (outer)

Approved after Timeframe was Extended (up to 14 days)
0

Denied after Timeframe was Extended (up to 14 days)
0

Requests Approved after Appeal
0

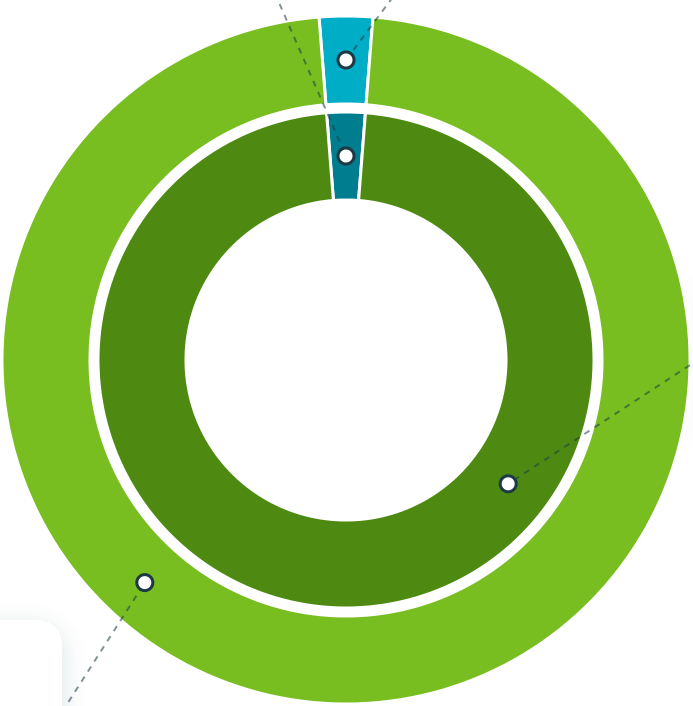
The mean (average) time that it took to make standard prior authorization decisions was **3.0 days**

The median (middle) time that it took to make standard prior authorization decisions was **2.0 days**

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In 2025, we received a total of 40 expedited (urgent) prior authorization requests for our covered patients. 97.5% of those requests were approved:



Total Denied Requests
1

Requests Denied within 72 Hours
1

Total Approved Requests
39

Requests Approved within 72 Hours
39

Approved (inner ring) · Approved on time (outer) · Denied (inner ring) · Denied on time (outer)

Approved after Timeframe was Extended (up to 14 days)
0

Denied after Timeframe was Extended (up to 14 days)
0

The mean (average) time that it took to make expedited prior authorization decisions was **25.2 hours**

The median (middle) time that it took to make expedited prior authorization decisions was **25.0 hours**