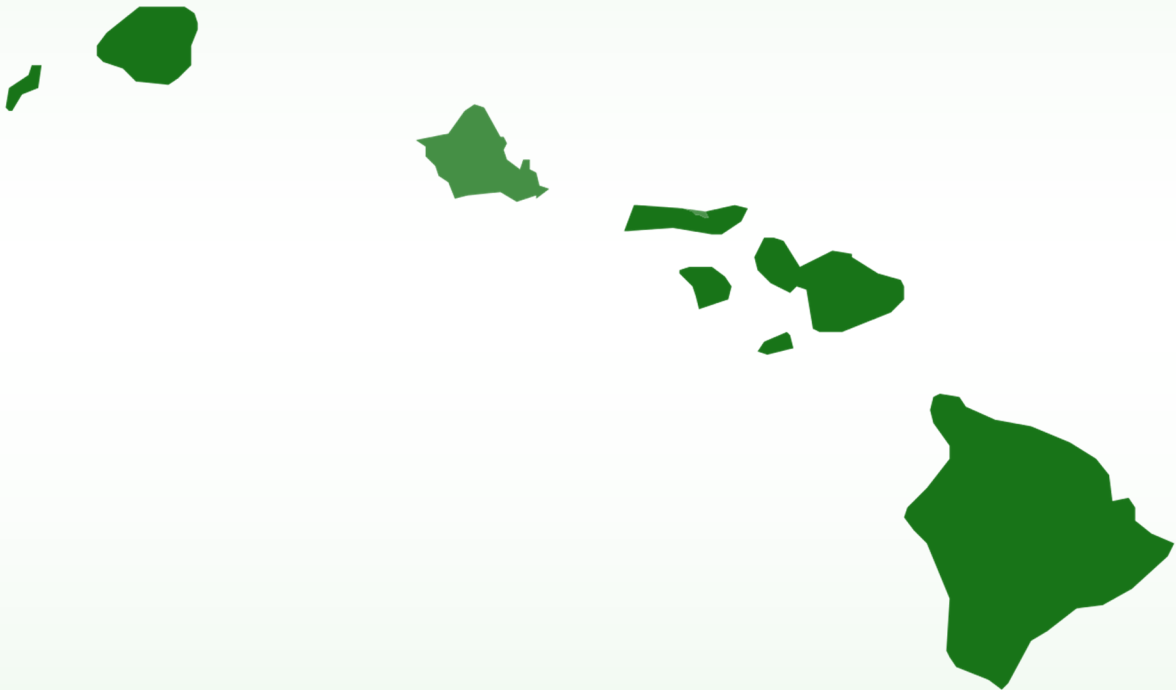


Healthcare Prior Authorization Report Hawaii 2024

(Preliminary Report Subject to Change. Updated 06/29/2026.)



**State Health Planning and Development Agency
(SHPDA)**

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Administrator's Message

March 2026

Prior Authorization (PA) of health insurance claims has been a very controversial and contentious issue nationwide. A national insurance executive, CEO Brian Thompson of UnitedHealthCare, was tragically murdered in 2024 highlighting these tensions. In Hawai'i, the physician community, along with other healthcare providers and consumer groups including SHPDA's Subarea Advisory Councils, have condemned the process as hampering healthcare operations, raising costs, and reducing access to care. Hawaii's healthcare insurers, with widely varying practices with respect to PA requirements and practices, maintain it is necessary to contain escalating costs. But they did not oppose HB250 (2025), and have contributed to this initial report of SHPDA on Prior Authorization practice in Hawai'i.

SHPDA proposed HB250 in 2025 to address the PA crisis. It was passed with no nay votes by the Legislature; and it was signed into law by Governor Josh Green MD as Public Law 151 (2025). The law required reporting by insurers to SHPDA of all their previous year insurance claims denials, denial challenges, and final adjudications by business line (Medicaid and commercial coverage, including Medicare Advantage) by January 31, 2026. Noting that PA reporting to the Med-QUEST agency was already required and occurring, SHPDA was directed to report the findings of this broader process to include commercial coverage to the Legislature by March 1, 2026.

SHPDA was further assigned the task of overseeing a Working Group of insurers, providers, and consumers, with DOH, DHS, and DCCA as ex-officio members to attempt to achieve consensus on the reporting parameters and format, and to further seek means of reducing tensions and streamlining the PA process across the health sector. Ultimately the goal, if PA remains a process used in the future, is to automate it.

The Working Group has engaged constructively in 2025 with four official meetings and several meetings of its related Permitted Interaction Group. Legislative House Health Chair Gregg Takayama, House Chair Lisa Martin, and Senate Health Chair Joy San Buenaventura each attended a Working Group meeting and expressed their view of the urgency of the issue and importance of our deliberations. The Working Group took the issue seriously and collegially, but the first-year process was, as expected, complicated.

Getting to consensus on the reporting template was the most difficult obstacle we faced. There are many possible categories of PA reporting – inpatient care, outpatient care, behavioral health, durable medical equipment, prescriptions and drugs, radiologic imaging, invasive procedures, transportation, and others. Med-QUEST/Medicaid already requires health plans to report some of these categories as well as various others to the state. Starting in 2026, the Centers for Medicare and Medicaid Services (CMS) mandates health plans of Medicare Advantage, state Medicaid and some other plans to publicly report certain PA metrics from the previous calendar year on their websites. However, the new CMS reporting requirements are more general, consisting mainly of total approved and denied rates of standard PAs, expedited PAs, appeals and their respective response times, but not in the service categories that Med-QUEST and Medicaid require. Insurers favored the simpler CMS reporting template, which was new and untested. Physicians and

Administrator's Message

healthcare providers favored the more detailed reporting of service categories. The Working Group was very divided on this.

The first reporting deadline of January 31 for 2025 data reporting was difficult for the health plans to accomplish. One plan needed to report previous-year 2024 data to submit a complete year because their 2025 data was not yet fully available. Others had difficulty getting their data contractors or IT staff to adjust to the format chosen.

By the January 31 deadline, few insurers could submit completed set(s) of data collection forms by line of business and by selected health care service categories as recommended by the PA Working Group using the CMS template for reporting PA metrics. The accuracy of the data is also in question. For instance, numbers reported categorically did not add up to the total or were uninterpretable. Insurers of commercial health plans might have specific timeframes for their standard PAs and expedited PAs that are different from the timeframes of those required by the CMS. As a result, insurers of commercial health plans might have difficulty extracting their PA data to complete SHPDA's data collection forms that were based on the CMS reporting template.

SHPDA was expected to compile the PA data by insurer, healthcare setting, and line of business, and to post a report of findings on the SHPDA website, including recommendations by March 1, 2026. As of this writing, SHPDA is still in the process of collecting and/or verifying information from some insurers. Therefore, the information in SHPDA's report on its website is preliminary and subject to change.

I take personal responsibility for finally agreeing that for the first round that the simpler CMS process was acceptable. However, the result is that the submissions were not aligned for easy comparison, differ from plan-to-plan on what was reported, and were difficult to fairly interpret. The Working Group will clearly need to get much more specific on the reporting template for 2027 and thereafter to effectively monitor the PA reporting in the future with the ability to fairly compare plan behaviors. SHPDA also learned that the previously required reporting to the Med-QUEST agency also contains inaccuracies and omissions. We can all do better, and we will.

Based on all of these (perhaps understandable) first-year issues, this report is being submitted four weeks late. And the plan comparison determinations offered are disappointing in lack of sufficient detail and insight to fairly compare plans and/or assess the issue comprehensively. Realistically, the reporting date needs to be moved later than January 31 by one month to February 28 to allow companies to collect and report their data through the preceding year through December 31. That would move the SHPDA reporting data to file our summary report on the website and the submission to the Legislature by March 31 of each year, rather than by March 1.

For 2027 and beyond, SHPDA will ask the Working Group to include these following consistencies to allow better comparison and understanding of the results:

Administrator's Message

- 1) We will create a separate set of data collection forms that would allow commercial insurers to report prior authorization data based on their specific timeframes for standard prior authorizations and expediated prior authorizations.
- 2) We will add an additional data collection form to the current set of data collection forms to capture the *overall* prior authorization information for each line of business.
- 3) We will add additional rows in each data collection form to capture any prior authorization decisions that do not fall into any specific decision timeframes.

Despite the issues on the completeness and the accuracy of the PA data in this report, SHPDA presents this report to the Legislature, Governor, and the public on our website in fulfillment of Act 151 (2025). It does have value. This preliminary report will at least inform the public what PA data we collect. It will also serve as a reference guide for providers of health insurance in preparation of PA data submission in the future. However, in no way is the status quo acceptable. The PA process needs to be streamlined, simplified, consistently and accurately reported, and automated.

In addition, the Working Group will continue its efforts toward streamlining and improving the entire PA process here. Our largest insurer voluntarily submitted a list of medical claims for which PA will no longer be required. SHPDA believes more of this kind of simplification should be voluntarily occurring across insurers as we examine how often some frequently invoked PA denials result routinely in reversal of the denial. This seems an apparent waste of time and resources for both providers and insurers. It is also a serious "hassle factor" for providers.

Finally, we thank the Legislature and the Governor for passage of PL 151, as well as the members of the Working Group for their contributions thus far. This is the beginning of a necessary process of streamlining and simplifying the current PA processes for the benefit of all.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "John C. Lewin", with a long horizontal flourish extending to the right.

John C. (Jack) Lewin MD
Administrator

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Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 1. Overview:

Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
AlohaCare						
Medicare						
Diagnostic Testing						
Total Standard PA Requests	163	155	8	0	95.1	4.9
Total Expedited PA requests	70	70	0	0	100.0	0.0
Subtotal	233	225	8	0	96.6	3.4
Durable Medical Supplies/ Medical Equipment						
Total Standard PA Requests	257	243	14	0	94.6	5.4
Total Expedited PA requests	85	85	0	0	100.0	0.0
Subtotal	342	328	14	0	95.9	4.1
Inpatient Hospital Services						
Total Standard PA Requests	19	19	0	0	100.0	0.0
Total Expedited PA requests	11	11	0	0	100.0	0.0
Subtotal	30	30	0	0	100.0	0.0
Outpatient Hospital Services						
Total Standard PA Requests	66	66	0	0	100.0	0.0
Total Expedited PA requests	43	43	0	0	100.0	0.0
Subtotal	109	109	0	0	100.0	0.0
Physician Services						
Total Standard PA Requests	103	99	4	0	96.1	3.9
Total Expedited PA requests	37	37	0	0	100.0	0.0
Subtotal	140	136	4	0	97.1	2.9

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 1. Overview:

Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
AlohaCare						
Medicare						
Behavioral Health Services						
Total Standard PA Requests	17	17	0	0	100.0	0.0
Total Expedited PA requests	1	1	0	0	100.0	0.0
Subtotal	18	18	0	0	100.0	0.0
Drugs						
Total Standard PA Requests	435	356	79	0	81.8	18.2
Total Expedited PA requests	114	100	14	0	87.7	12.3
Subtotal	549	456	93	0	83.1	16.9
Medicare Subtotal	1,421	1,302	119	0	91.6	8.4
Medicaid						
Diagnostic Testing						
Total Standard PA Requests	1,414	1,147	267	0	81.1	18.9
Total Expedited PA requests	582	573	9	0	98.5	1.5
Subtotal	1,996	1,720	276	0	86.2	13.8
Durable Medical Supplies/ Medical Equipment						
Total Standard PA Requests	1,794	1,688	106	0	94.1	5.9
Total Expedited PA requests	490	476	14	0	97.1	2.9
Subtotal	2,284	2,164	120	0	94.7	5.3
Inpatient Hospital Services						
Total Standard PA Requests	447	115	332	0	25.7	74.3
Total Expedited PA requests	86	85	1	0	98.8	1.2
Subtotal	533	200	333	0	37.5	62.5

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 1. Overview:

Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
AlohaCare						
Medicaid						
Outpatient Hospital Services						
Total Standard PA Requests	487	477	10	0	97.9	2.1
Total Expedited PA requests	362	358	4	0	98.9	1.1
Subtotal	849	835	14	0	98.4	1.6
Physician Services						
Total Standard PA Requests	287	280	7	0	97.6	2.4
Total Expedited PA requests	88	87	1	0	98.9	1.1
Subtotal	375	367	8	0	97.9	2.1
Behavioral Health Services						
Total Standard PA Requests	85	82	3	0	96.5	3.5
Total Expedited PA requests	13	13	0	0	100.0	0.0
Subtotal	98	95	3	0	96.9	3.1
Drugs						
Total Standard PA Requests	5,821	4,827	708	286	82.9	12.2
Total Expedited PA requests	110	100	6	4	90.9	5.5
Subtotal	5,931	4,927	714	290	83.1	12.0
Medicaid Subtotal	12,066	10,308	1,468	290	85.4	12.2
AlohaCare Total	13,487	11,610	1,587	290	86.1	11.8

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 1. Overview:

Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
Cigna						
Commercial						
Outpatient Hospital Services						
Total Standard PA Requests	2	0	2	0	0.0	100.0
Total Expedited PA requests	0	0	0	0		
Subtotal	2	0	2	0	0.0	100.0
Drugs						
Total Standard PA Requests	14	10	4	0	71.4	28.6
Total Expedited PA requests	1	0	1	0	0.0	100.0
Subtotal	15	10	5	0	66.7	33.3
Commercial Subtotal	17	10	7	0	58.8	41.2
Cigna Total	17	10	7	0	58.8	41.2

HMAA

Commercial

Diagnostic Testing

Total Standard PA Requests

Total Expedited PA requests

Subtotal

Durable Medical Supplies/ Medical Equipment

Total Standard PA Requests

Total Expedited PA requests

Subtotal

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 1. Overview:

Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
HMAA						
Commercial						
Inpatient Hospital Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Outpatient Hospital Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Physician Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Behavioral Health Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Drugs						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Commercial Subtotal						
HMAA Total						

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 1. Overview:

Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
HMSA						
Commercial						
Diagnostic Testing						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Durable Medical Supplies/ Medical Equipment						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Inpatient Hospital Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Outpatient Hospital Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Physician Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 1. Overview:

Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
HMSA						
Commercial						
Behavioral Health Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Drugs						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Commercial Subtotal						
Commercial – Other						
HMSA – EUTF Plan						
Total Standard PA Requests	29,271	24,469	4,802		83.6	16.4
Total Expedited PA requests	1,540	1,503	37		97.6	2.4
Subtotal	30,811	25,972	4,839		84.3	15.7
HMSA – Other Commercial Plan						
Total Standard PA Requests	130,870	108,360	22,510		82.8	17.2
Total Expedited PA requests	8,112	7,288	824		89.8	10.2
Subtotal	138,982	115,648	23,334		83.2	16.8
Commercial – Other Subtotal	169,793	141,620	28,173		83.4	16.6

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 1. Overview:

Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
HMSA						
Medicare						
Diagnostic Testing						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Durable Medical Supplies/ Medical Equipment						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Inpatient Hospital Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Outpatient Hospital Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Physician Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 1. Overview:

Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
HMSA						
Medicare						
Behavioral Health Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Drugs						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Medicare Subtotal						
Medicaid						
Diagnostic Testing						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Durable Medical Supplies/ Medical Equipment						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Inpatient Hospital Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 1. Overview:

Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
HMSA						
Medicaid						
Outpatient Hospital Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Physician Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Behavioral Health Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Drugs						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Medicaid Subtotal						
HMSA Total	169,793	141,620	28,173		83.4	16.6

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 1. Overview:

Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
Kaiser – Hawaii						
Commercial						
Diagnostic Testing						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Durable Medical Supplies/ Medical Equipment						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Inpatient Hospital Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Outpatient Hospital Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Physician Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 1. Overview:

Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
Kaiser – Hawaii						
Commercial						
Behavioral Health Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Drugs						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Commercial Subtotal						
Medicare						
Diagnostic Testing						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Durable Medical Supplies/ Medical Equipment						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Inpatient Hospital Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 1. Overview:

Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
Kaiser – Hawaii						
Medicare						
Outpatient Hospital Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Physician Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Behavioral Health Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Drugs						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Medicare Subtotal						
Medicaid						
Diagnostic Testing						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 1. Overview:

Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
Kaiser – Hawaii						
Medicaid						
Durable Medical Supplies/ Medical Equipment						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Inpatient Hospital Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Outpatient Hospital Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Physician Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Behavioral Health Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 1. Overview:

Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
Kaiser – Hawaii						
Medicaid						
Drugs						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
<hr/>						
Medicaid Subtotal						
<hr/>						
Kaiser – Hawaii Total						
<hr/>						
UHA Health Insurance						
Commercial						
Diagnostic Testing						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
<hr/>						
Durable Medical Supplies/ Medical Equipment						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
<hr/>						
Inpatient Hospital Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
<hr/>						

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 1. Overview:

Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
UHA Health Insurance						
Commercial						
Outpatient Hospital Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Physician Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Behavioral Health Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Drugs						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Commercial Subtotal						
UHA Health Insurance Total						

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 1. Overview:

Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
UnitedHealthcare						
Commercial						
Diagnostic Testing						
Total Standard PA Requests	8	2	6	0	25.0	75.0
Total Expedited PA requests	0	0	0	0		
Subtotal	8	2	6	0	25.0	75.0
Durable Medical Supplies/ Medical Equipment						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Inpatient Hospital Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Outpatient Hospital Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Physician Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 1. Overview:

Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
UnitedHealthcare						
Commercial						
Behavioral Health Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Drugs						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Commercial Subtotal	8	2	6	0	25.0	75.0
Medicare						
Diagnostic Testing						
Total Standard PA Requests	4,069	3,969	100	0	97.5	2.5
Total Expedited PA requests	459	439	20	0	95.6	4.4
Subtotal	4,528	4,408	120	0	97.3	2.7
Durable Medical Supplies/ Medical Equipment						
Total Standard PA Requests	12,930	9,634	3,296	0	74.5	25.5
Total Expedited PA requests	344	184	160	0	53.5	46.5
Subtotal	13,274	9,818	3,456	0	74.0	26.0
Inpatient Hospital Services						
Total Standard PA Requests	5,540	4,757	704	79	85.9	12.7
Total Expedited PA requests	706	683	23	0	96.7	3.3
Subtotal	6,246	5,440	727	79	87.1	11.6

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 1. Overview:

Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
UnitedHealthcare						
Medicare						
Outpatient Hospital Services						
Total Standard PA Requests	51,540	50,567	973	0	98.1	1.9
Total Expedited PA requests	8,543	8,403	140	0	98.4	1.6
Subtotal	60,083	58,970	1,113	0	98.1	1.9
Physician Services						
Total Standard PA Requests	6,699	6,402	297	0	95.6	4.4
Total Expedited PA requests	1,007	963	44	0	95.6	4.4
Subtotal	7,706	7,365	341	0	95.6	4.4
Behavioral Health Services						
Total Standard PA Requests	267	184	83	0	68.9	31.1
Total Expedited PA requests	117	117	0	0	100.0	0.0
Subtotal	384	301	83	0	78.4	21.6
Drugs						
Total Standard PA Requests	1,555	1,528	27	0	98.3	1.7
Total Expedited PA requests	230	229	1	0	99.6	0.4
Subtotal	1,785	1,757	28	0	98.4	1.6
Medicare Subtotal	94,006	88,059	5,868	79	93.7	6.2
Medicaid						
Diagnostic Testing						
Total Standard PA Requests	500	476	24		95.2	4.8
Total Expedited PA requests	42	40	2		95.2	4.8
Subtotal	542	516	26		95.2	4.8

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 1. Overview:

Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
UnitedHealthcare						
Medicaid						
Durable Medical Supplies/ Medical Equipment						
Total Standard PA Requests	4,120	2,603	1,517		63.2	36.8
Total Expedited PA requests	406	266	140		65.5	34.5
Subtotal	4,526	2,869	1,657		63.4	36.6
Inpatient Hospital Services						
Total Standard PA Requests	1,810	1,616	194		89.3	10.7
Total Expedited PA requests	295	287	8		97.3	2.7
Subtotal	2,105	1,903	202		90.4	9.6
Outpatient Hospital Services						
Total Standard PA Requests	3,983	3,731	252		93.7	6.3
Total Expedited PA requests	776	761	15		98.1	1.9
Subtotal	4,759	4,492	267		94.4	5.6
Physician Services						
Total Standard PA Requests	15,916	14,116	1,800		88.7	11.3
Total Expedited PA requests	1,472	1,410	62		95.8	4.2
Subtotal	17,388	15,526	1,862		89.3	10.7
Behavioral Health Services						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 1. Overview:

Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
UnitedHealthcare						
Medicaid						
Drugs						
Total Standard PA Requests						
Total Expedited PA requests						
Subtotal						
Medicaid Subtotal	29,320	25,306	4,014		86.3	13.7
UnitedHealthcare Total	123,334	113,367	9,888	79	91.9	8.0
State Total	306,631	266,607	39,655	369	86.9	12.9

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 2. Overview:

Insurers, Plans, Services and PA Request Denial Reasons

Insurer/Plan/Service PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Medicare										
Diagnostic Testing										
Total Standard PA Requests	8		7			1				
Total Expedited PA requests	0									
Subtotal	8		7			1				
Durable Medical Supplies/ Medical Equipment										
Total Standard PA Requests	14		11	3						
Total Expedited PA requests	0									
Subtotal	14		11	3						
Inpatient Hospital Services										
Total Standard PA Requests	0									
Total Expedited PA requests	0									
Subtotal	0									
Outpatient Hospital Services										
Total Standard PA Requests	0									
Total Expedited PA requests	0									
Subtotal	0									
Physician Services										
Total Standard PA Requests	4		4							
Total Expedited PA requests	0									
Subtotal	4		4							

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 2. Overview:

Insurers, Plans, Services and PA Request Denial Reasons

Insurer/Plan/Service PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Medicare										
Behavioral Health Services										
Total Standard PA Requests	0									
Total Expedited PA requests	0									
Subtotal	0									
Drugs										
Total Standard PA Requests	79		79							
Total Expedited PA requests	14	1	13							
Subtotal	93	1	92							
Medicare Subtotal	119	1	114	3		1				
Medicaid										
Diagnostic Testing										
Total Standard PA Requests	267	84	177	3		1				2
Total Expedited PA requests	9	2	7							
Subtotal	276	86	184	3		1				2
Durable Medical Supplies/ Medical Equipment										
Total Standard PA Requests	106	1	77	26		1				1
Total Expedited PA requests	14		8	5		1				
Subtotal	120	1	85	31		2				1
Inpatient Hospital Services										
Total Standard PA Requests	332	9				2				321
Total Expedited PA requests	1					1				
Subtotal	333	9				3				321

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 2. Overview:

Insurers, Plans, Services and PA Request Denial Reasons

Insurer/Plan/Service PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Medicaid										
Outpatient Hospital Services										
Total Standard PA Requests	10	1	6			1				2
Total Expedited PA requests	4		4							
Subtotal	14	1	10			1				2
Physician Services										
Total Standard PA Requests	7		7							
Total Expedited PA requests	1									1
Subtotal	8		7							1
Behavioral Health Services										
Total Standard PA Requests	3	1	2							
Total Expedited PA requests	0									
Subtotal	3	1	2							
Drugs										
Total Standard PA Requests	708	73	578	57						
Total Expedited PA requests	6		6							
Subtotal	714	73	584	57						
Medicaid Subtotal	1,468	171	872	91		7				327
AlohaCare Total	1,587	172	986	94		8				327

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 2. Overview:

Insurers, Plans, Services and PA Request Denial Reasons

Insurer/Plan/Service PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
Cigna										
Commercial										
Outpatient Hospital Services										
Total Standard PA Requests	2		2							
Total Expedited PA requests	0									
Subtotal	2		2							
Drugs										
Total Standard PA Requests	4		4							
Total Expedited PA requests	1		1							
Subtotal	5		5							
Commercial Subtotal	7		7							
Cigna Total	7		7							

HMAA

Commercial

Diagnostic Testing

Total Standard PA Requests

Total Expedited PA requests

Subtotal

Durable Medical Supplies/ Medical Equipment

Total Standard PA Requests

Total Expedited PA requests

Subtotal

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 2. Overview:

Insurers, Plans, Services and PA Request Denial Reasons

Insurer/Plan/Service PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMAA										
Commercial										
Inpatient Hospital Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Outpatient Hospital Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Physician Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Behavioral Health Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Drugs										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Commercial Subtotal										
HMAA Total										

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 2. Overview:

Insurers, Plans, Services and PA Request Denial Reasons

Insurer/Plan/Service PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMSA										
Commercial										
Diagnostic Testing										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Durable Medical Supplies/ Medical Equipment										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Inpatient Hospital Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Outpatient Hospital Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Physician Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 2. Overview:

Insurers, Plans, Services and PA Request Denial Reasons

Insurer/Plan/Service PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMSA										
Commercial										
Behavioral Health Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Drugs										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Commercial Subtotal										
Commercial – Other										
HMSA – EUTF Plan										
Total Standard PA Requests	4,802									
Total Expedited PA requests	37									
Subtotal	4,839									
HMSA – Other Commercial Plan										
Total Standard PA Requests	22,510									
Total Expedited PA requests	824									
Subtotal	23,334									
Commercial – Other Subtotal										
	28,173									

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 2. Overview:

Insurers, Plans, Services and PA Request Denial Reasons

Insurer/Plan/Service PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMSA										
Medicare										
Diagnostic Testing										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Durable Medical Supplies/ Medical Equipment										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Inpatient Hospital Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Outpatient Hospital Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Physician Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 2. Overview:

Insurers, Plans, Services and PA Request Denial Reasons

Insurer/Plan/Service PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMSA										
Medicare										
Behavioral Health Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Drugs										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Medicare Subtotal										
Medicaid										
Diagnostic Testing										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Durable Medical Supplies/ Medical Equipment										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Inpatient Hospital Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 2. Overview:

Insurers, Plans, Services and PA Request Denial Reasons

Insurer/Plan/Service PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMSA										
Medicaid										
Outpatient Hospital Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Physician Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Behavioral Health Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Drugs										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Medicaid Subtotal										
HMSA Total 28,173										

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 2. Overview:

Insurers, Plans, Services and PA Request Denial Reasons

Insurer/Plan/Service PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
Kaiser – Hawaii										
Commercial										
Diagnostic Testing										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Durable Medical Supplies/ Medical Equipment										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Inpatient Hospital Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Outpatient Hospital Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Physician Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 2. Overview:

Insurers, Plans, Services and PA Request Denial Reasons

Insurer/Plan/Service PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
Kaiser – Hawaii										
Commercial										
Behavioral Health Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Drugs										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Commercial Subtotal										
Medicare										
Diagnostic Testing										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Durable Medical Supplies/ Medical Equipment										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Inpatient Hospital Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 2. Overview:

Insurers, Plans, Services and PA Request Denial Reasons

Insurer/Plan/Service PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
Kaiser – Hawaii										
Medicare										
Outpatient Hospital Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Physician Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Behavioral Health Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Drugs										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Medicare Subtotal										
Medicaid										
Diagnostic Testing										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 2. Overview:

Insurers, Plans, Services and PA Request Denial Reasons

Insurer/Plan/Service PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
Kaiser – Hawaii										
Medicaid										
Durable Medical Supplies/ Medical Equipment										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Inpatient Hospital Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Outpatient Hospital Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Physician Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Behavioral Health Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 2. Overview:

Insurers, Plans, Services and PA Request Denial Reasons

Insurer/Plan/Service PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
Kaiser – Hawaii										
Medicaid										
Drugs										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Medicaid Subtotal										
Kaiser – Hawaii Total										
UHA Health Insurance										
Commercial										
Diagnostic Testing										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Durable Medical Supplies/ Medical Equipment										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Inpatient Hospital Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 2. Overview:

Insurers, Plans, Services and PA Request Denial Reasons

Insurer/Plan/Service PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UHA Health Insurance										
Commercial										
Outpatient Hospital Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Physician Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Behavioral Health Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Drugs										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Commercial Subtotal										
UHA Health Insurance Total										

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 2. Overview:

Insurers, Plans, Services and PA Request Denial Reasons

Insurer/Plan/Service PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UnitedHealthcare										
Commercial										
Diagnostic Testing										
Total Standard PA Requests	6		2			4				
Total Expedited PA requests	0									
Subtotal	6		2			4				
Durable Medical Supplies/ Medical Equipment										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Inpatient Hospital Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Outpatient Hospital Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Physician Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 2. Overview:

Insurers, Plans, Services and PA Request Denial Reasons

Insurer/Plan/Service PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UnitedHealthcare										
Commercial										
Behavioral Health Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Drugs										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Commercial Subtotal	6		2			4				
Medicare										
Diagnostic Testing										
Total Standard PA Requests	100		63	36						1
Total Expedited PA requests	20		17	3						
Subtotal	120		80	39						1
Durable Medical Supplies/ Medical Equipment										
Total Standard PA Requests	3,296			3,296						
Total Expedited PA requests	160			160						
Subtotal	3,456			3,456						
Inpatient Hospital Services										
Total Standard PA Requests	704		612	92						
Total Expedited PA requests	23		11	12						
Subtotal	727		623	104						

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 2. Overview:

Insurers, Plans, Services and PA Request Denial Reasons

Insurer/Plan/Service PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UnitedHealthcare										
Medicare										
Outpatient Hospital Services										
Total Standard PA Requests	973	65	885	23						
Total Expedited PA requests	140	15	119	5		1				
Subtotal	1,113	80	1,004	28		1				
Physician Services										
Total Standard PA Requests	297	19	214	64						
Total Expedited PA requests	44	3	36	5						
Subtotal	341	22	250	69						
Behavioral Health Services										
Total Standard PA Requests	83	40	40	1						2
Total Expedited PA requests	0									
Subtotal	83	40	40	1						2
Drugs										
Total Standard PA Requests	27		19	8						
Total Expedited PA requests	1		1							
Subtotal	28		20	8						
Medicare Subtotal	5,868	142	2,017	3,705		1				3
Medicaid										
Diagnostic Testing										
Total Standard PA Requests	24	2	20							2
Total Expedited PA requests	2		2							
Subtotal	26	2	22							2

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 2. Overview:

Insurers, Plans, Services and PA Request Denial Reasons

Insurer/Plan/Service PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UnitedHealthcare										
Medicaid										
Durable Medical Supplies/ Medical Equipment										
Total Standard PA Requests	1,517	33	645	819		16				4
Total Expedited PA requests	140		26	114						
Subtotal	1,657	33	671	933		16				4
Inpatient Hospital Services										
Total Standard PA Requests	194		2	7	7					178
Total Expedited PA requests	8		3							5
Subtotal	202		5	7	7					183
Outpatient Hospital Services										
Total Standard PA Requests	252	3	68	6	1	1				173
Total Expedited PA requests	15		6	1		1				7
Subtotal	267	3	74	7	1	2				180
Physician Services										
Total Standard PA Requests	1,800	221	242	938	295	7				97
Total Expedited PA requests	62	4	37	18		1				2
Subtotal	1,862	225	279	956	295	8				99
Behavioral Health Services										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										

Section I. Hawaii Health Care Services Prior Authorization (PA), 2024

Table 2. Overview:

Insurers, Plans, Services and PA Request Denial Reasons

Insurer/Plan/Service PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UnitedHealthcare										
Medicaid										
Drugs										
Total Standard PA Requests										
Total Expedited PA requests										
Subtotal										
Medicaid Subtotal	4,014	263	1,051	1,903	303	26				468
UnitedHealthcare Total	9,888	405	3,070	5,608	303	31				471
State Total	39,655	577	4,063	5,702	303	39				798

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 1-1A. Diagnostic Testing:

Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
HMAA						
Total Standard PA Requests						
Total Expedited PA requests						
HMAA Total						
HMSA						
Total Standard PA Requests						
Total Expedited PA requests						
HMSA Total						
Kaiser – Hawaii						
Total Standard PA Requests						
Total Expedited PA requests						
Kaiser – Hawaii Total						
UHA Health Insurance						
Total Standard PA Requests						
Total Expedited PA requests						
UHA Health Insurance Total						
UnitedHealthcare						
Total Standard PA Requests	8	2	6	0	25.0	75.0
Total Expedited PA requests	0	0	0	0		
UnitedHealthcare Total						
State Total						
	8	2	6	0	25.0	75.0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 1-1B. Diagnostic Testing:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
HMAA								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
HMSA								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 1-1B. Diagnostic Testing:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
HMSA								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
Kaiser – Hawaii								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 1-1B. Diagnostic Testing:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type		
					Approved (%)	Denied (%)	Approved (%)	Denied (%)	
UHA Health Insurance									
Standard PA Total									
Total Standard PA Requests									
Standard PA By Decision Timeframe									
Standard – 7 Days									
Standard – Extension									
Standard – Appeal									
Standard – Not Reported									
Expedited PA Total									
Total Expedited PA requests									
Expedited PA By Decision Timeframe									
Expedited – 72 Hours									
Expedited – Extension									
Expedited – Appeal									
Expedited – Not Reported									
UnitedHealthcare									
Standard PA Total									
Total Standard PA Requests	8	2	6	0	25.0	75.0	25.0	75.0	
Standard PA By Decision Timeframe									
Standard – 7 Days	8	2	6	0	25.0	75.0	25.0	75.0	
Standard – Extension	0	0	0	0			0.0	0.0	
Standard – Appeal	0	0	0	0			0.0	0.0	
Standard – Not Reported	0	0	0	0			0.0	0.0	

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 1-1B. Diagnostic Testing:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type		
					Approved (%)	Denied (%)	Approved (%)	Denied (%)	
UnitedHealthcare									
Expedited PA Total									
Total Expedited PA requests	0	0	0	0					
Expedited PA By Decision Timeframe									
Expedited – 72 Hours	0	0	0	0					
Expedited – Extension	0	0	0	0					
Expedited – Appeal	0	0	0	0					
Expedited – Not Reported	0	0	0	0					

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 1-2A. Diagnostic Testing:

Denial Reasons by Type of PA Request

Insurer PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMAA										
Total Standard PA Requests										
Total Expedited PA requests										
HMAA Total										
HMSA										
Total Standard PA Requests										
Total Expedited PA requests										
HMSA Total										
Kaiser – Hawaii										
Total Standard PA Requests										
Total Expedited PA requests										
Kaiser – Hawaii Total										
UHA Health Insurance										
Total Standard PA Requests										
Total Expedited PA requests										
UHA Health Insurance Total										
UnitedHealthcare										
Total Standard PA Requests	6		2			4				
Total Expedited PA requests	0									
UnitedHealthcare Total										
State Total										
	6		2			4				

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 1-2B. Diagnostic Testing:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMAA										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
HMSA										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 1-2B. Diagnostic Testing:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMSA										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
Kaiser – Hawaii										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 1-2B. Diagnostic Testing:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UHA Health Insurance										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
UnitedHealthcare										
Standard PA Total										
Total Standard PA Requests	6		2			4				
Standard PA By Decision Timeframe										
Standard – 7 Days	6		2			4				
Standard – Extension	0									
Standard – Appeal	0									
Standard – Not Reported	0	0	0	0	0	0	0	0	0	0

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 1-2B. Diagnostic Testing:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UnitedHealthcare										
Expedited PA Total										
Total Expedited PA requests	0									
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	0									
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 1-3. Diagnostic Testing:

Response Time (Time Between Receiving a PA Request and Sending a Decision)

Insurer	Standard – 7 Days		Expedited – 72 Hours	
	Mean (Average) Time (Days)	Median (Middle) Time (Days)	Mean (Average) Time (Hours)	Median (Middle) Time (Hours)
HMAA				
HMSA				
Kaiser – Hawaii				
UHA Health Insurance				
UnitedHealthcare	0	0		
State Average	0	0		

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 2-1A. Durable Medical Supplies/Medical Equipment:

Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
HMAA						
Total Standard PA Requests						
Total Expedited PA requests						
HMAA Total						
HMSA						
Total Standard PA Requests						
Total Expedited PA requests						
HMSA Total						
Kaiser – Hawaii						
Total Standard PA Requests						
Total Expedited PA requests						
Kaiser – Hawaii Total						
UHA Health Insurance						
Total Standard PA Requests						
Total Expedited PA requests						
UHA Health Insurance Total						
UnitedHealthcare						
Total Standard PA Requests						
Total Expedited PA requests						
UnitedHealthcare Total						
State Total						

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 2-1B. Durable Medical Supplies/Medical Equipment:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
HMAA								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
HMSA								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 2-1B. Durable Medical Supplies/Medical Equipment:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type		
					Approved (%)	Denied (%)	Approved (%)	Denied (%)	
HMSA									
Expedited PA Total									
Total Expedited PA requests									
Expedited PA By Decision Timeframe									
Expedited – 72 Hours									
Expedited – Extension									
Expedited – Appeal									
Expedited – Not Reported									
Kaiser – Hawaii									
Standard PA Total									
Total Standard PA Requests									
Standard PA By Decision Timeframe									
Standard – 7 Days									
Standard – Extension									
Standard – Appeal									
Standard – Not Reported									
Expedited PA Total									
Total Expedited PA requests									
Expedited PA By Decision Timeframe									
Expedited – 72 Hours									
Expedited – Extension									
Expedited – Appeal									
Expedited – Not Reported									

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 2-1B. Durable Medical Supplies/Medical Equipment:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
UHA Health Insurance								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
UnitedHealthcare								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 2-1B. Durable Medical Supplies/Medical Equipment:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type		
					Approved (%)	Denied (%)	Approved (%)	Denied (%)	
UnitedHealthcare									
Expedited PA Total									
Total Expedited PA requests									
Expedited PA By Decision Timeframe									
Expedited – 72 Hours									
Expedited – Extension									
Expedited – Appeal									
Expedited – Not Reported									

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 2-2A. Durable Medical Supplies/Medical Equipment:

Denial Reasons by Type of PA Request

Insurer PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMAA										
Total Standard PA Requests										
Total Expedited PA requests										
HMAA Total										
HMSA										
Total Standard PA Requests										
Total Expedited PA requests										
HMSA Total										
Kaiser – Hawaii										
Total Standard PA Requests										
Total Expedited PA requests										
Kaiser – Hawaii Total										
UHA Health Insurance										
Total Standard PA Requests										
Total Expedited PA requests										
UHA Health Insurance Total										
UnitedHealthcare										
Total Standard PA Requests										
Total Expedited PA requests										
UnitedHealthcare Total										
State Total										

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 2-2B. Durable Medical Supplies/Medical Equipment:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMAA										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
HMSA										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 2-2B. Durable Medical Supplies/Medical Equipment:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMSA										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
Kaiser – Hawaii										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 2-2B. Durable Medical Supplies/Medical Equipment:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UHA Health Insurance										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
UnitedHealthcare										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 2-2B. Durable Medical Supplies/Medical Equipment:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UnitedHealthcare										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 2-3. Durable Medical Supplies/Medical Equipment:

Response Time (Time Between Receiving a PA Request and Sending a Decision)

Insurer	Standard – 7 Days		Expedited – 72 Hours	
	Mean (Average) Time (Days)	Median (Middle) Time (Days)	Mean (Average) Time (Hours)	Median (Middle) Time (Hours)
HMAA				
HMSA				
Kaiser – Hawaii				
UHA Health Insurance				
UnitedHealthcare				
State Average				

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 3-1A. Inpatient Hospital Services:

Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
HMAA						
Total Standard PA Requests						
Total Expedited PA requests						
HMAA Total						
HMSA						
Total Standard PA Requests						
Total Expedited PA requests						
HMSA Total						
Kaiser – Hawaii						
Total Standard PA Requests						
Total Expedited PA requests						
Kaiser – Hawaii Total						
UHA Health Insurance						
Total Standard PA Requests						
Total Expedited PA requests						
UHA Health Insurance Total						
UnitedHealthcare						
Total Standard PA Requests						
Total Expedited PA requests						
UnitedHealthcare Total						
State Total						

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 3-1B. Inpatient Hospital Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type		
					Approved (%)	Denied (%)	Approved (%)	Denied (%)	
HMAA									
Standard PA Total									
Total Standard PA Requests									
Standard PA By Decision Timeframe									
Standard – 7 Days									
Standard – Extension									
Standard – Appeal									
Standard – Not Reported									
Expedited PA Total									
Total Expedited PA requests									
Expedited PA By Decision Timeframe									
Expedited – 72 Hours									
Expedited – Extension									
Expedited – Appeal									
Expedited – Not Reported									
HMSA									
Standard PA Total									
Total Standard PA Requests									
Standard PA By Decision Timeframe									
Standard – 7 Days									
Standard – Extension									
Standard – Appeal									
Standard – Not Reported									

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 3-1B. Inpatient Hospital Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
HMSA								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
Kaiser – Hawaii								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 3-1B. Inpatient Hospital Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
UHA Health Insurance								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
UnitedHealthcare								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 3-1B. Inpatient Hospital Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type		
					Approved (%)	Denied (%)	Approved (%)	Denied (%)	
UnitedHealthcare									
Expedited PA Total									
Total Expedited PA requests									
Expedited PA By Decision Timeframe									
Expedited – 72 Hours									
Expedited – Extension									
Expedited – Appeal									
Expedited – Not Reported									

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 3-2A. Inpatient Hospital Services:

Denial Reasons by Type of PA Request

Insurer PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMAA										
Total Standard PA Requests										
Total Expedited PA requests										
HMAA Total										
HMSA										
Total Standard PA Requests										
Total Expedited PA requests										
HMSA Total										
Kaiser – Hawaii										
Total Standard PA Requests										
Total Expedited PA requests										
Kaiser – Hawaii Total										
UHA Health Insurance										
Total Standard PA Requests										
Total Expedited PA requests										
UHA Health Insurance Total										
UnitedHealthcare										
Total Standard PA Requests										
Total Expedited PA requests										
UnitedHealthcare Total										
State Total										

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 3-2B. Inpatient Hospital Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMAA										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
HMSA										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 3-2B. Inpatient Hospital Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMSA										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
Kaiser – Hawaii										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 3-2B. Inpatient Hospital Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UHA Health Insurance										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
UnitedHealthcare										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 3-2B. Inpatient Hospital Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UnitedHealthcare										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 3-3. Inpatient Hospital Services:

Response Time (Time Between Receiving a PA Request and Sending a Decision)

Insurer	Standard – 7 Days		Expedited – 72 Hours	
	Mean (Average) Time (Days)	Median (Middle) Time (Days)	Mean (Average) Time (Hours)	Median (Middle) Time (Hours)
HMAA				
HMSA				
Kaiser – Hawaii				
UHA Health Insurance				
UnitedHealthcare				
State Average				

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 4-1A. Outpatient Hospital Services:

Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
Cigna						
Total Standard PA Requests	2	0	2	0	0.0	100.0
Total Expedited PA requests	0	0	0	0		
Cigna Total	2	0	2	0	0.0	100.0
HMAA						
Total Standard PA Requests						
Total Expedited PA requests						
HMAA Total						
HMSA						
Total Standard PA Requests						
Total Expedited PA requests						
HMSA Total						
Kaiser – Hawaii						
Total Standard PA Requests						
Total Expedited PA requests						
Kaiser – Hawaii Total						
UHA Health Insurance						
Total Standard PA Requests						
Total Expedited PA requests						
UHA Health Insurance Total						
UnitedHealthcare						
Total Standard PA Requests						
Total Expedited PA requests						
UnitedHealthcare Total						
State Total	2	0	2	0	0.0	100.0

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 4-1A. Outpatient Hospital Services:

Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
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Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 4-1B. Outpatient Hospital Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approved	Denied	Withdrawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
Cigna								
Standard PA Total								
Total Standard PA Requests	2	0	2	0	0.0	100.0	0.0	100.0
Standard PA By Decision Timeframe								
Standard – 7 Days	2	0	2	0	0.0	100.0	0.0	100.0
Standard – Extension	0	0	0	0			0.0	0.0
Standard – Appeal	0	0	0	0			0.0	0.0
Standard – Not Reported	0	0	0	0			0.0	0.0
Expedited PA Total								
Total Expedited PA requests	0	0	0	0				
Expedited PA By Decision Timeframe								
Expedited – 72 Hours	0	0	0	0				
Expedited – Extension	0	0	0	0				
Expedited – Appeal	0	0	0	0				
Expedited – Not Reported	0	0	0	0				
HMAA								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 4-1B. Outpatient Hospital Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
HMAA								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
HMSA								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 4-1B. Outpatient Hospital Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
Kaiser – Hawaii								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
UHA Health Insurance								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 4-1B. Outpatient Hospital Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
UHA Health Insurance								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
UnitedHealthcare								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 4-1B. Outpatient Hospital Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 4-2A. Outpatient Hospital Services:

Denial Reasons by Type of PA Request

Insurer PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
Cigna										
Total Standard PA Requests	2		2							
Total Expedited PA requests	0									
Cigna Total	2		2							
HMAA										
Total Standard PA Requests										
Total Expedited PA requests										
HMAA Total										
HMSA										
Total Standard PA Requests										
Total Expedited PA requests										
HMSA Total										
Kaiser – Hawaii										
Total Standard PA Requests										
Total Expedited PA requests										
Kaiser – Hawaii Total										
UHA Health Insurance										
Total Standard PA Requests										
Total Expedited PA requests										
UHA Health Insurance Total										
UnitedHealthcare										
Total Standard PA Requests										
Total Expedited PA requests										
UnitedHealthcare Total										

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 4-2A. Outpatient Hospital Services:

Denial Reasons by Type of PA Request

Insurer PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
State Total	2		2							

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 4-2B. Outpatient Hospital Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
Cigna										
Standard PA Total										
Total Standard PA Requests	2		2							
Standard PA By Decision Timeframe										
Standard – 7 Days	2		2							
Standard – Extension	0									
Standard – Appeal	0									
Standard – Not Reported	0	0	0	0	0	0	0	0	0	0
Expedited PA Total										
Total Expedited PA requests	0									
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	0									
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0
HMAA										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 4-2B. Outpatient Hospital Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMAA										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
HMSA										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 4-2B. Outpatient Hospital Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
Kaiser – Hawaii										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
UHA Health Insurance										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 4-2B. Outpatient Hospital Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UHA Health Insurance										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
UnitedHealthcare										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 4-2B. Outpatient Hospital Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9

Note:
(1) A blank cell () indicates data not available.
(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 4-3. Outpatient Hospital Services:

Response Time (Time Between Receiving a PA Request and Sending a Decision)

Insurer	Standard – 7 Days		Expedited – 72 Hours	
	Mean (Average) Time (Days)	Median (Middle) Time (Days)	Mean (Average) Time (Hours)	Median (Middle) Time (Hours)
Cigna	3.5	3.5		
HMAA				
HMSA				
Kaiser – Hawaii				
UHA Health Insurance				
UnitedHealthcare				
State Average	3.5	3.5		

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 5-1A. Physician Services:

Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
HMAA						
Total Standard PA Requests						
Total Expedited PA requests						
HMAA Total						
HMSA						
Total Standard PA Requests						
Total Expedited PA requests						
HMSA Total						
Kaiser – Hawaii						
Total Standard PA Requests						
Total Expedited PA requests						
Kaiser – Hawaii Total						
UHA Health Insurance						
Total Standard PA Requests						
Total Expedited PA requests						
UHA Health Insurance Total						
UnitedHealthcare						
Total Standard PA Requests						
Total Expedited PA requests						
UnitedHealthcare Total						
State Total						

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 5-1B. Physician Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
HMAA								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
HMSA								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 5-1B. Physician Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
HMSA								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
Kaiser – Hawaii								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 5-1B. Physician Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type		
					Approved (%)	Denied (%)	Approved (%)	Denied (%)	
UHA Health Insurance									
Standard PA Total									
Total Standard PA Requests									
Standard PA By Decision Timeframe									
Standard – 7 Days									
Standard – Extension									
Standard – Appeal									
Standard – Not Reported									
Expedited PA Total									
Total Expedited PA requests									
Expedited PA By Decision Timeframe									
Expedited – 72 Hours									
Expedited – Extension									
Expedited – Appeal									
Expedited – Not Reported									
UnitedHealthcare									
Standard PA Total									
Total Standard PA Requests									
Standard PA By Decision Timeframe									
Standard – 7 Days									
Standard – Extension									
Standard – Appeal									
Standard – Not Reported									

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 5-1B. Physician Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type		
					Approved (%)	Denied (%)	Approved (%)	Denied (%)	
UnitedHealthcare									
Expedited PA Total									
Total Expedited PA requests									
Expedited PA By Decision Timeframe									
Expedited – 72 Hours									
Expedited – Extension									
Expedited – Appeal									
Expedited – Not Reported									

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 5-2A. Physician Services:

Denial Reasons by Type of PA Request

Insurer PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMAA										
Total Standard PA Requests										
Total Expedited PA requests										
HMAA Total										
HMSA										
Total Standard PA Requests										
Total Expedited PA requests										
HMSA Total										
Kaiser – Hawaii										
Total Standard PA Requests										
Total Expedited PA requests										
Kaiser – Hawaii Total										
UHA Health Insurance										
Total Standard PA Requests										
Total Expedited PA requests										
UHA Health Insurance Total										
UnitedHealthcare										
Total Standard PA Requests										
Total Expedited PA requests										
UnitedHealthcare Total										
State Total										

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 5-2B. Physician Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMAA										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
HMSA										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 5-2B. Physician Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMSA										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
Kaiser – Hawaii										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 5-2B. Physician Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UHA Health Insurance										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
UnitedHealthcare										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 5-2B. Physician Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UnitedHealthcare										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

Note:
 (1) A blank cell () indicates data not available.
 (2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 5-3. Physician Services:

Response Time (Time Between Receiving a PA Request and Sending a Decision)

Insurer	Standard – 7 Days		Expedited – 72 Hours	
	Mean (Average) Time (Days)	Median (Middle) Time (Days)	Mean (Average) Time (Hours)	Median (Middle) Time (Hours)
HMAA				
HMSA				
Kaiser – Hawaii				
UHA Health Insurance				
UnitedHealthcare				
State Average				

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 6-1A. Behavioral Health Services:

Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
HMAA						
Total Standard PA Requests						
Total Expedited PA requests						
HMAA Total						
HMSA						
Total Standard PA Requests						
Total Expedited PA requests						
HMSA Total						
Kaiser – Hawaii						
Total Standard PA Requests						
Total Expedited PA requests						
Kaiser – Hawaii Total						
UHA Health Insurance						
Total Standard PA Requests						
Total Expedited PA requests						
UHA Health Insurance Total						
UnitedHealthcare						
Total Standard PA Requests						
Total Expedited PA requests						
UnitedHealthcare Total						
State Total						

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 6-1B. Behavioral Health Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
HMAA								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
HMSA								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 6-1B. Behavioral Health Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
HMSA								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
Kaiser – Hawaii								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 6-1B. Behavioral Health Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type		
					Approved (%)	Denied (%)	Approved (%)	Denied (%)	
UHA Health Insurance									
Standard PA Total									
Total Standard PA Requests									
Standard PA By Decision Timeframe									
Standard – 7 Days									
Standard – Extension									
Standard – Appeal									
Standard – Not Reported									
Expedited PA Total									
Total Expedited PA requests									
Expedited PA By Decision Timeframe									
Expedited – 72 Hours									
Expedited – Extension									
Expedited – Appeal									
Expedited – Not Reported									
UnitedHealthcare									
Standard PA Total									
Total Standard PA Requests									
Standard PA By Decision Timeframe									
Standard – 7 Days									
Standard – Extension									
Standard – Appeal									
Standard – Not Reported									

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 6-1B. Behavioral Health Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type		
					Approved (%)	Denied (%)	Approved (%)	Denied (%)	
UnitedHealthcare									
Expedited PA Total									
Total Expedited PA requests									
Expedited PA By Decision Timeframe									
Expedited – 72 Hours									
Expedited – Extension									
Expedited – Appeal									
Expedited – Not Reported									

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 6-2A. Behavioral Health Services:

Denial Reasons by Type of PA Request

Insurer PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMAA										
Total Standard PA Requests										
Total Expedited PA requests										
HMAA Total										
HMSA										
Total Standard PA Requests										
Total Expedited PA requests										
HMSA Total										
Kaiser – Hawaii										
Total Standard PA Requests										
Total Expedited PA requests										
Kaiser – Hawaii Total										
UHA Health Insurance										
Total Standard PA Requests										
Total Expedited PA requests										
UHA Health Insurance Total										
UnitedHealthcare										
Total Standard PA Requests										
Total Expedited PA requests										
UnitedHealthcare Total										
State Total										

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 6-2B. Behavioral Health Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMAA										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
HMSA										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 6-2B. Behavioral Health Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMSA										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
Kaiser – Hawaii										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 6-2B. Behavioral Health Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UHA Health Insurance										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
UnitedHealthcare										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

Section II. Commercial Plan Prior Authorization (PA), 2024

**Table 6-2B. Behavioral Health Services:
Denial Reasons by Decision Timeframe**

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UnitedHealthcare										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

Note:
 (1) A blank cell () indicates data not available.
 (2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 6-3. Behavioral Health Services:

Response Time (Time Between Receiving a PA Request and Sending a Decision)

Insurer	Standard – 7 Days		Expedited – 72 Hours	
	Mean (Average) Time (Days)	Median (Middle) Time (Days)	Mean (Average) Time (Hours)	Median (Middle) Time (Hours)
HMAA				
HMSA				
Kaiser – Hawaii				
UHA Health Insurance				
UnitedHealthcare				
State Average				

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 7-1A. Drugs:

Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
Cigna						
Total Standard PA Requests	14	10	4	0	71.4	28.6
Total Expedited PA requests	1	0	1	0	0.0	100.0
Cigna Total	15	10	5	0	66.7	33.3
HMAA						
Total Standard PA Requests						
Total Expedited PA requests						
HMAA Total						
HMSA						
Total Standard PA Requests						
Total Expedited PA requests						
HMSA Total						
Kaiser – Hawaii						
Total Standard PA Requests						
Total Expedited PA requests						
Kaiser – Hawaii Total						
UHA Health Insurance						
Total Standard PA Requests						
Total Expedited PA requests						
UHA Health Insurance Total						
UnitedHealthcare						
Total Standard PA Requests						
Total Expedited PA requests						
UnitedHealthcare Total						
State Total	15	10	5	0	66.7	33.3

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 7-1A. Drugs:

Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
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Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 7-1B. Drugs:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approved	Denied	Withdrawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
Cigna								
Standard PA Total								
Total Standard PA Requests	14	10	4	0	71.4	28.6	71.4	28.6
Standard PA By Decision Timeframe								
Standard – 7 Days	13	10	3	0	76.9	23.1	71.4	21.4
Standard – Extension	1	0	1	0	0.0	100.0	0.0	7.1
Standard – Appeal	0	0	0	0			0.0	0.0
Standard – Not Reported	0	0	0	0			0.0	0.0
Expedited PA Total								
Total Expedited PA requests	1	0	1	0	0.0	100.0	0.0	100.0
Expedited PA By Decision Timeframe								
Expedited – 72 Hours	1	0	1	0	0.0	100.0	0.0	100.0
Expedited – Extension	0	0	0	0			0.0	0.0
Expedited – Appeal	0	0	0	0			0.0	0.0
Expedited – Not Reported	0	0	0	0			0.0	0.0
HMAA								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 7-1B. Drugs:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
HMAA								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
HMSA								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 7-1B. Drugs:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
Kaiser – Hawaii								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
UHA Health Insurance								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 7-1B. Drugs:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
UHA Health Insurance								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
UnitedHealthcare								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 7-1B. Drugs:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 7-2A. Drugs:

Denial Reasons by Type of PA Request

Insurer PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
Cigna										
Total Standard PA Requests	4		4							
Total Expedited PA requests	1		1							
Cigna Total	5		5							
HMAA										
Total Standard PA Requests										
Total Expedited PA requests										
HMAA Total										
HMSA										
Total Standard PA Requests										
Total Expedited PA requests										
HMSA Total										
Kaiser – Hawaii										
Total Standard PA Requests										
Total Expedited PA requests										
Kaiser – Hawaii Total										
UHA Health Insurance										
Total Standard PA Requests										
Total Expedited PA requests										
UHA Health Insurance Total										
UnitedHealthcare										
Total Standard PA Requests										
Total Expedited PA requests										
UnitedHealthcare Total										

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 7-2A. Drugs:

Denial Reasons by Type of PA Request

Insurer PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
State Total	5		5							

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 7-2B. Drugs:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
Cigna										
Standard PA Total										
Total Standard PA Requests	4		4							
Standard PA By Decision Timeframe										
Standard – 7 Days	3		3							
Standard – Extension	1	1								
Standard – Appeal	0									
Standard – Not Reported	0	-1	1	0	0	0	0	0	0	0
Expedited PA Total										
Total Expedited PA requests	1		1							
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	1		1							
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0
HMAA										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 7-2B. Drugs:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMAA										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
HMSA										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 7-2B. Drugs:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
Kaiser – Hawaii										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
UHA Health Insurance										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 7-2B. Drugs:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UHA Health Insurance										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
UnitedHealthcare										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 7-2B. Drugs:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9

Note:
 (1) A blank cell () indicates data not available.
 (2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 7-3. Drugs:

Response Time (Time Between Receiving a PA Request and Sending a Decision)

Insurer	Standard – 7 Days		Expedited – 72 Hours	
	Mean (Average) Time (Days)	Median (Middle) Time (Days)	Mean (Average) Time (Hours)	Median (Middle) Time (Hours)
Cigna	3.0	0.7	0.2	0.2
HMAA				
HMSA				
Kaiser – Hawaii				
UHA Health Insurance				
UnitedHealthcare				
State Average	3.0	0.7	0.2	0.2

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 8-1A. Commercial – Other:

Approved Rates by Type of PA Request

Insurer/Health Plan PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
HMSA						
HMSA – EUTF Plan						
Total Standard PA Requests	29,271	24,469	4,802		83.6	16.4
Total Expedited PA requests	1,540	1,503	37		97.6	2.4
HMSA – EUTF Plan SUTOTAL	30,811	25,972	4,839		84.3	15.7
HMSA – Other Commercial Plan						
Total Standard PA Requests	130,870	108,360	22,510		82.8	17.2
Total Expedited PA requests	8,112	7,288	824		89.8	10.2
HMSA – Other Commercial Plan SUTOTAL	138,982	115,648	23,334		83.2	16.8
HMSA Total	169,793	141,620	28,173		83.4	16.6
State Total	169,793	141,620	28,173		83.4	16.6

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 8-1B. Commercial – Other:

Approved Rates by Decision Timeframe

Insurer/Health Plan/PA Request Decision Timeframe	Total Requests	Approved	Denied	Withdrawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
HMSA – EUTF Plan								
Standard PA Total								
Total Standard PA Requests	29,271	24,469	4,802		83.6	16.4	83.6	16.4
Standard PA By Decision Timeframe								
Standard – 7 Days	23,805	21,352	2,453		89.7	10.3	72.9	8.4
Standard – Extension	1,126	517	609		45.9	54.1	1.8	2.1
Standard – Appeal	137	82	55		59.9	40.1	0.3	0.2
Standard – Not Reported	4,203	2,518	1,685	0	59.9	40.1	8.6	5.8
Expedited PA Total								
Total Expedited PA requests	1,540	1,503	37		97.6	2.4	97.6	2.4
Expedited PA By Decision Timeframe								
Expedited – 72 Hours	1,518	1,487	31		98.0	2.0	96.6	2.0
Expedited – Extension	0	0	0				0.0	0.0
Expedited – Appeal	11	7	4		63.6	36.4	0.5	0.3
Expedited – Not Reported	11	9	2	0	81.8	18.2	0.6	0.1
HMSA – Other Commercial Plan								
Standard PA Total								
Total Standard PA Requests	130,870	108,360	22,510		82.8	17.2	82.8	17.2
Standard PA By Decision Timeframe								
Standard – 7 Days	106,548	94,720	11,828		88.9	11.1	72.4	9.0
Standard – Extension	5,240	2,306	2,934		44.0	56.0	1.8	2.2
Standard – Appeal	612	342	270		55.9	44.1	0.3	0.2
Standard – Not Reported	18,470	10,992	7,478	0	59.5	40.5	8.4	5.7

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 8-1B. Commercial – Other:

Approved Rates by Decision Timeframe

Insurer/Health Plan/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
HMSA – Other Commercial Plan								
Expedited PA Total								
Total Expedited PA requests	8,112	7,288	824		89.8	10.2	89.8	10.2
Expedited PA By Decision Timeframe								
Expedited – 72 Hours	8,044	7,245	799		90.1	9.9	89.3	9.8
Expedited – Extension	11	4	7		36.4	63.6	0.0	0.1
Expedited – Appeal	24	12	12		50.0	50.0	0.1	0.1
Expedited – Not Reported	33	27	6	0	81.8	18.2	0.3	0.1

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 8-2A. Commercial – Other:

Denial Reasons by Type of PA Request

Insurer PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMSA										
HMSA – EUTF Plan										
Total Standard PA Requests	4,802									
Total Expedited PA requests	37									
HMSA – EUTF Plan Subtotal	4,839									
HMSA – Other Commercial Plan										
Total Standard PA Requests	22,510									
Total Expedited PA requests	824									
HMSA – Other Commercial Plan Subtotal	23,334									
HMSA Total	28,173									
State Total	28,173									

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 8-2B. Commercial – Other:

Denial Reasons by Decision Timeframe

Insurer/Health Plan/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMSA – EUTF Plan										
Standard PA Total										
Total Standard PA Requests	4,802									
Standard PA By Decision Timeframe										
Standard – 7 Days	2,453									
Standard – Extension	609									
Standard – Appeal	55									
Standard – Not Reported	1,685	0	0	0	0	0	0	0	0	0
Expedited PA Total										
Total Expedited PA requests	37									
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	31									
Expedited – Extension	0									
Expedited – Appeal	4									
Expedited – Not Reported	2	0	0	0	0	0	0	0	0	0
HMSA – Other Commercial Plan										
Standard PA Total										
Total Standard PA Requests	22,510									
Standard PA By Decision Timeframe										
Standard – 7 Days	11,828									
Standard – Extension	2,934									
Standard – Appeal	270									
Standard – Not Reported	7,478	0	0	0	0	0	0	0	0	0

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 8-2B. Commercial – Other:

Denial Reasons by Decision Timeframe

Insurer/Health Plan/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMSA – Other Commercial Plan										
Expedited PA Total										
Total Expedited PA requests	824									
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	799									
Expedited – Extension	7									
Expedited – Appeal	12									
Expedited – Not Reported	6	0	0	0	0	0	0	0	0	0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section II. Commercial Plan Prior Authorization (PA), 2024

Table 8-3. Commercial – Other:

Response Time (Time Between Receiving a PA Request and Sending a Decision)

Insurer/Health Plan	Standard – 7 Days		Expedited – 72 Hours	
	Mean (Average) Time (Days)	Median (Middle) Time (Days)	Mean (Average) Time (Hours)	Median (Middle) Time (Hours)
HMSA – EUTF Plan				
HMSA – Other Commercial Plan	4.6	0.0	11.9	0.0
State Average	4.6	0.0	11.9	0.0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 1-1A. Diagnostic Testing:

Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
AlohaCare						
Total Standard PA Requests	163	155	8	0	95.1	4.9
Total Expedited PA requests	70	70	0	0	100.0	0.0
AlohaCare Total	233	225	8	0	96.6	3.4
HMSA						
Total Standard PA Requests						
Total Expedited PA requests						
HMSA Total						
Kaiser – Hawaii						
Total Standard PA Requests						
Total Expedited PA requests						
Kaiser – Hawaii Total						
UnitedHealthcare						
Total Standard PA Requests	4,069	3,969	100	0	97.5	2.5
Total Expedited PA requests	459	439	20	0	95.6	4.4
UnitedHealthcare Total	4,528	4,408	120	0	97.3	2.7
State Total	4,761	4,633	128	0	97.3	2.7

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 1-1B. Diagnostic Testing:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
AlohaCare								
Standard PA Total								
Total Standard PA Requests	163	155	8	0	95.1	4.9	95.1	4.9
Standard PA By Decision Timeframe								
Standard – 7 Days	77	74	3	0	96.1	3.9	45.4	1.8
Standard – Extension	0	0	0	0			0.0	0.0
Standard – Appeal	1	1	0	0	100.0	0.0	0.6	0.0
Standard – Not Reported	85	80	5	0	94.1	5.9	49.1	3.1
Expedited PA Total								
Total Expedited PA requests	70	70	0	0	100.0	0.0	100.0	0.0
Expedited PA By Decision Timeframe								
Expedited – 72 Hours	68	68	0	0	100.0	0.0	97.1	0.0
Expedited – Extension	0	0	0	0			0.0	0.0
Expedited – Appeal	0	0	0	0			0.0	0.0
Expedited – Not Reported	2	2	0	0	100.0	0.0	2.9	0.0
HMSA								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 1-1B. Diagnostic Testing:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
HMSA								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
Kaiser – Hawaii								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 1-1B. Diagnostic Testing:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
UnitedHealthcare								
Standard PA Total								
Total Standard PA Requests	4,069	3,969	100	0	97.5	2.5	97.5	2.5
Standard PA By Decision Timeframe								
Standard – 7 Days	3,335	3,313	22	0	99.3	0.7	81.4	0.5
Standard – Extension	0	0	0	0			0.0	0.0
Standard – Appeal	25	24	1	0	96.0	4.0	0.6	0.0
Standard – Not Reported	709	632	77	0	89.1	10.9	15.5	1.9
Expedited PA Total								
Total Expedited PA requests	459	439	20	0	95.6	4.4	95.6	4.4
Expedited PA By Decision Timeframe								
Expedited – 72 Hours	457	437	20	0	95.6	4.4	95.2	4.4
Expedited – Extension	0	0	0	0			0.0	0.0
Expedited – Appeal	7	6	1	0	85.7	14.3	1.3	0.2
Expedited – Not Reported	-5	-4	-1	0			-0.9	-0.2

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 1-2A. Diagnostic Testing:

Denial Reasons by Type of PA Request

Insurer PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Total Standard PA Requests	8		7			1				
Total Expedited PA requests	0									
AlohaCare Total	8		7			1				
HMSA										
Total Standard PA Requests										
Total Expedited PA requests										
HMSA Total										
Kaiser – Hawaii										
Total Standard PA Requests										
Total Expedited PA requests										
Kaiser – Hawaii Total										
UnitedHealthcare										
Total Standard PA Requests	100		63	36						1
Total Expedited PA requests	20		17	3						
UnitedHealthcare Total	120		80	39						1
State Total	128		87	39		1				1

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 1-2B. Diagnostic Testing:

Denials and Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Standard PA Total										
Total Standard PA Requests	8		7			1				
Standard PA By Decision Timeframe										
Standard – 7 Days	3		3							
Standard – Extension	0									
Standard – Appeal	0		1							
Standard – Not Reported	5	0	3	0	0	1	0	0	0	0
Expedited PA Total										
Total Expedited PA requests	0									
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	0									
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0
HMSA										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 1-2B. Diagnostic Testing:

Denials and Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMSA										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
Kaiser – Hawaii										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 1-2B. Diagnostic Testing:

Denials and Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UnitedHealthcare										
Standard PA Total										
Total Standard PA Requests	100		63	36						1
Standard PA By Decision Timeframe										
Standard – 7 Days	22		11	11						
Standard – Extension	0									
Standard – Appeal	1		1							
Standard – Not Reported	77	0	51	25	0	0	0	0	0	1
Expedited PA Total										
Total Expedited PA requests	20		17	3						
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	20		17	3						
Expedited – Extension	0									
Expedited – Appeal	1		1							
Expedited – Not Reported	-1	0	-1	0	0	0	0	0	0	0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 1-3. Diagnostic Testing:

Response Time (Time Between Receiving a PA Request and Sending a Decision)

Insurer	Standard – 7 Days		Expedited – 72 Hours	
	Mean (Average) Time (Days)	Median (Middle) Time (Days)	Mean (Average) Time (Hours)	Median (Middle) Time (Hours)
AlohaCare	4.1	5.0	24.0	23.0
HMSA				
Kaiser – Hawaii				
UnitedHealthcare	3.9	2.1	27.6	24.0
State Average	4.0	3.6	25.8	23.5

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 2-1A. Durable Medical Supplies/Medical Equipment:

Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
AlohaCare						
Total Standard PA Requests	257	243	14	0	94.6	5.4
Total Expedited PA requests	85	85	0	0	100.0	0.0
AlohaCare Total	342	328	14	0	95.9	4.1
HMSA						
Total Standard PA Requests						
Total Expedited PA requests						
HMSA Total						
Kaiser – Hawaii						
Total Standard PA Requests						
Total Expedited PA requests						
Kaiser – Hawaii Total						
UnitedHealthcare						
Total Standard PA Requests	12,930	9,634	3,296	0	74.5	25.5
Total Expedited PA requests	344	184	160	0	53.5	46.5
UnitedHealthcare Total	13,274	9,818	3,456	0	74.0	26.0
State Total	13,616	10,146	3,470	0	74.5	25.5

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 2-1B. Durable Medical Supplies/Medical Equipment:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
AlohaCare								
Standard PA Total								
Total Standard PA Requests	257	243	14	0	94.6	5.4	94.6	5.4
Standard PA By Decision Timeframe								
Standard – 7 Days	111	111	0	0	100.0	0.0	43.2	0.0
Standard – Extension	1	1	0	0	100.0	0.0	0.4	0.0
Standard – Appeal	3	2	1	0	66.7	33.3	0.8	0.4
Standard – Not Reported	142	129	13	0	90.8	9.2	50.2	5.1
Expedited PA Total								
Total Expedited PA requests	85	85	0	0	100.0	0.0	100.0	0.0
Expedited PA By Decision Timeframe								
Expedited – 72 Hours	85	85	0	0	100.0	0.0	100.0	0.0
Expedited – Extension	0	0	0	0			0.0	0.0
Expedited – Appeal	0	0	0	0			0.0	0.0
Expedited – Not Reported	0	0	0	0			0.0	0.0
HMSA								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 2-1B. Durable Medical Supplies/Medical Equipment:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
HMSA								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
Kaiser – Hawaii								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 2-1B. Durable Medical Supplies/Medical Equipment:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
UnitedHealthcare								
Standard PA Total								
Total Standard PA Requests	12,930	9,634	3,296	0	74.5	25.5	74.5	25.5
Standard PA By Decision Timeframe								
Standard – 7 Days	8,358	7,148	1,210	0	85.5	14.5	55.3	9.4
Standard – Extension	0	0	0	0			0.0	0.0
Standard – Appeal	464	325	139	0	70.0	30.0	2.5	1.1
Standard – Not Reported	4,108	2,161	1,947	0	52.6	47.4	16.7	15.1
Expedited PA Total								
Total Expedited PA requests	344	184	160	0	53.5	46.5	53.5	46.5
Expedited PA By Decision Timeframe								
Expedited – 72 Hours	344	184	160	0	53.5	46.5	53.5	46.5
Expedited – Extension	0	0	0	0			0.0	0.0
Expedited – Appeal	6	6	0	0	100.0	0.0	1.7	0.0
Expedited – Not Reported	-6	-6	0	0			-1.7	0.0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 2-2A. Durable Medical Supplies/Medical Equipment:

Denial Reasons by Type of PA Request

Insurer PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Total Standard PA Requests	14		11	3						
Total Expedited PA requests	0									
AlohaCare Total	14		11	3						
HMSA										
Total Standard PA Requests										
Total Expedited PA requests										
HMSA Total										
Kaiser – Hawaii										
Total Standard PA Requests										
Total Expedited PA requests										
Kaiser – Hawaii Total										
UnitedHealthcare										
Total Standard PA Requests	3,296			3,296						
Total Expedited PA requests	160			160						
UnitedHealthcare Total	3,456			3,456						
State Total	3,470		11	3,459						

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 2-2B. Durable Medical Supplies/Medical Equipment:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Standard PA Total										
Total Standard PA Requests	14		11	3						
Standard PA By Decision Timeframe										
Standard – 7 Days	0									
Standard – Extension	0									
Standard – Appeal	1		1							
Standard – Not Reported	13	0	10	3	0	0	0	0	0	0
Expedited PA Total										
Total Expedited PA requests	0									
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	0									
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0
HMSA										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 2-2B. Durable Medical Supplies/Medical Equipment:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMSA										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
Kaiser – Hawaii										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 2-2B. Durable Medical Supplies/Medical Equipment:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UnitedHealthcare										
Standard PA Total										
Total Standard PA Requests	3,296			3,296						
Standard PA By Decision Timeframe										
Standard – 7 Days	1,210			1,210						
Standard – Extension	0									
Standard – Appeal	139		139							
Standard – Not Reported	1,947	0	-139	2,086	0	0	0	0	0	0
Expedited PA Total										
Total Expedited PA requests	160			160						
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	160			160						
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 2-3. Durable Medical Supplies/Medical Equipment:

Response Time (Time Between Receiving a PA Request and Sending a Decision)

Insurer	Standard – 7 Days		Expedited – 72 Hours	
	Mean (Average) Time (Days)	Median (Middle) Time (Days)	Mean (Average) Time (Hours)	Median (Middle) Time (Hours)
AlohaCare	5.3	6.0	22.8	20.0
HMSA				
Kaiser – Hawaii				
UnitedHealthcare	5.7	5.1	26.2	22.3
State Average	5.5	5.5	24.5	21.2

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 3-1A. Inpatient Hospital Services:

Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
AlohaCare						
Total Standard PA Requests	19	19	0	0	100.0	0.0
Total Expedited PA requests	11	11	0	0	100.0	0.0
AlohaCare Total	30	30	0	0	100.0	0.0
HMSA						
Total Standard PA Requests						
Total Expedited PA requests						
HMSA Total						
Kaiser – Hawaii						
Total Standard PA Requests						
Total Expedited PA requests						
Kaiser – Hawaii Total						
UnitedHealthcare						
Total Standard PA Requests	5,540	4,757	704	79	85.9	12.7
Total Expedited PA requests	706	683	23	0	96.7	3.3
UnitedHealthcare Total	6,246	5,440	727	79	87.1	11.6
State Total	6,276	5,470	727	79	87.2	11.6

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 3-1B. Inpatient Hospital Services: Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
AlohaCare								
Standard PA Total								
Total Standard PA Requests	19	19	0	0	100.0	0.0	100.0	0.0
Standard PA By Decision Timeframe								
Standard – 7 Days	12	12	0	0	100.0	0.0	63.2	0.0
Standard – Extension	0	0	0	0			0.0	0.0
Standard – Appeal	0	0	0	0			0.0	0.0
Standard – Not Reported	7	7	0	0	100.0	0.0	36.8	0.0
Expedited PA Total								
Total Expedited PA requests	11	11	0	0	100.0	0.0	100.0	0.0
Expedited PA By Decision Timeframe								
Expedited – 72 Hours	11	11	0	0	100.0	0.0	100.0	0.0
Expedited – Extension	0	0	0	0			0.0	0.0
Expedited – Appeal	0	0	0	0			0.0	0.0
Expedited – Not Reported	0	0	0	0			0.0	0.0
HMSA								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 3-1B. Inpatient Hospital Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
HMSA								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
Kaiser – Hawaii								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 3-1B. Inpatient Hospital Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
UnitedHealthcare								
Standard PA Total								
Total Standard PA Requests	5,540	4,757	704	79	85.9	12.7	85.9	12.7
Standard PA By Decision Timeframe								
Standard – 7 Days	5,277	4,530	668	79	85.8	12.7	81.8	12.1
Standard – Extension	0	0	0	0			0.0	0.0
Standard – Appeal	6	5	1	0	83.3	16.7	0.1	0.0
Standard – Not Reported	257	222	35	0	86.4	13.6	4.0	0.6
Expedited PA Total								
Total Expedited PA requests	706	683	23	0	96.7	3.3	96.7	3.3
Expedited PA By Decision Timeframe								
Expedited – 72 Hours	703	680	23	0	96.7	3.3	96.3	3.3
Expedited – Extension	0	0	0	0			0.0	0.0
Expedited – Appeal	0	0	0	0			0.0	0.0
Expedited – Not Reported	3	3	0	0	100.0	0.0	0.4	0.0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 3-2A. Inpatient Hospital Services:

Denial Reasons by Type of PA Request

Insurer PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Total Standard PA Requests	0									
Total Expedited PA requests	0									
AlohaCare Total	0									
HMSA										
Total Standard PA Requests										
Total Expedited PA requests										
HMSA Total										
Kaiser – Hawaii										
Total Standard PA Requests										
Total Expedited PA requests										
Kaiser – Hawaii Total										
UnitedHealthcare										
Total Standard PA Requests	704	612	92							
Total Expedited PA requests	23	11	12							
UnitedHealthcare Total	727	623	104							
State Total	727	623	104							

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 3-2B. Inpatient Hospital Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Standard PA Total										
Total Standard PA Requests	0									
Standard PA By Decision Timeframe										
Standard – 7 Days	0									
Standard – Extension	0									
Standard – Appeal	0									
Standard – Not Reported	0	0	0	0	0	0	0	0	0	0
Expedited PA Total										
Total Expedited PA requests	0									
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	0									
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0
HMSA										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 3-2B. Inpatient Hospital Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMSA										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
Kaiser – Hawaii										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 3-2B. Inpatient Hospital Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UnitedHealthcare										
Standard PA Total										
Total Standard PA Requests	704		612	92						
Standard PA By Decision Timeframe										
Standard – 7 Days	668		605	63						
Standard – Extension	0									
Standard – Appeal	1		1							
Standard – Not Reported	35	0	6	29	0	0	0	0	0	0
Expedited PA Total										
Total Expedited PA requests	23		11	12						
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	23		11	12						
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 3-3. Inpatient Hospital Services:

Response Time (Time Between Receiving a PA Request and Sending a Decision)

Insurer	Standard – 7 Days		Expedited – 72 Hours	
	Mean (Average) Time (Days)	Median (Middle) Time (Days)	Mean (Average) Time (Hours)	Median (Middle) Time (Hours)
AlohaCare	5.0	5.5	22.9	22.0
HMSA				
Kaiser – Hawaii				
UnitedHealthcare	3.0	2.0	34.3	24.0
State Average	4.0	3.8	28.6	23.0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 4-1A. Outpatient Hospital Services:

Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
AlohaCare						
Total Standard PA Requests	66	66	0	0	100.0	0.0
Total Expedited PA requests	43	43	0	0	100.0	0.0
AlohaCare Total	109	109	0	0	100.0	0.0
HMSA						
Total Standard PA Requests						
Total Expedited PA requests						
HMSA Total						
Kaiser – Hawaii						
Total Standard PA Requests						
Total Expedited PA requests						
Kaiser – Hawaii Total						
UnitedHealthcare						
Total Standard PA Requests	51,540	50,567	973	0	98.1	1.9
Total Expedited PA requests	8,543	8,403	140	0	98.4	1.6
UnitedHealthcare Total	60,083	58,970	1,113	0	98.1	1.9
State Total	60,192	59,079	1,113	0	98.2	1.8

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 4-1B. Outpatient Hospital Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
AlohaCare								
Standard PA Total								
Total Standard PA Requests	66	66	0	0	100.0	0.0	100.0	0.0
Standard PA By Decision Timeframe								
Standard – 7 Days	30	30	0	0	100.0	0.0	45.5	0.0
Standard – Extension	0	0	0	0			0.0	0.0
Standard – Appeal	0	0	0	0			0.0	0.0
Standard – Not Reported	36	36	0	0	100.0	0.0	54.5	0.0
Expedited PA Total								
Total Expedited PA requests	43	43	0	0	100.0	0.0	100.0	0.0
Expedited PA By Decision Timeframe								
Expedited – 72 Hours	43	43	0	0	100.0	0.0	100.0	0.0
Expedited – Extension	0	0	0	0			0.0	0.0
Expedited – Appeal	0	0	0	0			0.0	0.0
Expedited – Not Reported	0	0	0	0			0.0	0.0
HMSA								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 4-1B. Outpatient Hospital Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type		
					Approved (%)	Denied (%)	Approved (%)	Denied (%)	
HMSA									
Expedited PA Total									
Total Expedited PA requests									
Expedited PA By Decision Timeframe									
Expedited – 72 Hours									
Expedited – Extension									
Expedited – Appeal									
Expedited – Not Reported									
Kaiser – Hawaii									
Standard PA Total									
Total Standard PA Requests									
Standard PA By Decision Timeframe									
Standard – 7 Days									
Standard – Extension									
Standard – Appeal									
Standard – Not Reported									
Expedited PA Total									
Total Expedited PA requests									
Expedited PA By Decision Timeframe									
Expedited – 72 Hours									
Expedited – Extension									
Expedited – Appeal									
Expedited – Not Reported									

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 4-1B. Outpatient Hospital Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
UnitedHealthcare								
Standard PA Total								
Total Standard PA Requests	51,540	50,567	973	0	98.1	1.9	98.1	1.9
Standard PA By Decision Timeframe								
Standard – 7 Days	48,182	47,844	338	0	99.3	0.7	92.8	0.7
Standard – Extension	0	0	0	0			0.0	0.0
Standard – Appeal	447	387	60	0	86.6	13.4	0.8	0.1
Standard – Not Reported	2,911	2,336	575	0	80.2	19.8	4.5	1.1
Expedited PA Total								
Total Expedited PA requests	8,543	8,403	140	0	98.4	1.6	98.4	1.6
Expedited PA By Decision Timeframe								
Expedited – 72 Hours	8,517	8,377	140	0	98.4	1.6	98.1	1.6
Expedited – Extension	0	0	0	0			0.0	0.0
Expedited – Appeal	66	62	4	0	93.9	6.1	0.7	0.0
Expedited – Not Reported	-40	-36	-4	0			-0.4	0.0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 4-2A. Outpatient Hospital Services:

Denial Reasons by Type of PA Request

Insurer PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Total Standard PA Requests	0									
Total Expedited PA requests	0									
AlohaCare Total	0									
HMSA										
Total Standard PA Requests										
Total Expedited PA requests										
HMSA Total										
Kaiser – Hawaii										
Total Standard PA Requests										
Total Expedited PA requests										
Kaiser – Hawaii Total										
UnitedHealthcare										
Total Standard PA Requests	973	65	885	23						
Total Expedited PA requests	140	15	119	5	1					
UnitedHealthcare Total	1,113	80	1,004	28	1					
State Total	1,113	80	1,004	28	1					

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 4-2B. Outpatient Hospital Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Standard PA Total										
Total Standard PA Requests	0									
Standard PA By Decision Timeframe										
Standard – 7 Days	0									
Standard – Extension	0									
Standard – Appeal	0									
Standard – Not Reported	0	0	0	0	0	0	0	0	0	0
Expedited PA Total										
Total Expedited PA requests	0									
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	0									
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0
HMSA										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 4-2B. Outpatient Hospital Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMSA										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
Kaiser – Hawaii										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 4-2B. Outpatient Hospital Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UnitedHealthcare										
Standard PA Total										
Total Standard PA Requests	973	65	885	23						
Standard PA By Decision Timeframe										
Standard – 7 Days	338	20	300	18						
Standard – Extension	0									
Standard – Appeal	60		60							
Standard – Not Reported	575	45	525	5	0	0	0	0	0	0
Expedited PA Total										
Total Expedited PA requests	140	15	119	5		1				
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	140	15	119	5		1				
Expedited – Extension	0									
Expedited – Appeal	4		4							
Expedited – Not Reported	-4	0	-4	0	0	0	0	0	0	0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 4-3. Outpatient Hospital Services:

Response Time (Time Between Receiving a PA Request and Sending a Decision)

Insurer	Standard – 7 Days		Expedited – 72 Hours	
	Mean (Average) Time (Days)	Median (Middle) Time (Days)	Mean (Average) Time (Hours)	Median (Middle) Time (Hours)
AlohaCare	4.4	5.0	22.8	22.0
HMSA				
Kaiser – Hawaii				
UnitedHealthcare	3.7	2.0	62.9	34.1
State Average	4.1	3.5	42.8	28.0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 5-1A. Physician Services:

Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
AlohaCare						
Total Standard PA Requests	103	99	4	0	96.1	3.9
Total Expedited PA requests	37	37	0	0	100.0	0.0
AlohaCare Total	140	136	4	0	97.1	2.9
HMSA						
Total Standard PA Requests						
Total Expedited PA requests						
HMSA Total						
Kaiser – Hawaii						
Total Standard PA Requests						
Total Expedited PA requests						
Kaiser – Hawaii Total						
UnitedHealthcare						
Total Standard PA Requests	6,699	6,402	297	0	95.6	4.4
Total Expedited PA requests	1,007	963	44	0	95.6	4.4
UnitedHealthcare Total	7,706	7,365	341	0	95.6	4.4
State Total	7,846	7,501	345	0	95.6	4.4

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 5-1B. Physician Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
AlohaCare								
Standard PA Total								
Total Standard PA Requests	103	99	4	0	96.1	3.9	96.1	3.9
Standard PA By Decision Timeframe								
Standard – 7 Days	65	64	1	0	98.5	1.5	62.1	1.0
Standard – Extension	0	0	0	0			0.0	0.0
Standard – Appeal	0	0	0	0			0.0	0.0
Standard – Not Reported	38	35	3	0	92.1	7.9	34.0	2.9
Expedited PA Total								
Total Expedited PA requests	37	37	0	0	100.0	0.0	100.0	0.0
Expedited PA By Decision Timeframe								
Expedited – 72 Hours	37	37	0	0	100.0	0.0	100.0	0.0
Expedited – Extension	0	0	0	0			0.0	0.0
Expedited – Appeal	0	0	0	0			0.0	0.0
Expedited – Not Reported	0	0	0	0			0.0	0.0
HMSA								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 5-1B. Physician Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
HMSA								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
Kaiser – Hawaii								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 5-1B. Physician Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
UnitedHealthcare								
Standard PA Total								
Total Standard PA Requests	6,699	6,402	297	0	95.6	4.4	95.6	4.4
Standard PA By Decision Timeframe								
Standard – 7 Days	5,714	5,592	122	0	97.9	2.1	83.5	1.8
Standard – Extension	0	0	0	0			0.0	0.0
Standard – Appeal	0	0	0	0			0.0	0.0
Standard – Not Reported	985	810	175	0	82.2	17.8	12.1	2.6
Expedited PA Total								
Total Expedited PA requests	1,007	963	44	0	95.6	4.4	95.6	4.4
Expedited PA By Decision Timeframe								
Expedited – 72 Hours	996	954	42	0	95.8	4.2	94.7	4.2
Expedited – Extension	0	0	0	0			0.0	0.0
Expedited – Appeal	0	0	0	0			0.0	0.0
Expedited – Not Reported	11	9	2	0	81.8	18.2	0.9	0.2

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 5-2A. Physician Services:

Denial Reasons by Type of PA Request

Insurer PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Total Standard PA Requests	4		4							
Total Expedited PA requests	0									
AlohaCare Total	4		4							
HMSA										
Total Standard PA Requests										
Total Expedited PA requests										
HMSA Total										
Kaiser – Hawaii										
Total Standard PA Requests										
Total Expedited PA requests										
Kaiser – Hawaii Total										
UnitedHealthcare										
Total Standard PA Requests	297	19	214	64						
Total Expedited PA requests	44	3	36	5						
UnitedHealthcare Total	341	22	250	69						
State Total	345	22	254	69						

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 5-2B. Physician Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Standard PA Total										
Total Standard PA Requests	4		4							
Standard PA By Decision Timeframe										
Standard – 7 Days	1		1							
Standard – Extension	0									
Standard – Appeal	0									
Standard – Not Reported	3	0	3	0	0	0	0	0	0	0
Expedited PA Total										
Total Expedited PA requests	0									
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	0									
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0
HMSA										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 5-2B. Physician Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMSA										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
Kaiser – Hawaii										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 5-2B. Physician Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UnitedHealthcare										
Standard PA Total										
Total Standard PA Requests	297	19	214	64						
Standard PA By Decision Timeframe										
Standard – 7 Days	122	9	88	25						
Standard – Extension	0									
Standard – Appeal	0									
Standard – Not Reported	175	10	126	39	0	0	0	0	0	0
Expedited PA Total										
Total Expedited PA requests	44	3	36	5						
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	42	3	34	5						
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	2	0	2	0	0	0	0	0	0	0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 5-3. Physician Services:

Response Time (Time Between Receiving a PA Request and Sending a Decision)

Insurer	Standard – 7 Days		Expedited – 72 Hours	
	Mean (Average) Time (Days)	Median (Middle) Time (Days)	Mean (Average) Time (Hours)	Median (Middle) Time (Hours)
AlohaCare	2.9	1.0	18.1	6.0
HMSA				
Kaiser – Hawaii				
UnitedHealthcare	3.9	2.4	21.1	18.0
State Average	3.4	1.7	19.6	12.0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 6-1A. Behavioral Health Services:

Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
AlohaCare						
Total Standard PA Requests	17	17	0	0	100.0	0.0
Total Expedited PA requests	1	1	0	0	100.0	0.0
AlohaCare Total	18	18	0	0	100.0	0.0
HMSA						
Total Standard PA Requests						
Total Expedited PA requests						
HMSA Total						
Kaiser – Hawaii						
Total Standard PA Requests						
Total Expedited PA requests						
Kaiser – Hawaii Total						
UnitedHealthcare						
Total Standard PA Requests	267	184	83	0	68.9	31.1
Total Expedited PA requests	117	117	0	0	100.0	0.0
UnitedHealthcare Total	384	301	83	0	78.4	21.6
State Total	402	319	83	0	79.4	20.6

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 6-1B. Behavioral Health Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
AlohaCare								
Standard PA Total								
Total Standard PA Requests	17	17	0	0	100.0	0.0	100.0	0.0
Standard PA By Decision Timeframe								
Standard – 7 Days	14	14	0	0	100.0	0.0	82.4	0.0
Standard – Extension	0	0	0	0			0.0	0.0
Standard – Appeal	0	0	0	0			0.0	0.0
Standard – Not Reported	3	3	0	0	100.0	0.0	17.6	0.0
Expedited PA Total								
Total Expedited PA requests	1	1	0	0	100.0	0.0	100.0	0.0
Expedited PA By Decision Timeframe								
Expedited – 72 Hours	1	1	0	0	100.0	0.0	100.0	0.0
Expedited – Extension	0	0	0	0			0.0	0.0
Expedited – Appeal	0	0	0	0			0.0	0.0
Expedited – Not Reported	0	0	0	0			0.0	0.0
HMSA								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 6-1B. Behavioral Health Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
HMSA								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
Kaiser – Hawaii								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 6-1B. Behavioral Health Services: Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
UnitedHealthcare								
Standard PA Total								
Total Standard PA Requests	267	184	83	0	68.9	31.1	68.9	31.1
Standard PA By Decision Timeframe								
Standard – 7 Days	234	175	59	0	74.8	25.2	65.5	22.1
Standard – Extension	0	0	0	0			0.0	0.0
Standard – Appeal	0	0	0	0			0.0	0.0
Standard – Not Reported	33	9	24	0	27.3	72.7	3.4	9.0
Expedited PA Total								
Total Expedited PA requests	117	117	0	0	100.0	0.0	100.0	0.0
Expedited PA By Decision Timeframe								
Expedited – 72 Hours	116	116	0	0	100.0	0.0	99.1	0.0
Expedited – Extension	0	0	0	0			0.0	0.0
Expedited – Appeal	0	0	0	0			0.0	0.0
Expedited – Not Reported	1	1	0	0	100.0	0.0	0.9	0.0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 6-2A. Behavioral Health Services:

Denial Reasons by Type of PA Request

Insurer PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Total Standard PA Requests	0									
Total Expedited PA requests	0									
AlohaCare Total	0									
HMSA										
Total Standard PA Requests										
Total Expedited PA requests										
HMSA Total										
Kaiser – Hawaii										
Total Standard PA Requests										
Total Expedited PA requests										
Kaiser – Hawaii Total										
UnitedHealthcare										
Total Standard PA Requests	83	40	40	1						2
Total Expedited PA requests	0									
UnitedHealthcare Total	83	40	40	1						2
State Total	83	40	40	1						2

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 6-2B. Behavioral Health Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Standard PA Total										
Total Standard PA Requests	0									
Standard PA By Decision Timeframe										
Standard – 7 Days	0									
Standard – Extension	0									
Standard – Appeal	0									
Standard – Not Reported	0	0	0	0	0	0	0	0	0	0
Expedited PA Total										
Total Expedited PA requests	0									
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	0									
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0
HMSA										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 6-2B. Behavioral Health Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMSA										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
Kaiser – Hawaii										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 6-2B. Behavioral Health Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UnitedHealthcare										
Standard PA Total										
Total Standard PA Requests	83	40	40	1						2
Standard PA By Decision Timeframe										
Standard – 7 Days	59	34	24	1						
Standard – Extension	0									
Standard – Appeal	0									
Standard – Not Reported	24	6	16	0	0	0	0	0	0	2
Expedited PA Total										
Total Expedited PA requests	0									
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	0									
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0

Note:

(1) A blank cell () indicates data not available.

(2) Denial Reasons: See data dictionary.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 6-3. Behavioral Health Services:

Response Time (Time Between Receiving a PA Request and Sending a Decision)

Insurer	Standard – 7 Days		Expedited – 72 Hours	
	Mean (Average) Time (Days)	Median (Middle) Time (Days)	Mean (Average) Time (Hours)	Median (Middle) Time (Hours)
AlohaCare	2.4	2.0	31.0	31.0
HMSA				
Kaiser – Hawaii				
UnitedHealthcare	4.1	5.0	27.6	24.0
State Average	3.2	3.5	29.3	27.5

Note:

(1) A blank cell () indicates data not available.

(2) See data dictionary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 7-1A. Drugs:

Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
AlohaCare						
Total Standard PA Requests	435	356	79	0	81.8	18.2
Total Expedited PA requests	114	100	14	0	87.7	12.3
AlohaCare Total	549	456	93	0	83.1	16.9
HMSA						
Total Standard PA Requests						
Total Expedited PA requests						
HMSA Total						
Kaiser – Hawaii						
Total Standard PA Requests						
Total Expedited PA requests						
Kaiser – Hawaii Total						
UnitedHealthcare						
Total Standard PA Requests	1,555	1,528	27	0	98.3	1.7
Total Expedited PA requests	230	229	1	0	99.6	0.4
UnitedHealthcare Total	1,785	1,757	28	0	98.4	1.6
State Total	2,334	2,213	121	0	94.8	5.2

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 7-1B. Drugs:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approved	Denied	Withdrawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
AlohaCare								
Standard PA Total								
Total Standard PA Requests	435	356	79	0	81.8	18.2	81.8	18.2
Standard PA By Decision Timeframe								
Standard – 7 Days	433	356	78	0	82.2	18.0	81.8	17.9
Standard – Extension	1	0	1	0	0.0	100.0	0.0	0.2
Standard – Appeal								
Standard – Not Reported	1	0	0	0	0.0	0.0	0.0	0.0
Expedited PA Total								
Total Expedited PA requests	114	100	14	0	87.7	12.3	87.7	12.3
Expedited PA By Decision Timeframe								
Expedited – 72 Hours	113	100	13	0	88.5	11.5	87.7	11.4
Expedited – Extension	1	0	1	0	0.0	100.0	0.0	0.9
Expedited – Appeal								
Expedited – Not Reported	0	0	0	0			0.0	0.0
HMSA								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 7-1B. Drugs:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
HMSA								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
Kaiser – Hawaii								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 7-1B. Drugs:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
UnitedHealthcare								
Standard PA Total								
Total Standard PA Requests	1,555	1,528	27	0	98.3	1.7	98.3	1.7
Standard PA By Decision Timeframe								
Standard – 7 Days	1,515	1,493	22	0	98.5	1.5	96.0	1.4
Standard – Extension	0	0	0	0			0.0	0.0
Standard – Appeal	1	1	0	0	100.0	0.0	0.1	0.0
Standard – Not Reported	39	34	5	0	87.2	12.8	2.2	0.3
Expedited PA Total								
Total Expedited PA requests	230	229	1	0	99.6	0.4	99.6	0.4
Expedited PA By Decision Timeframe								
Expedited – 72 Hours	220	219	1	0	99.5	0.5	95.2	0.4
Expedited – Extension	0	0	0	0			0.0	0.0
Expedited – Appeal	0	0	0	0			0.0	0.0
Expedited – Not Reported	10	10	0	0	100.0	0.0	4.3	0.0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 7-2A. Drugs:

Denial Reasons by Type of PA Request

Insurer PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Total Standard PA Requests	79		79							
Total Expedited PA requests	14	1	13							
AlohaCare Total	93	1	92							
HMSA										
Total Standard PA Requests										
Total Expedited PA requests										
HMSA Total										
Kaiser – Hawaii										
Total Standard PA Requests										
Total Expedited PA requests										
Kaiser – Hawaii Total										
UnitedHealthcare										
Total Standard PA Requests	27		19	8						
Total Expedited PA requests	1		1							
UnitedHealthcare Total	28		20	8						
State Total	121	1	112	8						

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 7-2B. Drugs:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Standard PA Total										
Total Standard PA Requests	79		79							
Standard PA By Decision Timeframe										
Standard – 7 Days	78		78							
Standard – Extension	1		1							
Standard – Appeal										
Standard – Not Reported	0	0	0	0	0	0	0	0	0	0
Expedited PA Total										
Total Expedited PA requests	14	1	13							
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	13		13							
Expedited – Extension	1	1								
Expedited – Appeal										
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0
HMSA										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 7-2B. Drugs:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMSA										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
Kaiser – Hawaii										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 7-2B. Drugs:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UnitedHealthcare										
Standard PA Total										
Total Standard PA Requests	27		19	8						
Standard PA By Decision Timeframe										
Standard – 7 Days	22		14	8						
Standard – Extension	0									
Standard – Appeal	0									
Standard – Not Reported	5	0	5	0	0	0	0	0	0	0
Expedited PA Total										
Total Expedited PA requests	1		1							
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	1		1							
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section III. Medicare Plan Prior Authorization (PA), 2024

Table 7-3. Drugs:

Response Time (Time Between Receiving a PA Request and Sending a Decision)

Insurer	Standard – 7 Days		Expedited – 72 Hours	
	Mean (Average) Time (Days)	Median (Middle) Time (Days)	Mean (Average) Time (Hours)	Median (Middle) Time (Hours)
AlohaCare	0.3	0.3	4.8	4.8
HMSA				
Kaiser – Hawaii				
UnitedHealthcare	1.8	1.0	36.5	24.0
State Average	1.0	0.7	20.6	14.4

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 1-1A. Diagnostic Testing:

Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
AlohaCare						
Total Standard PA Requests	1,414	1,147	267	0	81.1	18.9
Total Expedited PA requests	582	573	9	0	98.5	1.5
AlohaCare Total	1,996	1,720	276	0	86.2	13.8
HMSA						
Total Standard PA Requests						
Total Expedited PA requests						
HMSA Total						
Kaiser – Hawaii						
Total Standard PA Requests						
Total Expedited PA requests						
Kaiser – Hawaii Total						
UnitedHealthcare						
Total Standard PA Requests	500	476	24		95.2	4.8
Total Expedited PA requests	42	40	2		95.2	4.8
UnitedHealthcare Total	542	516	26		95.2	4.8
State Total	2,538	2,236	302	0	88.1	11.9

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 1-1B. Diagnostic Testing:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
AlohaCare								
Standard PA Total								
Total Standard PA Requests	1,414	1,147	267	0	81.1	18.9	81.1	18.9
Standard PA By Decision Timeframe								
Standard – 7 Days	433	384	49	0	88.7	11.3	27.2	3.5
Standard – Extension	7	1	6	0	14.3	85.7	0.1	0.4
Standard – Appeal	12	2	10	0	16.7	83.3	0.1	0.7
Standard – Not Reported	962	760	202	0	79.0	21.0	53.7	14.3
Expedited PA Total								
Total Expedited PA requests	582	573	9	0	98.5	1.5	98.5	1.5
Expedited PA By Decision Timeframe								
Expedited – 72 Hours	569	564	5	0	99.1	0.9	96.9	0.9
Expedited – Extension	5	3	2	0	60.0	40.0	0.5	0.3
Expedited – Appeal	0	0	0	0			0.0	0.0
Expedited – Not Reported	8	6	2	0	75.0	25.0	1.0	0.3
HMSA								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 1-1B. Diagnostic Testing:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
HMSA								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
Kaiser – Hawaii								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 1-1B. Diagnostic Testing:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
UnitedHealthcare								
Standard PA Total								
Total Standard PA Requests	500	476	24		95.2	4.8	95.2	4.8
Standard PA By Decision Timeframe								
Standard – 7 Days	385	379	6		98.4	1.6	75.8	1.2
Standard – Extension	0	0	0				0.0	0.0
Standard – Appeal	1	0	1		0.0	100.0	0.0	0.2
Standard – Not Reported	114	97	17	0	85.1	14.9	19.4	3.4
Expedited PA Total								
Total Expedited PA requests	42	40	2		95.2	4.8	95.2	4.8
Expedited PA By Decision Timeframe								
Expedited – 72 Hours	42	40	2		95.2	4.8	95.2	4.8
Expedited – Extension	0	0	0				0.0	0.0
Expedited – Appeal	0	0	0				0.0	0.0
Expedited – Not Reported	0	0	0	0			0.0	0.0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 1-2A. Diagnostic Testing:

Denial Reasons by Type of PA Request

Insurer PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Total Standard PA Requests	267	84	177	3		1				2
Total Expedited PA requests	9	2	7							
AlohaCare Total	276	86	184	3		1				2
HMSA										
Total Standard PA Requests										
Total Expedited PA requests										
HMSA Total										
Kaiser – Hawaii										
Total Standard PA Requests										
Total Expedited PA requests										
Kaiser – Hawaii Total										
UnitedHealthcare										
Total Standard PA Requests	24	2	20							2
Total Expedited PA requests	2		2							
UnitedHealthcare Total	26	2	22							2
State Total	302	88	206	3		1				4

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 1-2B. Diagnostic Testing:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Standard PA Total										
Total Standard PA Requests	267	84	177	3		1				2
Standard PA By Decision Timeframe										
Standard – 7 Days	49	12	33	2		1				1
Standard – Extension	6	1	5							
Standard – Appeal	10	2	8							
Standard – Not Reported	202	69	131	1	0	0	0	0	0	1
Expedited PA Total										
Total Expedited PA requests	9	2	7							
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	5		5							
Expedited – Extension	2	1	1							
Expedited – Appeal	0									
Expedited – Not Reported	2	1	1	0	0	0	0	0	0	0
HMSA										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 1-2B. Diagnostic Testing:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMSA										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
Kaiser – Hawaii										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 1-2B. Diagnostic Testing:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UnitedHealthcare										
Standard PA Total										
Total Standard PA Requests	24	2	20							2
Standard PA By Decision Timeframe										
Standard – 7 Days	6		6							
Standard – Extension	0									
Standard – Appeal	1									1
Standard – Not Reported	17	2	14	0	0	0	0	0	0	1
Expedited PA Total										
Total Expedited PA requests	2		2							
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	2		2							
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 1-3. Diagnostic Testing:

Response Time (Time Between Receiving a PA Request and Sending a Decision)

Insurer	Standard – 7 Days		Expedited – 72 Hours	
	Mean (Average) Time (Days)	Median (Middle) Time (Days)	Mean (Average) Time (Hours)	Median (Middle) Time (Hours)
AlohaCare	4.4	5.0	24.9	23.0
HMSA				
Kaiser – Hawaii				
UnitedHealthcare	6.0	1.0	24.0	24.0
State Average	5.2	3.0	24.5	23.5

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 2-1A. Durable Medical Supplies/Medical Equipment:

Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
AlohaCare						
Total Standard PA Requests	1,794	1,688	106	0	94.1	5.9
Total Expedited PA requests	490	476	14	0	97.1	2.9
AlohaCare Total	2,284	2,164	120	0	94.7	5.3
HMSA						
Total Standard PA Requests						
Total Expedited PA requests						
HMSA Total						
Kaiser – Hawaii						
Total Standard PA Requests						
Total Expedited PA requests						
Kaiser – Hawaii Total						
UnitedHealthcare						
Total Standard PA Requests	4,120	2,603	1,517		63.2	36.8
Total Expedited PA requests	406	266	140		65.5	34.5
UnitedHealthcare Total	4,526	2,869	1,657		63.4	36.6
State Total	6,810	5,033	1,777	0	73.9	26.1

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 2-1B. Durable Medical Supplies/Medical Equipment:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approved	Denied	Withdrawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
AlohaCare								
Standard PA Total								
Total Standard PA Requests	1,794	1,688	106	0	94.1	5.9	94.1	5.9
Standard PA By Decision Timeframe								
Standard – 7 Days	482	471	11	0	97.7	2.3	26.3	0.6
Standard – Extension	10	5	5	0	50.0	50.0	0.3	0.3
Standard – Appeal	4	2	2	0	50.0	50.0	0.1	0.1
Standard – Not Reported	1,298	1,210	88	0	93.2	6.8	67.4	4.9
Expedited PA Total								
Total Expedited PA requests	490	476	14	0	97.1	2.9	97.1	2.9
Expedited PA By Decision Timeframe								
Expedited – 72 Hours	483	472	11	0	97.7	2.3	96.3	2.2
Expedited – Extension	2	0	2	0	0.0	100.0	0.0	0.4
Expedited – Appeal	1	0	1	0	0.0	100.0	0.0	0.2
Expedited – Not Reported	4	4	0	0	100.0	0.0	0.8	0.0
HMSA								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 2-1B. Durable Medical Supplies/Medical Equipment:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
HMSA								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
Kaiser – Hawaii								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 2-1B. Durable Medical Supplies/Medical Equipment:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
UnitedHealthcare								
Standard PA Total								
Total Standard PA Requests	4,120	2,603	1,517		63.2	36.8	63.2	36.8
Standard PA By Decision Timeframe								
Standard – 7 Days	2,016	1,164	852		57.7	42.3	28.3	20.7
Standard – Extension	2	2	0		100.0	0.0	0.0	0.0
Standard – Appeal	42	41	1		97.6	2.4	1.0	0.0
Standard – Not Reported	2,060	1,396	664	0	67.8	32.2	33.9	16.1
Expedited PA Total								
Total Expedited PA requests	406	266	140		65.5	34.5	65.5	34.5
Expedited PA By Decision Timeframe								
Expedited – 72 Hours	403	264	139		65.5	34.5	65.0	34.2
Expedited – Extension	0	0	0				0.0	0.0
Expedited – Appeal	1	1	0		100.0	0.0	0.2	0.0
Expedited – Not Reported	2	1	1	0	50.0	50.0	0.2	0.2

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 2-2A. Durable Medical Supplies/Medical Equipment:

Denial Reasons by Type of PA Request

Insurer PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Total Standard PA Requests	106	1	77	26		1				1
Total Expedited PA requests	14		8	5		1				
AlohaCare Total	120	1	85	31		2				1
HMSA										
Total Standard PA Requests										
Total Expedited PA requests										
HMSA Total										
Kaiser – Hawaii										
Total Standard PA Requests										
Total Expedited PA requests										
Kaiser – Hawaii Total										
UnitedHealthcare										
Total Standard PA Requests	1,517	33	645	819		16				4
Total Expedited PA requests	140		26	114						
UnitedHealthcare Total	1,657	33	671	933		16				4
State Total	1,777	34	756	964		18				5

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 2-2B. Durable Medical Supplies/Medical Equipment:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Standard PA Total										
Total Standard PA Requests	106	1	77	26		1				1
Standard PA By Decision Timeframe										
Standard – 7 Days	11		6	5						
Standard – Extension	5		4	1						
Standard – Appeal	2		2							
Standard – Not Reported	88	1	65	20	0	1	0	0	0	1
Expedited PA Total										
Total Expedited PA requests	14		8	5		1				
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	11		6	5						
Expedited – Extension	2		2							
Expedited – Appeal	1		1							
Expedited – Not Reported	0	0	-1	0	0	1	0	0	0	0
HMSA										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 2-2B. Durable Medical Supplies/Medical Equipment:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMSA										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
Kaiser – Hawaii										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 2-2B. Durable Medical Supplies/Medical Equipment:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UnitedHealthcare										
Standard PA Total										
Total Standard PA Requests	1,517	33	645	819		16				4
Standard PA By Decision Timeframe										
Standard – 7 Days	852	7	158	681		5				1
Standard – Extension	0									
Standard – Appeal	1									1
Standard – Not Reported	664	26	487	138	0	11	0	0	0	2
Expedited PA Total										
Total Expedited PA requests	140		26	114						
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	139		26	113						
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	1	0	0	1	0	0	0	0	0	0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 2-3. Durable Medical Supplies/Medical Equipment:

Response Time (Time Between Receiving a PA Request and Sending a Decision)

Insurer	Standard – 7 Days		Expedited – 72 Hours	
	Mean (Average) Time (Days)	Median (Middle) Time (Days)	Mean (Average) Time (Hours)	Median (Middle) Time (Hours)
AlohaCare	3.8	4.0	25.1	22.0
HMSA				
Kaiser – Hawaii				
UnitedHealthcare	4.0	4.0	24.0	24.0
State Average	3.9	4.0	24.6	23.0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 3-1A. Inpatient Hospital Services:

Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
AlohaCare						
Total Standard PA Requests	447	115	332	0	25.7	74.3
Total Expedited PA requests	86	85	1	0	98.8	1.2
AlohaCare Total	533	200	333	0	37.5	62.5
HMSA						
Total Standard PA Requests						
Total Expedited PA requests						
HMSA Total						
Kaiser – Hawaii						
Total Standard PA Requests						
Total Expedited PA requests						
Kaiser – Hawaii Total						
UnitedHealthcare						
Total Standard PA Requests	1,810	1,616	194		89.3	10.7
Total Expedited PA requests	295	287	8		97.3	2.7
UnitedHealthcare Total	2,105	1,903	202		90.4	9.6
State Total	2,638	2,103	535	0	79.7	20.3

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 3-1B. Inpatient Hospital Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
AlohaCare								
Standard PA Total								
Total Standard PA Requests	447	115	332	0	25.7	74.3	25.7	74.3
Standard PA By Decision Timeframe								
Standard – 7 Days	348	32	316	0	9.2	90.8	7.2	70.7
Standard – Extension	0	0	0	0			0.0	0.0
Standard – Appeal	1	0	1	0	0.0	100.0	0.0	0.2
Standard – Not Reported	98	83	15	0	84.7	15.3	18.6	3.4
Expedited PA Total								
Total Expedited PA requests	86	85	1	0	98.8	1.2	98.8	1.2
Expedited PA By Decision Timeframe								
Expedited – 72 Hours	85	84	1	0	98.8	1.2	97.7	1.2
Expedited – Extension	0	0	0	0			0.0	0.0
Expedited – Appeal	0	0	0	0			0.0	0.0
Expedited – Not Reported	1	1	0	0	100.0	0.0	1.2	0.0
HMSA								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 3-1B. Inpatient Hospital Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
HMSA								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
Kaiser – Hawaii								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 3-1B. Inpatient Hospital Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
UnitedHealthcare								
Standard PA Total								
Total Standard PA Requests	1,810	1,616	194		89.3	10.7	89.3	10.7
Standard PA By Decision Timeframe								
Standard – 7 Days	1,757	1,563	194		89.0	11.0	86.4	10.7
Standard – Extension	0	0	0				0.0	0.0
Standard – Appeal	23	23	0		100.0	0.0	1.3	0.0
Standard – Not Reported	30	30	0	0	100.0	0.0	1.7	0.0
Expedited PA Total								
Total Expedited PA requests	295	287	8		97.3	2.7	97.3	2.7
Expedited PA By Decision Timeframe								
Expedited – 72 Hours	293	285	8		97.3	2.7	96.6	2.7
Expedited – Extension	0	0	0				0.0	0.0
Expedited – Appeal	0	0	0				0.0	0.0
Expedited – Not Reported	2	2	0	0	100.0	0.0	0.7	0.0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 3-2A. Inpatient Hospital Services:

Denial Reasons by Type of PA Request

Insurer PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Total Standard PA Requests	332	9					2			321
Total Expedited PA requests	1						1			
AlohaCare Total	333	9					3			321
HMSA										
Total Standard PA Requests										
Total Expedited PA requests										
HMSA Total										
Kaiser – Hawaii										
Total Standard PA Requests										
Total Expedited PA requests										
Kaiser – Hawaii Total										
UnitedHealthcare										
Total Standard PA Requests	194		2	7	7					178
Total Expedited PA requests	8		3							5
UnitedHealthcare Total	202		5	7	7					183
State Total	535	9	5	7	7	3				504

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 3-2B. Inpatient Hospital Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Standard PA Total										
Total Standard PA Requests	332	9				2				321
Standard PA By Decision Timeframe										
Standard – 7 Days	316	5				2				309
Standard – Extension	0									
Standard – Appeal	1									1
Standard – Not Reported	15	4	0	0	0	0	0	0	0	11
Expedited PA Total										
Total Expedited PA requests	1					1				
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	1					1				
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0
HMSA										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 3-2B. Inpatient Hospital Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMSA										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
Kaiser – Hawaii										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 3-2B. Inpatient Hospital Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UnitedHealthcare										
Standard PA Total										
Total Standard PA Requests	194		2	7	7					178
Standard PA By Decision Timeframe										
Standard – 7 Days	194		2	7	7					178
Standard – Extension	0									
Standard – Appeal	0									
Standard – Not Reported	0	0	0	0	0	0	0	0	0	0
Expedited PA Total										
Total Expedited PA requests	8		3							5
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	8		3							5
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 3-3. Inpatient Hospital Services:

Response Time (Time Between Receiving a PA Request and Sending a Decision)

Insurer	Standard – 7 Days		Expedited – 72 Hours	
	Mean (Average) Time (Days)	Median (Middle) Time (Days)	Mean (Average) Time (Hours)	Median (Middle) Time (Hours)
AlohaCare	2.3	2.0	21.5	20.0
HMSA				
Kaiser – Hawaii				
UnitedHealthcare	1.0	0.0	24.0	24.0
State Average	1.6	1.0	22.8	22.0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 4-1A. Outpatient Hospital Services:

Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
AlohaCare						
Total Standard PA Requests	487	477	10	0	97.9	2.1
Total Expedited PA requests	362	358	4	0	98.9	1.1
AlohaCare Total	849	835	14	0	98.4	1.6
HMSA						
Total Standard PA Requests						
Total Expedited PA requests						
HMSA Total						
Kaiser – Hawaii						
Total Standard PA Requests						
Total Expedited PA requests						
Kaiser – Hawaii Total						
UnitedHealthcare						
Total Standard PA Requests	3,983	3,731	252		93.7	6.3
Total Expedited PA requests	776	761	15		98.1	1.9
UnitedHealthcare Total	4,759	4,492	267		94.4	5.6
State Total	5,608	5,327	281	0	95.0	5.0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 4-1B. Outpatient Hospital Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
AlohaCare								
Standard PA Total								
Total Standard PA Requests	487	477	10	0	97.9	2.1	97.9	2.1
Standard PA By Decision Timeframe								
Standard – 7 Days	142	141	1	0	99.3	0.7	29.0	0.2
Standard – Extension	3	2	1	0	66.7	33.3	0.4	0.2
Standard – Appeal	1	0	1	0	0.0	100.0	0.0	0.2
Standard – Not Reported	341	334	7	0	97.9	2.1	68.6	1.4
Expedited PA Total								
Total Expedited PA requests	362	358	4	0	98.9	1.1	98.9	1.1
Expedited PA By Decision Timeframe								
Expedited – 72 Hours	351	350	1	0	99.7	0.3	96.7	0.3
Expedited – Extension	6	4	2	0	66.7	33.3	1.1	0.6
Expedited – Appeal	0	0	0	0			0.0	0.0
Expedited – Not Reported	5	4	1	0	80.0	20.0	1.1	0.3
HMSA								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 4-1B. Outpatient Hospital Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
HMSA								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
Kaiser – Hawaii								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 4-1B. Outpatient Hospital Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
UnitedHealthcare								
Standard PA Total								
Total Standard PA Requests	3,983	3,731	252		93.7	6.3	93.7	6.3
Standard PA By Decision Timeframe								
Standard – 7 Days	3,247	3,118	129		96.0	4.0	78.3	3.2
Standard – Extension	1	1	0		100.0	0.0	0.0	0.0
Standard – Appeal	4	4	0		100.0	0.0	0.1	0.0
Standard – Not Reported	731	608	123	0	83.2	16.8	15.3	3.1
Expedited PA Total								
Total Expedited PA requests	776	761	15		98.1	1.9	98.1	1.9
Expedited PA By Decision Timeframe								
Expedited – 72 Hours	770	755	15		98.1	1.9	97.3	1.9
Expedited – Extension	0	0	0				0.0	0.0
Expedited – Appeal	2	2	0		100.0	0.0	0.3	0.0
Expedited – Not Reported	4	4	0	0	100.0	0.0	0.5	0.0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 4-2A. Outpatient Hospital Services:

Denial Reasons by Type of PA Request

Insurer PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Total Standard PA Requests	10	1	6			1				2
Total Expedited PA requests	4		4							
AlohaCare Total	14	1	10			1				2
HMSA										
Total Standard PA Requests										
Total Expedited PA requests										
HMSA Total										
Kaiser – Hawaii										
Total Standard PA Requests										
Total Expedited PA requests										
Kaiser – Hawaii Total										
UnitedHealthcare										
Total Standard PA Requests	252	3	68	6	1	1				173
Total Expedited PA requests	15		6	1		1				7
UnitedHealthcare Total	267	3	74	7	1	2				180
State Total	281	4	84	7	1	3				182

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 4-2B. Outpatient Hospital Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Standard PA Total										
Total Standard PA Requests	10	1	6			1				2
Standard PA By Decision Timeframe										
Standard – 7 Days	1									1
Standard – Extension	1		1							
Standard – Appeal	1		1							
Standard – Not Reported	7	1	4	0	0	1	0	0	0	1
Expedited PA Total										
Total Expedited PA requests	4		4							
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	1		1							
Expedited – Extension	2		2							
Expedited – Appeal	0									
Expedited – Not Reported	1	0	1	0	0	0	0	0	0	0
HMSA										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 4-2B. Outpatient Hospital Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMSA										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
Kaiser – Hawaii										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 4-2B. Outpatient Hospital Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UnitedHealthcare										
Standard PA Total										
Total Standard PA Requests	252	3	68	6	1	1				173
Standard PA By Decision Timeframe										
Standard – 7 Days	129		43	5	1	1				79
Standard – Extension	0									
Standard – Appeal	0									
Standard – Not Reported	123	3	25	1	0	0	0	0	0	94
Expedited PA Total										
Total Expedited PA requests	15		6	1		1				7
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	15		6	1		1				7
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 4-3. Outpatient Hospital Services:

Response Time (Time Between Receiving a PA Request and Sending a Decision)

Insurer	Standard – 7 Days		Expedited – 72 Hours	
	Mean (Average) Time (Days)	Median (Middle) Time (Days)	Mean (Average) Time (Hours)	Median (Middle) Time (Hours)
AlohaCare	4.1	4.5	23.4	21.0
HMSA				
Kaiser – Hawaii				
UnitedHealthcare	1.0	1.0	0.0	0.0
State Average	2.6	2.8	11.7	10.5

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 5-1A. Physician Services:

Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
AlohaCare						
Total Standard PA Requests	287	280	7	0	97.6	2.4
Total Expedited PA requests	88	87	1	0	98.9	1.1
AlohaCare Total	375	367	8	0	97.9	2.1
HMSA						
Total Standard PA Requests						
Total Expedited PA requests						
HMSA Total						
Kaiser – Hawaii						
Total Standard PA Requests						
Total Expedited PA requests						
Kaiser – Hawaii Total						
UnitedHealthcare						
Total Standard PA Requests	15,916	14,116	1,800		88.7	11.3
Total Expedited PA requests	1,472	1,410	62		95.8	4.2
UnitedHealthcare Total	17,388	15,526	1,862		89.3	10.7
State Total	17,763	15,893	1,870	0	89.5	10.5

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 5-1B. Physician Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approved	Denied	Withdrawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
AlohaCare								
Standard PA Total								
Total Standard PA Requests	287	280	7	0	97.6	2.4	97.6	2.4
Standard PA By Decision Timeframe								
Standard – 7 Days	142	139	3	0	97.9	2.1	48.4	1.0
Standard – Extension	2	1	1	0	50.0	50.0	0.3	0.3
Standard – Appeal	0	0	0	0			0.0	0.0
Standard – Not Reported	143	140	3	0	97.9	2.1	48.8	1.0
Expedited PA Total								
Total Expedited PA requests	88	87	1	0	98.9	1.1	98.9	1.1
Expedited PA By Decision Timeframe								
Expedited – 72 Hours	86	86	0	0	100.0	0.0	97.7	0.0
Expedited – Extension	1	0	1	0	0.0	100.0	0.0	1.1
Expedited – Appeal	0	0	0	0			0.0	0.0
Expedited – Not Reported	1	1	0	0	100.0	0.0	1.1	0.0
HMSA								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 5-1B. Physician Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
HMSA								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
Kaiser – Hawaii								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 5-1B. Physician Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
UnitedHealthcare								
Standard PA Total								
Total Standard PA Requests	15,916	14,116	1,800		88.7	11.3	88.7	11.3
Standard PA By Decision Timeframe								
Standard – 7 Days	12,751	11,424	1,327		89.6	10.4	71.8	8.3
Standard – Extension	115	106	9		92.2	7.8	0.7	0.1
Standard – Appeal	27	22	5		81.5	18.5	0.1	0.0
Standard – Not Reported	3,023	2,564	459	0	84.8	15.2	16.1	2.9
Expedited PA Total								
Total Expedited PA requests	1,472	1,410	62		95.8	4.2	95.8	4.2
Expedited PA By Decision Timeframe								
Expedited – 72 Hours	1,390	1,334	56		96.0	4.0	90.6	3.8
Expedited – Extension	0	0	0				0.0	0.0
Expedited – Appeal	6	6	0		100.0	0.0	0.4	0.0
Expedited – Not Reported	76	70	6	0	92.1	7.9	4.8	0.4

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 5-2A. Physician Services:

Denial Reasons by Type of PA Request

Insurer PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Total Standard PA Requests	7		7							
Total Expedited PA requests	1									1
AlohaCare Total	8		7							1
HMSA										
Total Standard PA Requests										
Total Expedited PA requests										
HMSA Total										
Kaiser – Hawaii										
Total Standard PA Requests										
Total Expedited PA requests										
Kaiser – Hawaii Total										
UnitedHealthcare										
Total Standard PA Requests	1,800	221	242	938	295	7				97
Total Expedited PA requests	62	4	37	18		1				2
UnitedHealthcare Total	1,862	225	279	956	295	8				99
State Total	1,870	225	286	956	295	8				100

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 5-2B. Physician Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Standard PA Total										
Total Standard PA Requests	7		7							
Standard PA By Decision Timeframe										
Standard – 7 Days	3		3							
Standard – Extension	1		1							
Standard – Appeal	0									
Standard – Not Reported	3	0	3	0	0	0	0	0	0	0
Expedited PA Total										
Total Expedited PA requests	1									1
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	0									
Expedited – Extension	1									1
Expedited – Appeal	0									
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0
HMSA										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 5-2B. Physician Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMSA										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
Kaiser – Hawaii										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 5-2B. Physician Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UnitedHealthcare										
Standard PA Total										
Total Standard PA Requests	1,800	221	242	938	295	7				97
Standard PA By Decision Timeframe										
Standard – 7 Days	1,327	132	169	664	288	4				70
Standard – Extension	9	1		6						2
Standard – Appeal	5		3	1						1
Standard – Not Reported	459	88	70	267	7	3	0	0	0	24
Expedited PA Total										
Total Expedited PA requests	62	4	37	18		1				2
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	56	3	36	14		1				2
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	6	1	1	4	0	0	0	0	0	0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 5-3. Physician Services:

Response Time (Time Between Receiving a PA Request and Sending a Decision)

Insurer	Standard – 7 Days		Expedited – 72 Hours	
	Mean (Average) Time (Days)	Median (Middle) Time (Days)	Mean (Average) Time (Hours)	Median (Middle) Time (Hours)
AlohaCare	2.8	2.0	19.2	20.0
HMSA				
Kaiser – Hawaii				
UnitedHealthcare	3.0	2.0	24.0	24.0
State Average	2.9	2.0	21.6	22.0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 6-1A. Behavioral Health Services:

Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
AlohaCare						
Total Standard PA Requests	85	82	3	0	96.5	3.5
Total Expedited PA requests	13	13	0	0	100.0	0.0
AlohaCare Total	98	95	3	0	96.9	3.1
HMSA						
Total Standard PA Requests						
Total Expedited PA requests						
HMSA Total						
Kaiser – Hawaii						
Total Standard PA Requests						
Total Expedited PA requests						
Kaiser – Hawaii Total						
UnitedHealthcare						
Total Standard PA Requests						
Total Expedited PA requests						
UnitedHealthcare Total						
State Total	98	95	3	0	96.9	3.1

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 6-1B. Behavioral Health Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
AlohaCare								
Standard PA Total								
Total Standard PA Requests	85	82	3	0	96.5	3.5	96.5	3.5
Standard PA By Decision Timeframe								
Standard – 7 Days	61	61	0	0	100.0	0.0	71.8	0.0
Standard – Extension	3	2	1	0	66.7	33.3	2.4	1.2
Standard – Appeal	0	0	0	0			0.0	0.0
Standard – Not Reported	21	19	2	0	90.5	9.5	22.4	2.4
Expedited PA Total								
Total Expedited PA requests	13	13	0	0	100.0	0.0	100.0	0.0
Expedited PA By Decision Timeframe								
Expedited – 72 Hours	13	13	0	0	100.0	0.0	100.0	0.0
Expedited – Extension	0	0	0	0			0.0	0.0
Expedited – Appeal	0	0	0	0			0.0	0.0
Expedited – Not Reported	0	0	0	0			0.0	0.0
HMSA								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 6-1B. Behavioral Health Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
HMSA								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
Kaiser – Hawaii								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 6-1B. Behavioral Health Services:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type		
					Approved (%)	Denied (%)	Approved (%)	Denied (%)	
UnitedHealthcare									
Standard PA Total									
Total Standard PA Requests									
Standard PA By Decision Timeframe									
Standard – 7 Days									
Standard – Extension									
Standard – Appeal									
Standard – Not Reported									
Expedited PA Total									
Total Expedited PA requests									
Expedited PA By Decision Timeframe									
Expedited – 72 Hours									
Expedited – Extension									
Expedited – Appeal									
Expedited – Not Reported									

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 6-2A. Behavioral Health Services:

Denial Reasons by Type of PA Request

Insurer PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Total Standard PA Requests	3	1	2							
Total Expedited PA requests	0									
AlohaCare Total	3	1	2							
HMSA										
Total Standard PA Requests										
Total Expedited PA requests										
HMSA Total										
Kaiser – Hawaii										
Total Standard PA Requests										
Total Expedited PA requests										
Kaiser – Hawaii Total										
UnitedHealthcare										
Total Standard PA Requests										
Total Expedited PA requests										
UnitedHealthcare Total										
State Total	3	1	2							

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 6-2B. Behavioral Health Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Standard PA Total										
Total Standard PA Requests	3	1	2							
Standard PA By Decision Timeframe										
Standard – 7 Days	0									
Standard – Extension	1	1								
Standard – Appeal	0									
Standard – Not Reported	2	0	2	0	0	0	0	0	0	0
Expedited PA Total										
Total Expedited PA requests	0									
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	0									
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0
HMSA										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 6-2B. Behavioral Health Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMSA										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
Kaiser – Hawaii										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 6-2B. Behavioral Health Services:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UnitedHealthcare										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 6-3. Behavioral Health Services:

Response Time (Time Between Receiving a PA Request and Sending a Decision)

Insurer	Standard – 7 Days		Expedited – 72 Hours	
	Mean (Average) Time (Days)	Median (Middle) Time (Days)	Mean (Average) Time (Hours)	Median (Middle) Time (Hours)
AlohaCare	3.3	3.0	29.7	27.0
HMSA				
Kaiser – Hawaii				
UnitedHealthcare				
State Average	3.3	3.0	29.7	27.0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 7-1A. Drugs:

Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
AlohaCare						
Total Standard PA Requests	5,821	4,827	708	286	82.9	12.2
Total Expedited PA requests	110	100	6	4	90.9	5.5
AlohaCare Total	5,931	4,927	714	290	83.1	12.0
HMSA						
Total Standard PA Requests						
Total Expedited PA requests						
HMSA Total						
Kaiser – Hawaii						
Total Standard PA Requests						
Total Expedited PA requests						
Kaiser – Hawaii Total						
UnitedHealthcare						
Total Standard PA Requests						
Total Expedited PA requests						
UnitedHealthcare Total						
State Total	5,931	4,927	714	290	83.1	12.0

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 7-1B. Drugs:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approved	Denied	Withdrawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
AlohaCare								
Standard PA Total								
Total Standard PA Requests	5,821	4,827	708	286	82.9	12.2	82.9	12.2
Standard PA By Decision Timeframe								
Standard – 7 Days	5,821	4,827	708	286	82.9	12.2	82.9	12.2
Standard – Extension	0	0	0	0			0.0	0.0
Standard – Appeal								
Standard – Not Reported	0	0	0	0			0.0	0.0
Expedited PA Total								
Total Expedited PA requests	110	100	6	4	90.9	5.5	90.9	5.5
Expedited PA By Decision Timeframe								
Expedited – 72 Hours	110	100	6	4	90.9	5.5	90.9	5.5
Expedited – Extension	0	0	0	0			0.0	0.0
Expedited – Appeal								
Expedited – Not Reported	0	0	0	0			0.0	0.0
HMSA								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 7-1B. Drugs:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
HMSA								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
Kaiser – Hawaii								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 7-1B. Drugs:

Approved Rates by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total Requests	Approv- ed	Deni- ed	With- drawn	By Decision Timeframe		Out of Total PA Requests by Type	
					Approved (%)	Denied (%)	Approved (%)	Denied (%)
UnitedHealthcare								
Standard PA Total								
Total Standard PA Requests								
Standard PA By Decision Timeframe								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
Expedited PA Total								
Total Expedited PA requests								
Expedited PA By Decision Timeframe								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 7-2A. Drugs:

Denial Reasons by Type of PA Request

Insurer PA Request Denial Reason	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Total Standard PA Requests	708	73	578	57						
Total Expedited PA requests	6		6							
AlohaCare Total	714	73	584	57						
HMSA										
Total Standard PA Requests										
Total Expedited PA requests										
HMSA Total										
Kaiser – Hawaii										
Total Standard PA Requests										
Total Expedited PA requests										
Kaiser – Hawaii Total										
UnitedHealthcare										
Total Standard PA Requests										
Total Expedited PA requests										
UnitedHealthcare Total										
State Total	714	73	584	57						

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 7-2B. Drugs:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
AlohaCare										
Standard PA Total										
Total Standard PA Requests	708	73	578	57						
Standard PA By Decision Timeframe										
Standard – 7 Days	708	73	578	57						
Standard – Extension	0									
Standard – Appeal										
Standard – Not Reported	0	0	0	0	0	0	0	0	0	0
Expedited PA Total										
Total Expedited PA requests	6		6							
Expedited PA By Decision Timeframe										
Expedited – 72 Hours	6		6							
Expedited – Extension	0									
Expedited – Appeal										
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0
HMSA										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 7-2B. Drugs:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
HMSA										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
Kaiser – Hawaii										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 7-2B. Drugs:

Denial Reasons by Decision Timeframe

Insurer/PA Request Decision Timeframe	Total PA Denied	Denial Reasons (see note)								
		R1	R2	R3	R4	R5	R6	R7	R8	R9
UnitedHealthcare										
Standard PA Total										
Total Standard PA Requests										
Standard PA By Decision Timeframe										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
Expedited PA Total										
Total Expedited PA requests										
Expedited PA By Decision Timeframe										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Section IV. Medicaid Plan Prior Authorization (PA), 2024

Table 7-3. Drugs:

Response Time (Time Between Receiving a PA Request and Sending a Decision)

Insurer	Standard – 7 Days		Expedited – 72 Hours	
	Mean (Average) Time (Days)	Median (Middle) Time (Days)	Mean (Average) Time (Hours)	Median (Middle) Time (Hours)
AlohaCare	0.2	0.2	9.6	9.6
HMSA				
Kaiser – Hawaii				
UnitedHealthcare				
State Average	0.2	0.2	9.6	9.6

Note:

(1) A blank cell () indicates data not available.

(2) See glossary for terms and abbreviations.

Appendix: Glossary

AlohaCare	AlohaCare Health Plan
Cigna	Cigna Health and Life Insurance Company
Denial Reason R1	Incomplete or incorrect information (This might include any of the following: missing or incorrect patient information; errors in ICD-10 or CPT/HCPCS codes; missing medical records, inadequate physician notes, lack of relevant lab results, or failure to include previous treatment histories; etc.)
Denial Reason R2	Medical necessity criteria not met
Denial Reason R3	Non-covered services or exceeding limits
Denial Reason R4	Prior authorization timelines not met (This might also include expired authorization or duplicate requests.)
Denial Reason R5	Out-of-network providers
Denial Reason R6	Lack of step therapy/testing attempts
Denial Reason R7	Therapy requires multiple PA requests
Denial Reason R8	Non-formulary medications
Denial Reason R9	Other (This might include but is not limited to any of the following: Invalid preauthorization request form submitted; Pre-existing condition exclusion; Lack of peer-to-peer review; Treatment is not consistent with published clinical evidence; etc.)
Expedited – 72 Hours	Expedited PA decisions made within 72 hours
Expedited – Appeal	Expedited PA decisions made after appeal
Expedited – Extension	Expedited PA decisions made after extension (up to 14 days, from day 4 to day 17)
Expedited – Not Reported	Expedited PA decisions made outside the timeframes of 72 hours and extension, and not reported on the SHPDA PA report forms by timeframe categories
HMAA	Hawaii Managemnet Alliance Association
HMSA	Hawaii Medical Service Association
Kaiser	Kaiser Permanente – Hawaii
PA	Prior authorization
Standard – 7 Days	Standard PA decisions made within 7 calendar days
Standard – Appeal	Standard PA decisions made after appeal
Standard – Extension	Standard PA decisions made after extension (up to 14 days, from day 8 to day 21)

Appendix: Glossary

Standard – Not Reported	Standard PA decisions made outside the timeframes of 7 calendar days and extension, and not reported on the SHPDA PA report forms by timeframe categories
UHA Health Insurance	University Health Alliance Health Insurance
UnitedHealthcare	United HealthCare Services, Inc