

# Managed Health Services

## Hoosier Care Connect

### Prior Authorization Metrics Summary

Effective 12/31/2025



#### **Important Notice Regarding Prior Authorization Data**

The prior authorization information posted here may differ from data submitted to state or federal regulators, which may be compiled using different methodologies, reporting periods, data sources, or validation processes. This information is provided for transparency and informational purposes only and should not be relied upon as a complete or definitive representation of all prior authorization activity.

Additionally, the data presented on this website is derived from multiple operational systems and reflects information available at the time of publication. Due to system limitations, data integration constraints, and ongoing process enhancements, certain prior authorization requests, determinations, or attributes may not be fully captured or reflected in this dataset.

## Prior Authorization Metrics Summary - Medicaid : State Code Derived : IN-HCC

### Standard Prior Authorizations:

Metric Name	How many times this happened	Out of total requests	Percentage
Requests Approved	21,110	28,213	74.82%
Requests Denied	7,103	28,213	25.18%
Request Approved Only After Time for Review was extended	4,031	28,213	14.29%
Request Approved Only After Appeal	351	1,062	33.05%

Metric Name	Average Time*	Median Time*
Standard (non-urgent) Prior Authorization Requests	3 days	1 days

### Expedited Prior Authorizations:

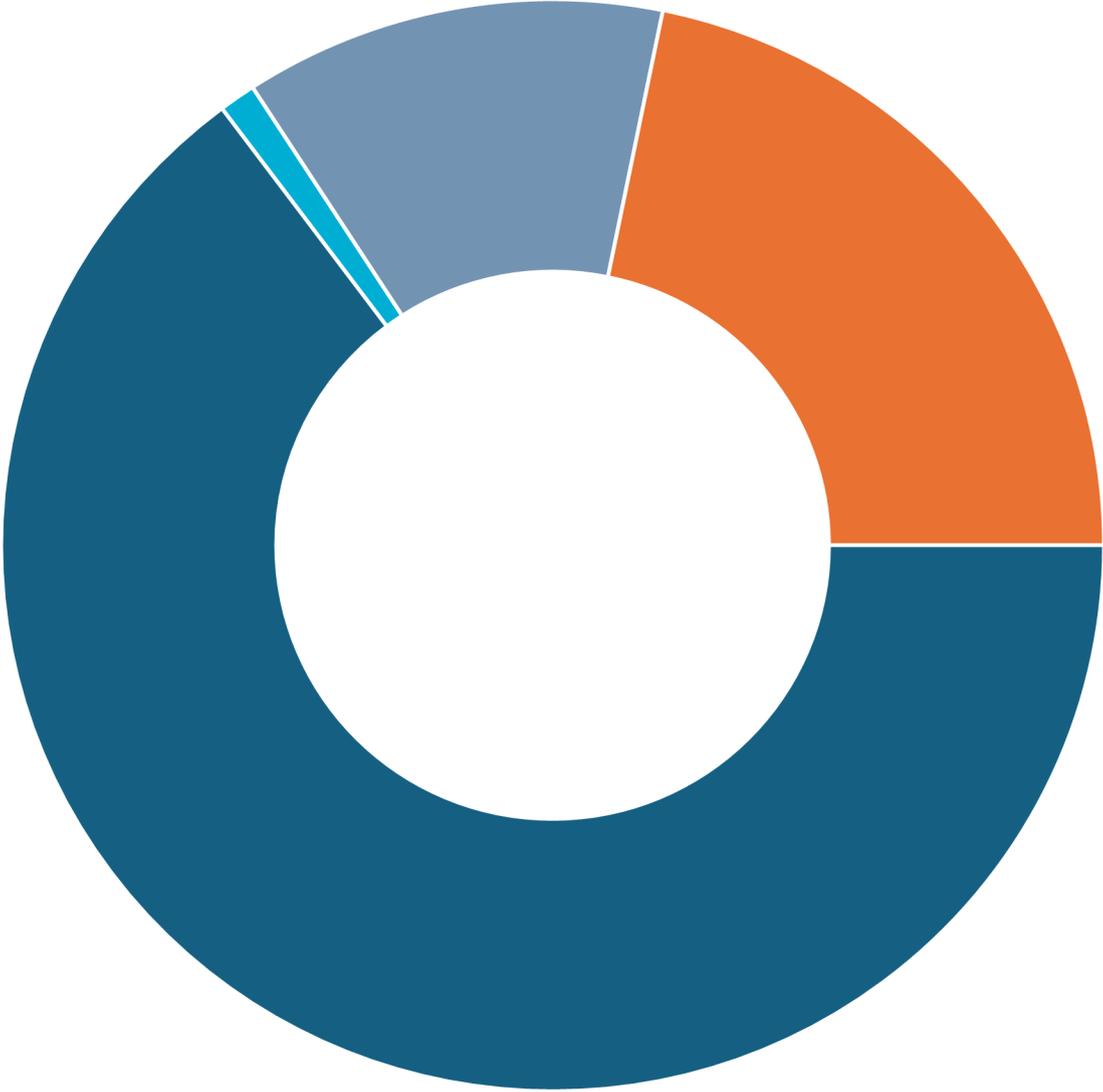
Metric Name	How many times this happened	Out of total requests	Percentage
Requests Approved	571	700	81.57%
Requests Denied	129	700	18.43%
Request Approved Only After Time for Review was extended	102	700	14.57%
Request Approved Only After Appeal	2	8	25.00%

Metric Name	Average Time	Median Time
Expedited (urgent) Prior Authorization Requests	1 days	0 days

\*Indiana Medicaid non-urgent (standard) pre-service turnaround time changed on July 1, 2025, from 5 business days to 48 hours (excluding holidays and weekends), causing cumulative yearly averages to be higher than current performance standards.

**In 2025, Medicaid: State Code Derived: IN-HCC received a total of 28,213 standard (non-urgent) prior authorization requests for our covered patients.**

**74.82% of those requests were approved:**



- Requests Approved - 21,110
- Requests Denied- 7,103
- Request Approved Only After Time for Review was extended - 4,031
- Request Approved Only After Appeal - 351
- Prior Authorization Requests - Average (Days) - 3
- Prior Authorization Requests - Median (Days) - 1

**In 2025, Medicaid: State Code Derived: IN-HCC received a total of 700 expedited (urgent) prior authorization requests for our covered patients.**

**81.57% of those requests were approved:**

