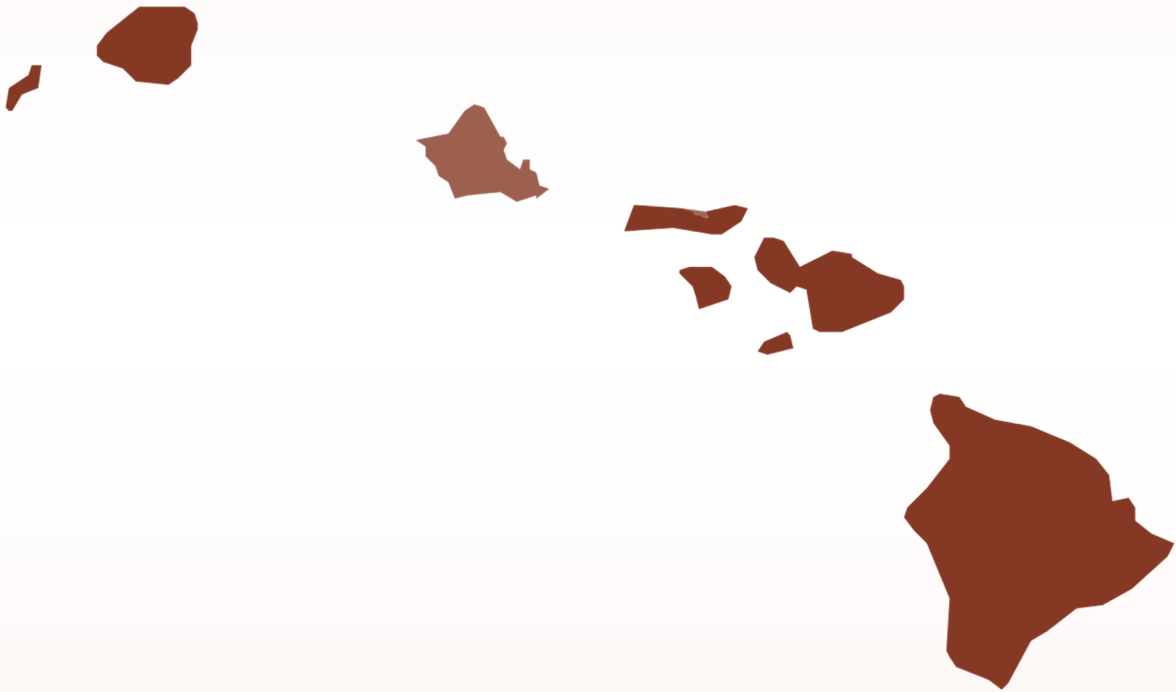


# **Healthcare Prior Authorization Report Hawaii 2025**

**(Preliminary Report Subject to Change. Updated 06/17/2026.)**



State Health Planning and Development Agency  
(SHPDA)

This report is prepared by Dailin Ye, PhD, Research Statistician.

#### Contact Information

State Health Planning and Development Agency  
1177 Alakea Street, Room 402  
Honolulu, HI 96813  
Phone: 808-587-0788  
Fax: 808-587-0783  
Website: [www.hawaii.gov/shpda](http://www.hawaii.gov/shpda)

## 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 expedited 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,



John C. (Jack) Lewin MD  
Administrator

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## Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

### Table 1. Overview:

#### Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>AlohaCare</b>						
<b>Medicare</b>						
<b>Diagnostic Testing</b>						
Total Standard PA Requests	186	181	5	0	97.3	2.7
Total Expedited PA requests	91	89	2	0	97.8	2.2
<b>Subtotal</b>	<b>277</b>	<b>270</b>	<b>7</b>	<b>0</b>	<b>97.5</b>	<b>2.5</b>
<b>Durable Medical Supplies/ Medical Equipment</b>						
Total Standard PA Requests	306	291	15	0	95.1	4.9
Total Expedited PA requests	71	69	2	0	97.2	2.8
<b>Subtotal</b>	<b>377</b>	<b>360</b>	<b>17</b>	<b>0</b>	<b>95.5</b>	<b>4.5</b>
<b>Inpatient Hospital Services</b>						
Total Standard PA Requests	24	23	1	0	95.8	4.2
Total Expedited PA requests	16	16	0	0	100.0	0.0
<b>Subtotal</b>	<b>40</b>	<b>39</b>	<b>1</b>	<b>0</b>	<b>97.5</b>	<b>2.5</b>
<b>Outpatient Hospital Services</b>						
Total Standard PA Requests	61	61	0	0	100.0	0.0
Total Expedited PA requests	43	43	0	0	100.0	0.0
<b>Subtotal</b>	<b>104</b>	<b>104</b>	<b>0</b>	<b>0</b>	<b>100.0</b>	<b>0.0</b>
<b>Physician Services</b>						
Total Standard PA Requests	117	110	7	0	94.0	6.0
Total Expedited PA requests	37	37	0	0	100.0	0.0
<b>Subtotal</b>	<b>154</b>	<b>147</b>	<b>7</b>	<b>0</b>	<b>95.5</b>	<b>4.5</b>

## Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

### Table 1. Overview:

#### Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>AlohaCare</b>						
<b>Medicare</b>						
<b>Behavioral Health Services</b>						
Total Standard PA Requests	8	8	0	0	100.0	0.0
Total Expedited PA requests	0	0	0	0		
<b>Subtotal</b>	<b>8</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>100.0</b>	<b>0.0</b>
<b>Drugs</b>						
Total Standard PA Requests	664	501	163	0	75.5	24.5
Total Expedited PA requests	141	109	32	0	77.3	22.7
<b>Subtotal</b>	<b>805</b>	<b>610</b>	<b>195</b>	<b>0</b>	<b>75.8</b>	<b>24.2</b>
<b>Medicare Subtotal</b>	<b>1,765</b>	<b>1,538</b>	<b>227</b>	<b>0</b>	<b>87.1</b>	<b>12.9</b>
<b>Medicaid</b>						
<b>Diagnostic Testing</b>						
Total Standard PA Requests	1,856	1,539	317	0	82.9	17.1
Total Expedited PA requests	620	610	10	0	98.4	1.6
<b>Subtotal</b>	<b>2,476</b>	<b>2,149</b>	<b>327</b>	<b>0</b>	<b>86.8</b>	<b>13.2</b>
<b>Durable Medical Supplies/ Medical Equipment</b>						
Total Standard PA Requests	2,127	2,018	109	0	94.9	5.1
Total Expedited PA requests	475	469	6	0	98.7	1.3
<b>Subtotal</b>	<b>2,602</b>	<b>2,487</b>	<b>115</b>	<b>0</b>	<b>95.6</b>	<b>4.4</b>
<b>Inpatient Hospital Services</b>						
Total Standard PA Requests	459	112	347	0	24.4	75.6
Total Expedited PA requests	81	81	0	0	100.0	0.0
<b>Subtotal</b>	<b>540</b>	<b>193</b>	<b>347</b>	<b>0</b>	<b>35.7</b>	<b>64.3</b>

## Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

### Table 1. Overview:

#### Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>AlohaCare</b>						
<b>Medicaid</b>						
<b>Outpatient Hospital Services</b>						
Total Standard PA Requests	493	480	13	0	97.4	2.6
Total Expedited PA requests	302	300	2	0	99.3	0.7
<b>Subtotal</b>	<b>795</b>	<b>780</b>	<b>15</b>	<b>0</b>	<b>98.1</b>	<b>1.9</b>
<b>Physician Services</b>						
Total Standard PA Requests	474	459	15	0	96.8	3.2
Total Expedited PA requests	118	118	0	0	100.0	0.0
<b>Subtotal</b>	<b>592</b>	<b>577</b>	<b>15</b>	<b>0</b>	<b>97.5</b>	<b>2.5</b>
<b>Behavioral Health Services</b>						
Total Standard PA Requests	105	105	0	0	100.0	0.0
Total Expedited PA requests	3	3	0	0	100.0	0.0
<b>Subtotal</b>	<b>108</b>	<b>108</b>	<b>0</b>	<b>0</b>	<b>100.0</b>	<b>0.0</b>
<b>Drugs</b>						
Total Standard PA Requests	7,823	5,255	2,500	68	67.2	32.0
Total Expedited PA requests	1,458	1,115	322	21	76.5	22.1
<b>Subtotal</b>	<b>9,281</b>	<b>6,370</b>	<b>2,822</b>	<b>89</b>	<b>68.6</b>	<b>30.4</b>
<b>Medicaid Subtotal</b>	<b>16,394</b>	<b>12,664</b>	<b>3,641</b>	<b>89</b>	<b>77.2</b>	<b>22.2</b>
<b>AlohaCare Total</b>	<b>18,159</b>	<b>14,202</b>	<b>3,868</b>	<b>89</b>	<b>78.2</b>	<b>21.3</b>

## Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

### Table 1. Overview:

#### Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>Cigna</b>						
<b>Commercial</b>						
<b>Outpatient Hospital Services</b>						
Total Standard PA Requests	4	2	2	0	50.0	50.0
Total Expedited PA requests	0	0	0	0		
<b>Subtotal</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>50.0</b>	<b>50.0</b>
<b>Drugs</b>						
Total Standard PA Requests	12	8	4	0	66.7	33.3
Total Expedited PA requests	1	1	0	0	100.0	0.0
<b>Subtotal</b>	<b>13</b>	<b>9</b>	<b>4</b>	<b>0</b>	<b>69.2</b>	<b>30.8</b>
<b>Commercial Subtotal</b>	<b>17</b>	<b>11</b>	<b>6</b>	<b>0</b>	<b>64.7</b>	<b>35.3</b>
<b>Cigna Total</b>	<b>17</b>	<b>11</b>	<b>6</b>	<b>0</b>	<b>64.7</b>	<b>35.3</b>
<b>HMAA</b>						
<b>Commercial</b>						
<b>Diagnostic Testing</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Subtotal</b>						
<b>Durable Medical Supplies/ Medical Equipment</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Subtotal</b>						

# Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

## Table 1. Overview:

### Insurers, Plans, Services, PA Requests and Approved Rates

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

# Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

## Table 1. Overview:

### Insurers, Plans, Services, PA Requests and Approved Rates

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

# Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

## Table 1. Overview:

### Insurers, Plans, Services, PA Requests and Approved Rates

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

## Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

### Table 1. Overview:

#### Insurers, Plans, Services, PA Requests and Approved Rates

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

## Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

### Table 1. Overview:

#### Insurers, Plans, Services, PA Requests and Approved Rates

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

## Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

### Table 1. Overview:

#### Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>HMSA</b>						
<b>Medicaid</b>						
<b>Drugs</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Subtotal</b>						
<b>Medicaid Subtotal</b>						
<b>HMSA Total</b>						
<b>Kaiser – Hawaii</b>						
<b>Commercial</b>						
<b>Diagnostic Testing</b>						
Total Standard PA Requests	1,993	1,954	39		98.0	2.0
Total Expedited PA requests	522	520	2		99.6	0.4
<b>Subtotal</b>	<b>2,515</b>	<b>2,474</b>	<b>41</b>		<b>98.4</b>	<b>1.6</b>
<b>Durable Medical Supplies/ Medical Equipment</b>						
Total Standard PA Requests	7,884	7,288	596		92.4	7.6
Total Expedited PA requests	1,423	1,393	30		97.9	2.1
<b>Subtotal</b>	<b>9,307</b>	<b>8,681</b>	<b>626</b>		<b>93.3</b>	<b>6.7</b>
<b>Inpatient Hospital Services</b>						
Total Standard PA Requests	455	451	4		99.1	0.9
Total Expedited PA requests	3	3	0		100.0	0.0
<b>Subtotal</b>	<b>458</b>	<b>454</b>	<b>4</b>		<b>99.1</b>	<b>0.9</b>

## Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

### Table 1. Overview:

#### Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>Kaiser – Hawaii</b>						
<b>Commercial</b>						
<b>Outpatient Hospital Services</b>						
Total Standard PA Requests	1,767	1,689	78		95.6	4.4
Total Expedited PA requests	289	289			100.0	
<b>Subtotal</b>	<b>2,056</b>	<b>1,978</b>	<b>78</b>		<b>96.2</b>	<b>3.8</b>
<b>Physician Services</b>						
Total Standard PA Requests	3,303	3,057	246		92.6	7.4
Total Expedited PA requests	124	123	1		99.2	0.8
<b>Subtotal</b>	<b>3,427</b>	<b>3,180</b>	<b>247</b>		<b>92.8</b>	<b>7.2</b>
<b>Behavioral Health Services</b>						
Total Standard PA Requests	11,876	11,838	38		99.7	0.3
Total Expedited PA requests	5	5	0		100.0	0.0
<b>Subtotal</b>	<b>11,881</b>	<b>11,843</b>	<b>38</b>		<b>99.7</b>	<b>0.3</b>
<b>Drugs</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Subtotal</b>						
<b>Commercial Subtotal</b>	<b>29,644</b>	<b>28,610</b>	<b>1,034</b>		<b>96.5</b>	<b>3.5</b>
<b>Medicare</b>						
<b>Diagnostic Testing</b>						
Total Standard PA Requests	1,381	1,370	11		99.2	0.8
Total Expedited PA requests	356	356	0		100.0	0.0
<b>Subtotal</b>	<b>1,737</b>	<b>1,726</b>	<b>11</b>		<b>99.4</b>	<b>0.6</b>

## Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

### Table 1. Overview:

#### Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>Kaiser – Hawaii</b>						
<b>Medicare</b>						
<b>Durable Medical Supplies/ Medical Equipment</b>						
Total Standard PA Requests	8,505	7,570	935		89.0	11.0
Total Expedited PA requests	1,103	1,072	31		97.2	2.8
<b>Subtotal</b>	<b>9,608</b>	<b>8,642</b>	<b>966</b>		<b>89.9</b>	<b>10.1</b>
<b>Inpatient Hospital Services</b>						
Total Standard PA Requests	58	58	0		100.0	0.0
Total Expedited PA requests	3	3	0		100.0	0.0
<b>Subtotal</b>	<b>61</b>	<b>61</b>	<b>0</b>		<b>100.0</b>	<b>0.0</b>
<b>Outpatient Hospital Services</b>						
Total Standard PA Requests	799	782	17		97.9	2.1
Total Expedited PA requests	149	149			100.0	
<b>Subtotal</b>	<b>948</b>	<b>931</b>	<b>17</b>		<b>98.2</b>	<b>1.8</b>
<b>Physician Services</b>						
Total Standard PA Requests	1,486	1,418	68		95.4	4.6
Total Expedited PA requests	61	60	1		98.4	1.6
<b>Subtotal</b>	<b>1,547</b>	<b>1,478</b>	<b>69</b>		<b>95.5</b>	<b>4.5</b>
<b>Behavioral Health Services</b>						
Total Standard PA Requests	1,089	1,085	4		99.6	0.4
Total Expedited PA requests	1	1	0		100.0	0.0
<b>Subtotal</b>	<b>1,090</b>	<b>1,086</b>	<b>4</b>		<b>99.6</b>	<b>0.4</b>

## Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

### Table 1. Overview:

#### Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>Kaiser – Hawaii</b>						
<b>Medicare</b>						
<b>Drugs</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Subtotal</b>						
<b>Medicare Subtotal</b>	<b>14,991</b>	<b>13,924</b>	<b>1,067</b>		<b>92.9</b>	<b>7.1</b>
<b>Medicaid</b>						
<b>Diagnostic Testing</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Subtotal</b>						
<b>Durable Medical Supplies/ Medical Equipment</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Subtotal</b>						
<b>Inpatient Hospital Services</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Subtotal</b>						
<b>Outpatient Hospital Services</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Subtotal</b>						

## Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

### Table 1. Overview:

#### Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>Kaiser – Hawaii</b>						
<b>Medicaid</b>						
<b>Physician Services</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Subtotal</b>						
<b>Behavioral Health Services</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Subtotal</b>						
<b>Drugs</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Subtotal</b>						
<b>Medicaid Subtotal</b>						
<b>Kaiser – Hawaii Total</b>	<b>44,635</b>	<b>42,534</b>	<b>2,101</b>		<b>95.3</b>	<b>4.7</b>
<b>UHA Health Insurance</b>						
<b>Commercial</b>						
<b>Diagnostic Testing</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Subtotal</b>						

# Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

## Table 1. Overview:

### Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>UHA Health Insurance</b>						
<b>Commercial</b>						
<b>Durable Medical Supplies/ Medical Equipment</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Subtotal</b>						
<b>Inpatient Hospital Services</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Subtotal</b>						
<b>Outpatient Hospital Services</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Subtotal</b>						
<b>Physician Services</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Subtotal</b>						
<b>Behavioral Health Services</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Subtotal</b>						

## Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

### Table 1. Overview:

#### Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>UHA Health Insurance</b>						
<b>Commercial</b>						
<b>Drugs</b>						
Total Standard PA Requests	10,988	8,968	2,020		81.6	18.4
Total Expedited PA requests	0	0	0			
<b>Subtotal</b>	<b>10,988</b>	<b>8,968</b>	<b>2,020</b>		<b>81.6</b>	<b>18.4</b>
<b>Commercial Subtotal</b>	<b>10,988</b>	<b>8,968</b>	<b>2,020</b>		<b>81.6</b>	<b>18.4</b>
<b>Commercial – Other</b>						
<b>UHA – Medical Services</b>						
Total Standard PA Requests	7,564	5,787	1,777		76.5	23.5
Total Expedited PA requests	0	0	0			
<b>Subtotal</b>	<b>7,564</b>	<b>5,787</b>	<b>1,777</b>		<b>76.5</b>	<b>23.5</b>
<b>Commercial – Other Subtotal</b>	<b>7,564</b>	<b>5,787</b>	<b>1,777</b>		<b>76.5</b>	<b>23.5</b>
<b>UHA Health Insurance Total</b>	<b>18,552</b>	<b>14,755</b>	<b>3,797</b>		<b>79.5</b>	<b>20.5</b>
<b>UnitedHealthcare</b>						
<b>Commercial</b>						
<b>Diagnostic Testing</b>						
Total Standard PA Requests	2	2	0	0	100.0	0.0
Total Expedited PA requests						
<b>Subtotal</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>100.0</b>	<b>0.0</b>
<b>Durable Medical Supplies/ Medical Equipment</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Subtotal</b>						

# Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

## Table 1. Overview:

### Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>UnitedHealthcare</b>						
<b>Commercial</b>						
<b>Inpatient Hospital Services</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Subtotal</b>						
<b>Outpatient Hospital Services</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Subtotal</b>						
<b>Physician Services</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Subtotal</b>						
<b>Behavioral Health Services</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Subtotal</b>						
<b>Drugs</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Subtotal</b>						
<b>Commercial Subtotal</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>100.0</b>	<b>0.0</b>

## Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

### Table 1. Overview:

#### Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>UnitedHealthcare</b>						
<b>Medicare</b>						
<b>Diagnostic Testing</b>						
Total Standard PA Requests	3,726	3,446	280	44	92.5	7.5
Total Expedited PA requests	491	471	18	2	95.9	3.7
<b>Subtotal</b>	<b>4,217</b>	<b>3,917</b>	<b>298</b>	<b>46</b>	<b>92.9</b>	<b>7.1</b>
<b>Durable Medical Supplies/ Medical Equipment</b>						
Total Standard PA Requests	698	589	109	0	84.4	15.6
Total Expedited PA requests	9	7	2	0	77.8	22.2
<b>Subtotal</b>	<b>707</b>	<b>596</b>	<b>111</b>	<b>0</b>	<b>84.3</b>	<b>15.7</b>
<b>Inpatient Hospital Services</b>						
Total Standard PA Requests	3,137	2,567	525	45	81.8	16.7
Total Expedited PA requests	334	322	12	0	96.4	3.6
<b>Subtotal</b>	<b>3,471</b>	<b>2,889</b>	<b>537</b>	<b>45</b>	<b>83.2</b>	<b>15.5</b>
<b>Outpatient Hospital Services</b>						
Total Standard PA Requests	2,039	1,980	57	2	97.1	2.8
Total Expedited PA requests	582	569	13	0	97.8	2.2
<b>Subtotal</b>	<b>2,621</b>	<b>2,549</b>	<b>70</b>	<b>2</b>	<b>97.3</b>	<b>2.7</b>
<b>Physician Services</b>						
Total Standard PA Requests	2,010	1,522	488	0	75.7	24.3
Total Expedited PA requests	188	181	7	0	96.3	3.7
<b>Subtotal</b>	<b>2,198</b>	<b>1,703</b>	<b>495</b>	<b>0</b>	<b>77.5</b>	<b>22.5</b>

## Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

### Table 1. Overview:

#### Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>UnitedHealthcare</b>						
<b>Medicare</b>						
<b>Behavioral Health Services</b>						
Total Standard PA Requests	794	311	482	0	39.2	60.7
Total Expedited PA requests	110	110	0	0	100.0	0.0
<b>Subtotal</b>	<b>904</b>	<b>421</b>	<b>482</b>	<b>0</b>	<b>46.6</b>	<b>53.3</b>
<b>Drugs</b>						
Total Standard PA Requests	1,839	1,795	44	0	97.6	2.4
Total Expedited PA requests	254	250	4	0	98.4	1.6
<b>Subtotal</b>	<b>2,093</b>	<b>2,045</b>	<b>48</b>	<b>0</b>	<b>97.7</b>	<b>2.3</b>
<b>Medicare Subtotal</b>	<b>16,211</b>	<b>14,120</b>	<b>2,041</b>	<b>93</b>	<b>87.1</b>	<b>12.6</b>
<b>Medicaid</b>						
<b>Diagnostic Testing</b>						
Total Standard PA Requests	400	334	66		83.5	16.5
Total Expedited PA requests	13	13	0		100.0	0.0
<b>Subtotal</b>	<b>413</b>	<b>347</b>	<b>66</b>		<b>84.0</b>	<b>16.0</b>
<b>Durable Medical Supplies/ Medical Equipment</b>						
Total Standard PA Requests	3,816	2,767	1,049		72.5	27.5
Total Expedited PA requests	136	116	20		85.3	14.7
<b>Subtotal</b>	<b>3,952</b>	<b>2,883</b>	<b>1,069</b>		<b>73.0</b>	<b>27.0</b>
<b>Inpatient Hospital Services</b>						
Total Standard PA Requests	1,579	1,492	87		94.5	5.5
Total Expedited PA requests	245	241	4		98.4	1.6
<b>Subtotal</b>	<b>1,824</b>	<b>1,733</b>	<b>91</b>		<b>95.0</b>	<b>5.0</b>

## Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

### Table 1. Overview:

#### Insurers, Plans, Services, PA Requests and Approved Rates

Insurer/Plan/Service PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>UnitedHealthcare</b>						
<b>Medicaid</b>						
<b>Outpatient Hospital Services</b>						
Total Standard PA Requests	4,274	3,967	307		92.8	7.2
Total Expedited PA requests	761	740	21		97.2	2.8
<b>Subtotal</b>	<b>5,035</b>	<b>4,707</b>	<b>328</b>		<b>93.5</b>	<b>6.5</b>
<b>Physician Services</b>						
Total Standard PA Requests	16,141	14,959	1,182		92.7	7.3
Total Expedited PA requests	1,577	1,499	78		95.1	4.9
<b>Subtotal</b>	<b>17,718</b>	<b>16,458</b>	<b>1,260</b>		<b>92.9</b>	<b>7.1</b>
<b>Behavioral Health Services</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Subtotal</b>						
<b>Drugs</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Subtotal</b>						
<b>Medicaid Subtotal</b>	<b>28,942</b>	<b>26,128</b>	<b>2,814</b>		<b>90.3</b>	<b>9.7</b>
<b>UnitedHealthcare Total</b>	<b>45,155</b>	<b>40,250</b>	<b>4,855</b>	<b>93</b>	<b>89.1</b>	<b>10.8</b>
<b>State Total</b>	<b>126,518</b>	<b>111,752</b>	<b>14,627</b>	<b>182</b>	<b>88.3</b>	<b>11.6</b>

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), 2025

### 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
<b>AlohaCare</b>										
<b>Medicare</b>										
<b>Diagnostic Testing</b>										
Total Standard PA Requests	5		5							
Total Expedited PA requests	2		2							
<b>Subtotal</b>	<b>7</b>		<b>7</b>							
<b>Durable Medical Supplies/ Medical Equipment</b>										
Total Standard PA Requests	15	1	13	1						
Total Expedited PA requests	2		2							
<b>Subtotal</b>	<b>17</b>	<b>1</b>	<b>15</b>	<b>1</b>						
<b>Inpatient Hospital Services</b>										
Total Standard PA Requests	1		1							
Total Expedited PA requests	0									
<b>Subtotal</b>	<b>1</b>		<b>1</b>							
<b>Outpatient Hospital Services</b>										
Total Standard PA Requests	0									
Total Expedited PA requests	0									
<b>Subtotal</b>	<b>0</b>									
<b>Physician Services</b>										
Total Standard PA Requests	7		7							
Total Expedited PA requests	0									
<b>Subtotal</b>	<b>7</b>		<b>7</b>							

## Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

### 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
<b>AlohaCare</b>										
<b>Medicare</b>										
<b>Behavioral Health Services</b>										
Total Standard PA Requests	0									
Total Expedited PA requests	0									
<b>Subtotal</b>	<b>0</b>									
<b>Drugs</b>										
Total Standard PA Requests	163	13	64	65					21	
Total Expedited PA requests	32	3	9	15					5	
<b>Subtotal</b>	<b>195</b>	<b>16</b>	<b>73</b>	<b>80</b>					<b>26</b>	
<b>Medicare Subtotal</b>	<b>227</b>	<b>17</b>	<b>103</b>	<b>81</b>					<b>26</b>	
<b>Medicaid</b>										
<b>Diagnostic Testing</b>										
Total Standard PA Requests	317	130	175	6		2				4
Total Expedited PA requests	10		10							
<b>Subtotal</b>	<b>327</b>	<b>130</b>	<b>185</b>	<b>6</b>		<b>2</b>				<b>4</b>
<b>Durable Medical Supplies/ Medical Equipment</b>										
Total Standard PA Requests	109	6	88	13		2				
Total Expedited PA requests	6	1	4	1						
<b>Subtotal</b>	<b>115</b>	<b>7</b>	<b>92</b>	<b>14</b>		<b>2</b>				
<b>Inpatient Hospital Services</b>										
Total Standard PA Requests	347	11	4			2				330
Total Expedited PA requests	0									
<b>Subtotal</b>	<b>347</b>	<b>11</b>	<b>4</b>			<b>2</b>				<b>330</b>

## Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

### 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
<b>AlohaCare</b>										
<b>Medicaid</b>										
<b>Outpatient Hospital Services</b>										
Total Standard PA Requests	13	2	5			5				1
Total Expedited PA requests	2		2							
<b>Subtotal</b>	<b>15</b>	<b>2</b>	<b>7</b>			<b>5</b>				<b>1</b>
<b>Physician Services</b>										
Total Standard PA Requests	15		14	1						
Total Expedited PA requests	0									
<b>Subtotal</b>	<b>15</b>		<b>14</b>	<b>1</b>						
<b>Behavioral Health Services</b>										
Total Standard PA Requests	0									
Total Expedited PA requests	0									
<b>Subtotal</b>	<b>0</b>									
<b>Drugs</b>										
Total Standard PA Requests	2,500	67	2,402	9					22	
Total Expedited PA requests	322	23	296						3	
<b>Subtotal</b>	<b>2,822</b>	<b>90</b>	<b>2,698</b>	<b>9</b>					<b>25</b>	
<b>Medicaid Subtotal</b>	<b>3,641</b>	<b>240</b>	<b>3,000</b>	<b>30</b>		<b>11</b>			<b>25</b>	<b>335</b>
<b>AlohaCare Total</b>	<b>3,868</b>	<b>257</b>	<b>3,103</b>	<b>111</b>		<b>11</b>			<b>51</b>	<b>335</b>

## Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

### 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
<b>Cigna</b>										
<b>Commercial</b>										
<b>Outpatient Hospital Services</b>										
Total Standard PA Requests	2		2							
Total Expedited PA requests	0									
<b>Subtotal</b>	<b>2</b>		<b>2</b>							
<b>Drugs</b>										
Total Standard PA Requests	4		4							
Total Expedited PA requests	0									
<b>Subtotal</b>	<b>4</b>		<b>4</b>							
<b>Commercial Subtotal</b>	<b>6</b>		<b>6</b>							
<b>Cigna Total</b>	<b>6</b>		<b>6</b>							
<b>HMAA</b>										
<b>Commercial</b>										
<b>Diagnostic Testing</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Durable Medical Supplies/ Medical Equipment</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										

# Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

## 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
<b>HMAA</b>										
<b>Commercial</b>										
<b>Inpatient Hospital Services</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Outpatient Hospital Services</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Physician Services</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Behavioral Health Services</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Drugs</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Commercial Subtotal</b>										
<b>HMAA Total</b>										

# Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

## 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
<b>HMSA</b>										
<b>Commercial</b>										
<b>Diagnostic Testing</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Durable Medical Supplies/ Medical Equipment</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Inpatient Hospital Services</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Outpatient Hospital Services</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Physician Services</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										

# Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

## 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
<b>HMSA</b>										
<b>Commercial</b>										
<b>Behavioral Health Services</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Drugs</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Commercial Subtotal</b>										
<b>Medicare</b>										
<b>Diagnostic Testing</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Durable Medical Supplies/ Medical Equipment</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Inpatient Hospital Services</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										

# Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

## 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
<b>HMSA</b>										
<b>Medicare</b>										
<b>Outpatient Hospital Services</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Physician Services</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Behavioral Health Services</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Drugs</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Medicare Subtotal</b>										
<b>Medicaid</b>										
<b>Diagnostic Testing</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										

# Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

## 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
<b>HMSA</b>										
<b>Medicaid</b>										
<b>Durable Medical Supplies/ Medical Equipment</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Inpatient Hospital Services</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Outpatient Hospital Services</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Physician Services</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Behavioral Health Services</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										

## Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

### 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
<b>HMSA</b>										
<b>Medicaid</b>										
<b>Drugs</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Medicaid Subtotal</b>										
<b>HMSA Total</b>										
<b>Kaiser – Hawaii</b>										
<b>Commercial</b>										
<b>Diagnostic Testing</b>										
Total Standard PA Requests	<b>39</b>		2	37						
Total Expedited PA requests	<b>2</b>			2						
<b>Subtotal</b>	<b>41</b>		<b>2</b>	<b>39</b>						
<b>Durable Medical Supplies/ Medical Equipment</b>										
Total Standard PA Requests	<b>596</b>		94	502						
Total Expedited PA requests	<b>30</b>		3	27						
<b>Subtotal</b>	<b>626</b>		<b>97</b>	<b>529</b>						
<b>Inpatient Hospital Services</b>										
Total Standard PA Requests	<b>4</b>			4						
Total Expedited PA requests	<b>0</b>									
<b>Subtotal</b>	<b>4</b>			<b>4</b>						

## Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

### 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
<b>Kaiser – Hawaii</b>										
<b>Commercial</b>										
<b>Outpatient Hospital Services</b>										
Total Standard PA Requests	<b>78</b>			78						
Total Expedited PA requests										
<b>Subtotal</b>	<b>78</b>			<b>78</b>						
<b>Physician Services</b>										
Total Standard PA Requests	<b>246</b>		5	241						
Total Expedited PA requests	<b>1</b>			1						
<b>Subtotal</b>	<b>247</b>		<b>5</b>	<b>242</b>						
<b>Behavioral Health Services</b>										
Total Standard PA Requests	<b>38</b>		1	37						
Total Expedited PA requests	<b>0</b>									
<b>Subtotal</b>	<b>38</b>		<b>1</b>	<b>37</b>						
<b>Drugs</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Commercial Subtotal</b>	<b>1,034</b>		<b>105</b>	<b>929</b>						
<b>Medicare</b>										
<b>Diagnostic Testing</b>										
Total Standard PA Requests	<b>11</b>		2	9						
Total Expedited PA requests	<b>0</b>									
<b>Subtotal</b>	<b>11</b>		<b>2</b>	<b>9</b>						

## Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

### 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
<b>Kaiser – Hawaii</b>										
<b>Medicare</b>										
<b>Durable Medical Supplies/ Medical Equipment</b>										
Total Standard PA Requests	935		118	817						
Total Expedited PA requests	31		6	25						
<b>Subtotal</b>	<b>966</b>		<b>124</b>	<b>842</b>						
<b>Inpatient Hospital Services</b>										
Total Standard PA Requests	0									
Total Expedited PA requests	0									
<b>Subtotal</b>	<b>0</b>									
<b>Outpatient Hospital Services</b>										
Total Standard PA Requests	17		1	16						
Total Expedited PA requests										
<b>Subtotal</b>	<b>17</b>		<b>1</b>	<b>16</b>						
<b>Physician Services</b>										
Total Standard PA Requests	68		1	67						
Total Expedited PA requests	1			1						
<b>Subtotal</b>	<b>69</b>		<b>1</b>	<b>68</b>						
<b>Behavioral Health Services</b>										
Total Standard PA Requests	4		1	3						
Total Expedited PA requests	0									
<b>Subtotal</b>	<b>4</b>		<b>1</b>	<b>3</b>						

## Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

### 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
<b>Kaiser – Hawaii</b>										
<b>Medicare</b>										
<b>Drugs</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Medicare Subtotal</b>	<b>1,067</b>	<b>129</b>								
<b>Medicaid</b>										
<b>Diagnostic Testing</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Durable Medical Supplies/ Medical Equipment</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Inpatient Hospital Services</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Outpatient Hospital Services</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										

## Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

### 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
<b>Kaiser – Hawaii</b>										
<b>Medicaid</b>										
<b>Physician Services</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Behavioral Health Services</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Drugs</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Medicaid Subtotal</b>										
<b>Kaiser – Hawaii Total</b>										
	<b>2,101</b>		<b>234</b>		<b>1,867</b>					

### **UHA Health Insurance**

#### **Commercial**

##### **Diagnostic Testing**

Total Standard PA Requests

Total Expedited PA requests

**Subtotal**

# Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

## 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
<b>UHA Health Insurance</b>										
<b>Commercial</b>										
<b>Durable Medical Supplies/ Medical Equipment</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Inpatient Hospital Services</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Outpatient Hospital Services</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Physician Services</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Behavioral Health Services</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										

## Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

### 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
<b>UHA Health Insurance</b>										
<b>Commercial</b>										
<b>Drugs</b>										
Total Standard PA Requests	<b>2,020</b>									
Total Expedited PA requests	<b>0</b>									
<b>Subtotal</b>	<b>2,020</b>									
<hr/>										
<b>Commercial Subtotal</b>	<b>2,020</b>									
<b>Commercial – Other</b>										
<b>UHA – Medical Services</b>										
Total Standard PA Requests	<b>1,777</b>									
Total Expedited PA requests	<b>0</b>									
<b>Subtotal</b>	<b>1,777</b>									
<hr/>										
<b>Commercial – Other Subtotal</b>	<b>1,777</b>									
<hr/>										
<b>UHA Health Insurance Total</b>	<b>3,797</b>									
<hr/>										
<b>UnitedHealthcare</b>										
<b>Commercial</b>										
<b>Diagnostic Testing</b>										
Total Standard PA Requests	<b>0</b>									
Total Expedited PA requests	<b>0</b>									
<b>Subtotal</b>	<b>0</b>									
<hr/>										
<b>Durable Medical Supplies/ Medical Equipment</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										

# Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

## 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
<b>UnitedHealthcare</b>										
<b>Commercial</b>										
<b>Inpatient Hospital Services</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Outpatient Hospital Services</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Physician Services</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Behavioral Health Services</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Drugs</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Commercial Subtotal</b>										
<b>0</b>										

## Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

### 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
<b>UnitedHealthcare</b>										
<b>Medicare</b>										
<b>Diagnostic Testing</b>										
Total Standard PA Requests	<b>280</b>	2	276	2						
Total Expedited PA requests	<b>18</b>		18							
<b>Subtotal</b>	<b>298</b>	<b>2</b>	<b>294</b>	<b>2</b>						
<b>Durable Medical Supplies/ Medical Equipment</b>										
Total Standard PA Requests	<b>109</b>	2	17	90						
Total Expedited PA requests	<b>2</b>		1	1						
<b>Subtotal</b>	<b>111</b>	<b>2</b>	<b>18</b>	<b>91</b>						
<b>Inpatient Hospital Services</b>										
Total Standard PA Requests	<b>525</b>		510	15						
Total Expedited PA requests	<b>12</b>		12							
<b>Subtotal</b>	<b>537</b>		<b>522</b>	<b>15</b>						
<b>Outpatient Hospital Services</b>										
Total Standard PA Requests	<b>57</b>	2	52	3						
Total Expedited PA requests	<b>13</b>		13							
<b>Subtotal</b>	<b>70</b>	<b>2</b>	<b>65</b>	<b>3</b>						
<b>Physician Services</b>										
Total Standard PA Requests	<b>488</b>		37	451						
Total Expedited PA requests	<b>7</b>		7							
<b>Subtotal</b>	<b>495</b>		<b>44</b>	<b>451</b>						

## Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

### 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
<b>UnitedHealthcare</b>										
<b>Medicare</b>										
<b>Behavioral Health Services</b>										
Total Standard PA Requests	<b>482</b>	83	397	2						
Total Expedited PA requests	<b>0</b>									
<b>Subtotal</b>	<b>482</b>	<b>83</b>	<b>397</b>	<b>2</b>						
<b>Drugs</b>										
Total Standard PA Requests	<b>44</b>		43	1						
Total Expedited PA requests	<b>4</b>		4							
<b>Subtotal</b>	<b>48</b>		<b>47</b>	<b>1</b>						
<b>Medicare Subtotal</b>	<b>2,041</b>	<b>89</b>	<b>1,387</b>	<b>565</b>						
<b>Medicaid</b>										
<b>Diagnostic Testing</b>										
Total Standard PA Requests	<b>66</b>	3	62			1				
Total Expedited PA requests	<b>0</b>									
<b>Subtotal</b>	<b>66</b>	<b>3</b>	<b>62</b>			<b>1</b>				
<b>Durable Medical Supplies/ Medical Equipment</b>										
Total Standard PA Requests	<b>1,049</b>	21	699	305		15				9
Total Expedited PA requests	<b>20</b>		10	9		1				
<b>Subtotal</b>	<b>1,069</b>	<b>21</b>	<b>709</b>	<b>314</b>		<b>16</b>				<b>9</b>
<b>Inpatient Hospital Services</b>										
Total Standard PA Requests	<b>87</b>	2	3	8	1					73
Total Expedited PA requests	<b>4</b>	1	1							2
<b>Subtotal</b>	<b>91</b>	<b>3</b>	<b>4</b>	<b>8</b>	<b>1</b>					<b>75</b>

## Section I. Hawaii Health Care Services Prior Authorization (PA), 2025

### 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
<b>UnitedHealthcare</b>										
<b>Medicaid</b>										
<b>Outpatient Hospital Services</b>										
Total Standard PA Requests	307	7	104	4		1				191
Total Expedited PA requests	21	1	16			1				3
<b>Subtotal</b>	<b>328</b>	<b>8</b>	<b>120</b>	<b>4</b>		<b>2</b>				<b>194</b>
<b>Physician Services</b>										
Total Standard PA Requests	1,182	103	300	372	306	10				91
Total Expedited PA requests	78	5	48	18		5				2
<b>Subtotal</b>	<b>1,260</b>	<b>108</b>	<b>348</b>	<b>390</b>	<b>306</b>	<b>15</b>				<b>93</b>
<b>Behavioral Health Services</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Drugs</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Subtotal</b>										
<b>Medicaid Subtotal</b>	<b>2,814</b>	<b>143</b>	<b>1,243</b>	<b>716</b>	<b>307</b>	<b>34</b>				<b>371</b>
<b>UnitedHealthcare Total</b>	<b>4,855</b>	<b>232</b>	<b>2,630</b>	<b>1,281</b>	<b>307</b>	<b>34</b>				<b>371</b>
<b>State Total</b>	<b>14,627</b>	<b>489</b>	<b>5,973</b>	<b>3,259</b>	<b>307</b>	<b>45</b>			<b>51</b>	<b>706</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section II. Commercial Plan Prior Authorization (PA), 2025

### Table 1-1A. Diagnostic Testing:

#### Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>HMAA</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>HMAA Total</b>						
<b>HMSA</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>HMSA Total</b>						
<b>Kaiser – Hawaii</b>						
Total Standard PA Requests	<b>1,993</b>	1,954	39		<b>98.0</b>	<b>2.0</b>
Total Expedited PA requests	<b>522</b>	520	2		<b>99.6</b>	<b>0.4</b>
<b>Kaiser – Hawaii Total</b>						
	<b>2,515</b>	<b>2,474</b>	<b>41</b>		<b>98.4</b>	<b>1.6</b>
<b>UHA Health Insurance</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>UHA Health Insurance Total</b>						
<b>UnitedHealthcare</b>						
Total Standard PA Requests	<b>2</b>	2	0	0	<b>100.0</b>	<b>0.0</b>
Total Expedited PA requests						
<b>UnitedHealthcare Total</b>						
	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>100.0</b>	<b>0.0</b>
<b>State Total</b>						
	<b>2,517</b>	<b>2,476</b>	<b>41</b>	<b>0</b>	<b>98.4</b>	<b>1.6</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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 (%)
<b>HMAA</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
<b>HMSA</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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 (%)
<b>HMSA</b>								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
<b>Kaiser – Hawaii</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	<b>1,993</b>	1,954	39		98.0	2.0	<b>98.0</b>	<b>2.0</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported	<b>1,993</b>	1,954	39	0	98.0	2.0	<b>98.0</b>	<b>2.0</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	<b>522</b>	520	2		99.6	0.4	<b>99.6</b>	<b>0.4</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported	<b>522</b>	520	2	0	99.6	0.4	<b>99.6</b>	<b>0.4</b>

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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 (%)	
<b>UHA Health Insurance</b>									
<b>Standard PA Total</b>									
Total Standard PA Requests									
<b>Standard PA By Decision Timeframe</b>									
Standard – 7 Days									
Standard – Extension									
Standard – Appeal									
Standard – Not Reported									
<b>Expedited PA Total</b>									
Total Expedited PA requests									
<b>Expedited PA By Decision Timeframe</b>									
Expedited – 72 Hours									
Expedited – Extension									
Expedited – Appeal									
Expedited – Not Reported									
<b>UnitedHealthcare</b>									
<b>Standard PA Total</b>									
Total Standard PA Requests	<b>2</b>	2	0	0	100.0	0.0	<b>100.0</b>	<b>0.0</b>	
<b>Standard PA By Decision Timeframe</b>									
Standard – 7 Days	<b>2</b>	2	0	0	100.0	0.0	<b>100.0</b>	<b>0.0</b>	
Standard – Extension									
Standard – Appeal									
Standard – Not Reported	<b>0</b>	0	0	0			<b>0.0</b>	<b>0.0</b>	

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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 (%)	
<b>UnitedHealthcare</b>									
<b>Expedited PA Total</b>									
Total Expedited PA requests									
<b>Expedited PA By Decision Timeframe</b>									
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), 2025

### 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
<b>HMAA</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>HMAA Total</b>										
<b>HMSA</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>HMSA Total</b>										
<b>Kaiser – Hawaii</b>										
Total Standard PA Requests	<b>39</b>		2	37						
Total Expedited PA requests	<b>2</b>			2						
<b>Kaiser – Hawaii Total</b>										
	<b>41</b>		<b>2</b>	<b>39</b>						
<b>UHA Health Insurance</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>UHA Health Insurance Total</b>										
<b>UnitedHealthcare</b>										
Total Standard PA Requests	<b>0</b>									
Total Expedited PA requests										
<b>UnitedHealthcare Total</b>										
	<b>0</b>									
<b>State Total</b>										
	<b>41</b>		<b>2</b>	<b>39</b>						

Note:

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

(2) See glossary for terms and abbreviations.

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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
<b>HMAA</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>HMSA</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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
<b>HMSA</b>										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>Kaiser – Hawaii</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	<b>39</b>		2	37						
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported	<b>39</b>	0	2	37	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	<b>2</b>		2							
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported	<b>2</b>	0	0	2	0	0	0	0	0	0

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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
<b>UHA Health Insurance</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>UnitedHealthcare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	<b>0</b>									
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	<b>0</b>									
Standard – Extension										
Standard – Appeal										
Standard – Not Reported	<b>0</b>	0	0	0	0	0	0	0	0	0

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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
<b>UnitedHealthcare</b>										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
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), 2025

### 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		
<b>State Average</b>	<b>0</b>	<b>0</b>		

*Note:*

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

(2) See glossary for terms and abbreviations.

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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 (%)
<b>HMAA</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>HMAA Total</b>						
<b>HMSA</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>HMSA Total</b>						
<b>Kaiser – Hawaii</b>						
Total Standard PA Requests	<b>7,884</b>	7,288	596		<b>92.4</b>	<b>7.6</b>
Total Expedited PA requests	<b>1,423</b>	1,393	30		<b>97.9</b>	<b>2.1</b>
<b>Kaiser – Hawaii Total</b>						
	<b>9,307</b>	<b>8,681</b>	<b>626</b>		<b>93.3</b>	<b>6.7</b>
<b>UHA Health Insurance</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>UHA Health Insurance Total</b>						
<b>UnitedHealthcare</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>UnitedHealthcare Total</b>						
<b>State Total</b>	<b>9,307</b>	<b>8,681</b>	<b>626</b>		<b>93.3</b>	<b>6.7</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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 (%)
<b>HMAA</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
<b>HMSA</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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 (%)
<b>HMSA</b>								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
<b>Kaiser – Hawaii</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	7,884	7,288	596		92.4	7.6	<b>92.4</b>	<b>7.6</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported	7,884	7,288	596	0	92.4	7.6	<b>92.4</b>	<b>7.6</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	1,423	1,393	30		97.9	2.1	<b>97.9</b>	<b>2.1</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported	1,423	1,393	30	0	97.9	2.1	<b>97.9</b>	<b>2.1</b>

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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 (%)
<b>UHA Health Insurance</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
<b>UnitedHealthcare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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 (%)	
<b>UnitedHealthcare</b>									
<b>Expedited PA Total</b>									
Total Expedited PA requests									
<b>Expedited PA By Decision Timeframe</b>									
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), 2025

### 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
<b>HMAA</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>HMAA Total</b>										
<b>HMSA</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>HMSA Total</b>										
<b>Kaiser – Hawaii</b>										
Total Standard PA Requests	<b>596</b>		94	502						
Total Expedited PA requests	<b>30</b>		3	27						
<b>Kaiser – Hawaii Total</b>										
	<b>626</b>		<b>97</b>	<b>529</b>						
<b>UHA Health Insurance</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>UHA Health Insurance Total</b>										
<b>UnitedHealthcare</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>UnitedHealthcare Total</b>										
<b>State Total</b>	<b>626</b>		<b>97</b>	<b>529</b>						

Note:

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

(2) See glossary for terms and abbreviations.

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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
<b>HMAA</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>HMSA</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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
<b>HMSA</b>										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>Kaiser – Hawaii</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	<b>596</b>		94	502						
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported	<b>596</b>	0	94	502	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	<b>30</b>		3	27						
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported	<b>30</b>	0	3	27	0	0	0	0	0	0

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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
<b>UHA Health Insurance</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>UnitedHealthcare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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
<b>UnitedHealthcare</b>										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
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), 2025

### 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				
<b>State Average</b>				

*Note:*

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

(2) See glossary for terms and abbreviations.

## Section II. Commercial Plan Prior Authorization (PA), 2025

### Table 3-1A. Inpatient Hospital Services:

#### Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>HMAA</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>HMAA Total</b>						
<b>HMSA</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>HMSA Total</b>						
<b>Kaiser – Hawaii</b>						
Total Standard PA Requests	455	451	4		99.1	0.9
Total Expedited PA requests	3	3	0		100.0	0.0
<b>Kaiser – Hawaii Total</b>						
	<b>458</b>	<b>454</b>	<b>4</b>		<b>99.1</b>	<b>0.9</b>
<b>UHA Health Insurance</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>UHA Health Insurance Total</b>						
<b>UnitedHealthcare</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>UnitedHealthcare Total</b>						
<b>State Total</b>	<b>458</b>	<b>454</b>	<b>4</b>		<b>99.1</b>	<b>0.9</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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 (%)
<b>HMAA</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
<b>HMSA</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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 (%)
<b>HMSA</b>								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
<b>Kaiser – Hawaii</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	455	451	4		99.1	0.9	<b>99.1</b>	<b>0.9</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported	455	451	4	0	99.1	0.9	<b>99.1</b>	<b>0.9</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	3	3	0		100.0	0.0	<b>100.0</b>	<b>0.0</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported	3	3	0	0	100.0	0.0	<b>100.0</b>	<b>0.0</b>

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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 (%)
<b>UHA Health Insurance</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
<b>UnitedHealthcare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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 (%)	
<b>UnitedHealthcare</b>									
<b>Expedited PA Total</b>									
Total Expedited PA requests									
<b>Expedited PA By Decision Timeframe</b>									
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), 2025

### 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
<b>HMAA</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>HMAA Total</b>										
<b>HMSA</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>HMSA Total</b>										
<b>Kaiser – Hawaii</b>										
Total Standard PA Requests	4			4						
Total Expedited PA requests	0									
<b>Kaiser – Hawaii Total</b>										
<b>UHA Health Insurance</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>UHA Health Insurance Total</b>										
<b>UnitedHealthcare</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>UnitedHealthcare Total</b>										
<b>State Total</b>										
	4			4						

Note:

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

(2) See glossary for terms and abbreviations.

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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
<b>HMAA</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>HMSA</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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
<b>HMSA</b>										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>Kaiser – Hawaii</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	4			4						
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported	4	0	0	4	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	0									
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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
<b>UHA Health Insurance</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>UnitedHealthcare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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
<b>UnitedHealthcare</b>										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
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), 2025

### 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				
<b>State Average</b>				

*Note:*

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

(2) See glossary for terms and abbreviations.

## Section II. Commercial Plan Prior Authorization (PA), 2025

### Table 4-1A. Outpatient Hospital Services:

#### Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>Cigna</b>						
Total Standard PA Requests	4	2	2	0	50.0	50.0
Total Expedited PA requests	0	0	0	0		
<b>Cigna Total</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>50.0</b>	<b>50.0</b>
<b>HMAA</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>HMAA Total</b>						
<b>HMSA</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>HMSA Total</b>						
<b>Kaiser – Hawaii</b>						
Total Standard PA Requests	1,767	1,689	78		95.6	4.4
Total Expedited PA requests	289	289			100.0	
<b>Kaiser – Hawaii Total</b>	<b>2,056</b>	<b>1,978</b>	<b>78</b>		<b>96.2</b>	<b>3.8</b>
<b>UHA Health Insurance</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>UHA Health Insurance Total</b>						
<b>UnitedHealthcare</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>UnitedHealthcare Total</b>						
<b>State Total</b>	<b>2,060</b>	<b>1,980</b>	<b>80</b>	<b>0</b>	<b>96.1</b>	<b>3.9</b>

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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), 2025

### 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 (%)
<b>Cigna</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	4	2	2	0	50.0	50.0	50.0	50.0
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days	4	2	2	0	50.0	50.0	50.0	50.0
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
<b>Expedited PA Total</b>								
Total Expedited PA requests	0	0	0	0				
<b>Expedited PA By Decision Timeframe</b>								
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				
<b>HMAA</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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 (%)
<b>HMAA</b>								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
<b>HMSA</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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 (%)
<b>Kaiser – Hawaii</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	1,767	1,689	78		95.6	4.4	<b>95.6</b>	<b>4.4</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported	1,767	1,689	78	0	95.6	4.4	<b>95.6</b>	<b>4.4</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	289	289			100.0		<b>100.0</b>	
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported	289	289	0	0	100.0	0.0	<b>100.0</b>	<b>0.0</b>
<b>UHA Health Insurance</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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 (%)
<b>UHA Health Insurance</b>								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
<b>UnitedHealthcare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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), 2025

### 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
<b>Cigna</b>										
Total Standard PA Requests	2		2							
Total Expedited PA requests	0									
<b>Cigna Total</b>	<b>2</b>		<b>2</b>							
<b>HMAA</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>HMAA Total</b>										
<b>HMSA</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>HMSA Total</b>										
<b>Kaiser – Hawaii</b>										
Total Standard PA Requests	78			78						
Total Expedited PA requests										
<b>Kaiser – Hawaii Total</b>	<b>78</b>			<b>78</b>						
<b>UHA Health Insurance</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>UHA Health Insurance Total</b>										
<b>UnitedHealthcare</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>UnitedHealthcare Total</b>										

**Section II. Commercial Plan Prior Authorization (PA), 2025**

**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
<b>State Total</b>	<b>80</b>		<b>2</b>	<b>78</b>						

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

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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
<b>Cigna</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	2		2							
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	2		2							
Standard – Extension	0									
Standard – Appeal	0									
Standard – Not Reported	0	0	0	0	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	0									
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours	0									
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0
<b>HMAA</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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
<b>HMAA</b>										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>HMSA</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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
<b>Kaiser – Hawaii</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	<b>78</b>			78						
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported	<b>78</b>	0	0	78	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported	<b>0</b>	0	0	0	0	0	0	0	0	0
<b>UHA Health Insurance</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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
<b>UHA Health Insurance</b>										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>UnitedHealthcare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

**Section II. Commercial Plan Prior Authorization (PA), 2025**

**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), 2025

### 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	0.5	0.5		
HMAA				
HMSA				
Kaiser – Hawaii				
UHA Health Insurance				
UnitedHealthcare				
<b>State Average</b>	<b>0.5</b>	<b>0.5</b>		

*Note:*

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

(2) See glossary for terms and abbreviations.

## Section II. Commercial Plan Prior Authorization (PA), 2025

### Table 5-1A. Physician Services:

#### Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>HMAA</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>HMAA Total</b>						
<b>HMSA</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>HMSA Total</b>						
<b>Kaiser – Hawaii</b>						
Total Standard PA Requests	3,303	3,057	246		92.6	7.4
Total Expedited PA requests	124	123	1		99.2	0.8
<b>Kaiser – Hawaii Total</b>						
	<b>3,427</b>	<b>3,180</b>	<b>247</b>		<b>92.8</b>	<b>7.2</b>
<b>UHA Health Insurance</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>UHA Health Insurance Total</b>						
<b>UnitedHealthcare</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>UnitedHealthcare Total</b>						
<b>State Total</b>	<b>3,427</b>	<b>3,180</b>	<b>247</b>		<b>92.8</b>	<b>7.2</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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 (%)
<b>HMAA</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
<b>HMSA</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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 (%)	
<b>HMSA</b>									
<b>Expedited PA Total</b>									
Total Expedited PA requests									
<b>Expedited PA By Decision Timeframe</b>									
Expedited – 72 Hours									
Expedited – Extension									
Expedited – Appeal									
Expedited – Not Reported									
<b>Kaiser – Hawaii</b>									
<b>Standard PA Total</b>									
Total Standard PA Requests	3,303	3,057	246		92.6	7.4	<b>92.6</b>	<b>7.4</b>	
<b>Standard PA By Decision Timeframe</b>									
Standard – 7 Days									
Standard – Extension									
Standard – Appeal									
Standard – Not Reported	3,303	3,057	246	0	92.6	7.4	<b>92.6</b>	<b>7.4</b>	
<b>Expedited PA Total</b>									
Total Expedited PA requests	124	123	1		99.2	0.8	<b>99.2</b>	<b>0.8</b>	
<b>Expedited PA By Decision Timeframe</b>									
Expedited – 72 Hours									
Expedited – Extension									
Expedited – Appeal									
Expedited – Not Reported	124	123	1	0	99.2	0.8	<b>99.2</b>	<b>0.8</b>	

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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 (%)
<b>UHA Health Insurance</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
<b>UnitedHealthcare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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 (%)	
<b>UnitedHealthcare</b>									
<b>Expedited PA Total</b>									
Total Expedited PA requests									
<b>Expedited PA By Decision Timeframe</b>									
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), 2025

### 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
<b>HMAA</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>HMAA Total</b>										
<b>HMSA</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>HMSA Total</b>										
<b>Kaiser – Hawaii</b>										
Total Standard PA Requests	<b>246</b>		5	241						
Total Expedited PA requests	<b>1</b>			1						
<b>Kaiser – Hawaii Total</b>										
	<b>247</b>		<b>5</b>	<b>242</b>						
<b>UHA Health Insurance</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>UHA Health Insurance Total</b>										
<b>UnitedHealthcare</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>UnitedHealthcare Total</b>										
<b>State Total</b>	<b>247</b>		<b>5</b>	<b>242</b>						

Note:

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

(2) See glossary for terms and abbreviations.

**Section II. Commercial Plan Prior Authorization (PA), 2025**

**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
<b>HMAA</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>HMSA</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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
<b>HMSA</b>										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>Kaiser – Hawaii</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	<b>246</b>		5	241						
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported	<b>246</b>	0	5	241	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	<b>1</b>			1						
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported	<b>1</b>	0	0	1	0	0	0	0	0	0

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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
<b>UHA Health Insurance</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>UnitedHealthcare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

**Section II. Commercial Plan Prior Authorization (PA), 2025**

**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
<b>UnitedHealthcare</b>										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
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), 2025

### 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), 2025

### Table 6-1A. Behavioral Health Services:

#### Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>HMAA</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>HMAA Total</b>						
<b>HMSA</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>HMSA Total</b>						
<b>Kaiser – Hawaii</b>						
Total Standard PA Requests	11,876	11,838	38		99.7	0.3
Total Expedited PA requests	5	5	0		100.0	0.0
<b>Kaiser – Hawaii Total</b>						
	<b>11,881</b>	<b>11,843</b>	<b>38</b>		<b>99.7</b>	<b>0.3</b>
<b>UHA Health Insurance</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>UHA Health Insurance Total</b>						
<b>UnitedHealthcare</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>UnitedHealthcare Total</b>						
<b>State Total</b>	<b>11,881</b>	<b>11,843</b>	<b>38</b>		<b>99.7</b>	<b>0.3</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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 (%)
<b>HMAA</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
<b>HMSA</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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 (%)	
<b>HMSA</b>									
<b>Expedited PA Total</b>									
Total Expedited PA requests									
<b>Expedited PA By Decision Timeframe</b>									
Expedited – 72 Hours									
Expedited – Extension									
Expedited – Appeal									
Expedited – Not Reported									
<b>Kaiser – Hawaii</b>									
<b>Standard PA Total</b>									
Total Standard PA Requests	11,876	11,838	38		99.7	0.3	<b>99.7</b>	<b>0.3</b>	
<b>Standard PA By Decision Timeframe</b>									
Standard – 7 Days									
Standard – Extension									
Standard – Appeal									
Standard – Not Reported	11,876	11,838	38	0	99.7	0.3	<b>99.7</b>	<b>0.3</b>	
<b>Expedited PA Total</b>									
Total Expedited PA requests	5	5	0		100.0	0.0	<b>100.0</b>	<b>0.0</b>	
<b>Expedited PA By Decision Timeframe</b>									
Expedited – 72 Hours									
Expedited – Extension									
Expedited – Appeal									
Expedited – Not Reported	5	5	0	0	100.0	0.0	<b>100.0</b>	<b>0.0</b>	

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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 (%)
<b>UHA Health Insurance</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
<b>UnitedHealthcare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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 (%)	
<b>UnitedHealthcare</b>									
<b>Expedited PA Total</b>									
Total Expedited PA requests									
<b>Expedited PA By Decision Timeframe</b>									
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), 2025

### 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
<b>HMAA</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>HMAA Total</b>										
<b>HMSA</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>HMSA Total</b>										
<b>Kaiser – Hawaii</b>										
Total Standard PA Requests	<b>38</b>		1	37						
Total Expedited PA requests	<b>0</b>									
<b>Kaiser – Hawaii Total</b>										
<b>UHA Health Insurance</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>UHA Health Insurance Total</b>										
<b>UnitedHealthcare</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>UnitedHealthcare Total</b>										
<b>State Total</b>	<b>38</b>		<b>1</b>	<b>37</b>						

Note:

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

(2) See glossary for terms and abbreviations.

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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
<b>HMAA</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>HMSA</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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
<b>HMSA</b>										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>Kaiser – Hawaii</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	<b>38</b>		1	37						
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported	<b>38</b>	0	1	37	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	<b>0</b>									
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported	<b>0</b>	0	0	0	0	0	0	0	0	0

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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
<b>UHA Health Insurance</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>UnitedHealthcare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

**Section II. Commercial Plan Prior Authorization (PA), 2025**

**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
<b>UnitedHealthcare</b>										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
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), 2025

### 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				
<b>State Average</b>				

*Note:*

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

(2) See glossary for terms and abbreviations.

## Section II. Commercial Plan Prior Authorization (PA), 2025

### Table 7-1A. Drugs:

#### Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>Cigna</b>						
Total Standard PA Requests	12	8	4	0	66.7	33.3
Total Expedited PA requests	1	1	0	0	100.0	0.0
<b>Cigna Total</b>	<b>13</b>	<b>9</b>	<b>4</b>	<b>0</b>	<b>69.2</b>	<b>30.8</b>
<b>HMAA</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>HMAA Total</b>						
<b>HMSA</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>HMSA Total</b>						
<b>Kaiser – Hawaii</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Kaiser – Hawaii Total</b>						
<b>UHA Health Insurance</b>						
Total Standard PA Requests	10,988	8,968	2,020		81.6	18.4
Total Expedited PA requests	0	0	0			
<b>UHA Health Insurance Total</b>	<b>10,988</b>	<b>8,968</b>	<b>2,020</b>		<b>81.6</b>	<b>18.4</b>
<b>UnitedHealthcare</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>UnitedHealthcare Total</b>						
<b>State Total</b>	<b>11,001</b>	<b>8,977</b>	<b>2,024</b>	<b>0</b>	<b>81.6</b>	<b>18.4</b>

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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), 2025

### 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 (%)
<b>Cigna</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	12	8	4	0	66.7	33.3	<b>66.7</b>	<b>33.3</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days	12	8	4	0	66.7	33.3	<b>66.7</b>	<b>33.3</b>
Standard – Extension	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Standard – Appeal	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Standard – Not Reported	0	0	0	0			<b>0.0</b>	<b>0.0</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	1	1	0	0	100.0	0.0	<b>100.0</b>	<b>0.0</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours	1	1	0	0	100.0	0.0	<b>100.0</b>	<b>0.0</b>
Expedited – Extension	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Expedited – Appeal	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Expedited – Not Reported	0	0	0	0			<b>0.0</b>	<b>0.0</b>
<b>HMAA</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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 (%)
<b>HMAA</b>								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
<b>HMSA</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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 (%)
<b>Kaiser – Hawaii</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
<b>UHA Health Insurance</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	10,988	8,968	2,020		81.6	18.4	<b>81.6</b>	<b>18.4</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days	7,345	6,555	790		89.2	10.8	<b>59.7</b>	<b>7.2</b>
Standard – Extension	0	0	0				<b>0.0</b>	<b>0.0</b>
Standard – Appeal	147	103	44		70.1	29.9	<b>0.9</b>	<b>0.4</b>
Standard – Not Reported	3,496	2,310	1,186	0	66.1	33.9	<b>21.0</b>	<b>10.8</b>

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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 (%)
<b>UHA Health Insurance</b>								
<b>Expedited PA Total</b>								
Total Expedited PA requests	0	0	0					
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours	0	0	0					
Expedited – Extension	0	0	0					
Expedited – Appeal	0	0	0					
Expedited – Not Reported	0	0	0	0				
<b>UnitedHealthcare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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), 2025

### 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
<b>Cigna</b>										
Total Standard PA Requests	4		4							
Total Expedited PA requests	0									
<b>Cigna Total</b>	<b>4</b>		<b>4</b>							
<b>HMAA</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>HMAA Total</b>										
<b>HMSA</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>HMSA Total</b>										
<b>Kaiser – Hawaii</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Kaiser – Hawaii Total</b>										
<b>UHA Health Insurance</b>										
Total Standard PA Requests	<b>2,020</b>									
Total Expedited PA requests	<b>0</b>									
<b>UHA Health Insurance Total</b>	<b>2,020</b>									
<b>UnitedHealthcare</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>UnitedHealthcare Total</b>										

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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
<b>State Total</b>	<b>2,024</b>		<b>4</b>							

*Note:*

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

(2) See glossary for terms and abbreviations.

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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
<b>Cigna</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	4		4							
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	4		4							
Standard – Extension	0									
Standard – Appeal	0									
Standard – Not Reported	0	0	0	0	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	0									
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours	0									
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0
<b>HMAA</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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
<b>HMAA</b>										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>HMSA</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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
<b>Kaiser – Hawaii</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>UHA Health Insurance</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	<b>2,020</b>									
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	<b>790</b>									
Standard – Extension	<b>0</b>									
Standard – Appeal	<b>44</b>									
Standard – Not Reported	<b>1,186</b>	0	0	0	0	0	0	0	0	0

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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
<b>UHA Health Insurance</b>										
<b>Expedited PA Total</b>										
Total Expedited PA requests	0									
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours	0									
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0
<b>UnitedHealthcare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

## Section II. Commercial Plan Prior Authorization (PA), 2025

### 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), 2025

### 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	2.5	1.1	22.6	22.6
HMAA				
HMSA				
Kaiser – Hawaii				
UHA Health Insurance	3.5	0.0	0.0	0.0
UnitedHealthcare				
<b>State Average</b>	<b>3.0</b>	<b>0.6</b>	<b>11.3</b>	<b>11.3</b>

*Note:*

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

(2) See glossary for terms and abbreviations.

## Section II. Commercial Plan Prior Authorization (PA), 2025

### Table 8-1A. Commercial – Other:

#### Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>UHA – Medical Services</b>						
Total Standard PA Requests	7,564	5,787	1,777		76.5	23.5
Total Expedited PA requests	0	0	0			
<b>UHA Health Insurance Total</b>	<b>7,564</b>	<b>5,787</b>	<b>1,777</b>		<b>76.5</b>	<b>23.5</b>
<b>State Total</b>	<b>7,564</b>	<b>5,787</b>	<b>1,777</b>		<b>76.5</b>	<b>23.5</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section II. Commercial Plan Prior Authorization (PA), 2025

### Table 8-1B. Commercial – Other:

#### 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 (%)
<b>UHA – Medical Services</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	7,564	5,787	1,777		76.5	23.5	76.5	23.5
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days	5,430	3,704	1,726		68.2	31.8	49.0	22.8
Standard – Extension	1,835	1,083	752		59.0	41.0	14.3	9.9
Standard – Appeal	53	30	23		56.6	43.4	0.4	0.3
Standard – Not Reported	246	970	-724	0	394.3	-294.3	12.8	-9.6
<b>Expedited PA Total</b>								
Total Expedited PA requests	0	0	0					
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours	0	0	0					
Expedited – Extension	0	0	0					
Expedited – Appeal	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), 2025

### 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
<b>UHA – Medical Services</b>										
Total Standard PA Requests	<b>1,777</b>									
Total Expedited PA requests	<b>0</b>									
<b>UHA Health Insurance Total</b>	<b>1,777</b>									
<b>State Total</b>	<b>1,777</b>									

Note:

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

## Section II. Commercial Plan Prior Authorization (PA), 2025

### Table 8-2B. Commercial – Other:

#### 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
<b>UHA – Medical Services</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	1,777									
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	1,726									
Standard – Extension	752									
Standard – Appeal	23									
Standard – Not Reported	-724	0	0	0	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	0									
<b>Expedited PA By Decision Timeframe</b>										
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), 2025

### Table 8-3. Commercial – Other:

#### 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)
UHA – Medical Services	3.9	4.0	0.0	0.0
<b>State Average</b>	<b>3.9</b>	<b>4.0</b>	<b>0.0</b>	<b>0.0</b>

*Note:*

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

(2) See glossary for terms and abbreviations.

## Section III. Medicare Plan Prior Authorization (PA), 2025

### Table 1-1A. Diagnostic Testing:

#### Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>AlohaCare</b>						
Total Standard PA Requests	186	181	5	0	97.3	2.7
Total Expedited PA requests	91	89	2	0	97.8	2.2
<b>AlohaCare Total</b>	<b>277</b>	<b>270</b>	<b>7</b>	<b>0</b>	<b>97.5</b>	<b>2.5</b>
<b>HMSA</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>HMSA Total</b>						
<b>Kaiser – Hawaii</b>						
Total Standard PA Requests	1,381	1,370	11		99.2	0.8
Total Expedited PA requests	356	356	0		100.0	0.0
<b>Kaiser – Hawaii Total</b>	<b>1,737</b>	<b>1,726</b>	<b>11</b>		<b>99.4</b>	<b>0.6</b>
<b>UnitedHealthcare</b>						
Total Standard PA Requests	3,726	3,446	280	44	92.5	7.5
Total Expedited PA requests	491	471	18	2	95.9	3.7
<b>UnitedHealthcare Total</b>	<b>4,217</b>	<b>3,917</b>	<b>298</b>	<b>46</b>	<b>92.9</b>	<b>7.1</b>
<b>State Total</b>	<b>6,231</b>	<b>5,913</b>	<b>316</b>	<b>46</b>	<b>94.9</b>	<b>5.1</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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 (%)
<b>AlohaCare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	186	181	5	0	97.3	2.7	<b>97.3</b>	<b>2.7</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days	29	28	1	0	96.6	3.4	<b>15.1</b>	<b>0.5</b>
Standard – Extension	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Standard – Appeal	1	0	1	0	0.0	100.0	<b>0.0</b>	<b>0.5</b>
Standard – Not Reported	156	153	3	0	98.1	1.9	<b>82.3</b>	<b>1.6</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	91	89	2	0	97.8	2.2	<b>97.8</b>	<b>2.2</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours	90	88	2	0	97.8	2.2	<b>96.7</b>	<b>2.2</b>
Expedited – Extension	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Expedited – Appeal	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Expedited – Not Reported	1	1	0	0	100.0	0.0	<b>1.1</b>	<b>0.0</b>
<b>HMSA</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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 (%)	
<b>HMSA</b>									
<b>Expedited PA Total</b>									
Total Expedited PA requests									
<b>Expedited PA By Decision Timeframe</b>									
Expedited – 72 Hours									
Expedited – Extension									
Expedited – Appeal									
Expedited – Not Reported									
<b>Kaiser – Hawaii</b>									
<b>Standard PA Total</b>									
Total Standard PA Requests	1,381	1,370	11		99.2	0.8	<b>99.2</b>	<b>0.8</b>	
<b>Standard PA By Decision Timeframe</b>									
Standard – 7 Days									
Standard – Extension									
Standard – Appeal									
Standard – Not Reported	1,381	1,370	11	0	99.2	0.8	<b>99.2</b>	<b>0.8</b>	
<b>Expedited PA Total</b>									
Total Expedited PA requests	356	356	0		100.0	0.0	<b>100.0</b>	<b>0.0</b>	
<b>Expedited PA By Decision Timeframe</b>									
Expedited – 72 Hours									
Expedited – Extension									
Expedited – Appeal									
Expedited – Not Reported	356	356	0	0	100.0	0.0	<b>100.0</b>	<b>0.0</b>	

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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 (%)
<b>UnitedHealthcare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	3,726	3,446	280	44	92.5	7.5	<b>92.5</b>	<b>7.5</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days	3,134	3,040	50	44	97.0	1.6	<b>81.6</b>	<b>1.3</b>
Standard – Extension	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Standard – Appeal	53	52	1	0	98.1	1.9	<b>1.4</b>	<b>0.0</b>
Standard – Not Reported	539	354	229	0	65.7	42.5	<b>9.5</b>	<b>6.1</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	491	471	18	2	95.9	3.7	<b>95.9</b>	<b>3.7</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours	472	454	16	2	96.2	3.4	<b>92.5</b>	<b>3.3</b>
Expedited – Extension	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Expedited – Appeal	6	6	0	0	100.0	0.0	<b>1.2</b>	<b>0.0</b>
Expedited – Not Reported	13	11	2	0	84.6	15.4	<b>2.2</b>	<b>0.4</b>

*Note:*

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

(2) See glossary for terms and abbreviations.

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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
<b>AlohaCare</b>										
Total Standard PA Requests	5		5							
Total Expedited PA requests	2		2							
<b>AlohaCare Total</b>	<b>7</b>		<b>7</b>							
<b>HMSA</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>HMSA Total</b>										
<b>Kaiser – Hawaii</b>										
Total Standard PA Requests	11		2	9						
Total Expedited PA requests	0									
<b>Kaiser – Hawaii Total</b>	<b>11</b>		<b>2</b>	<b>9</b>						
<b>UnitedHealthcare</b>										
Total Standard PA Requests	280	2	276	2						
Total Expedited PA requests	18		18							
<b>UnitedHealthcare Total</b>	<b>298</b>	<b>2</b>	<b>294</b>	<b>2</b>						
<b>State Total</b>	<b>316</b>	<b>2</b>	<b>303</b>	<b>11</b>						

Note:

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

(2) See glossary for terms and abbreviations.

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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
<b>AlohaCare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	5		5							
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	1		1							
Standard – Extension	0									
Standard – Appeal	1		1							
Standard – Not Reported	3	0	3	0	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	2		2							
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours	2		2							
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0
<b>HMSA</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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
<b>HMSA</b>										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>Kaiser – Hawaii</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	<b>11</b>		2	9						
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported	<b>11</b>	0	2	9	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	<b>0</b>									
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported	<b>0</b>	0	0	0	0	0	0	0	0	0

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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
<b>UnitedHealthcare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	<b>280</b>	2	276	2						
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	<b>50</b>		2	48						
Standard – Extension	<b>0</b>									
Standard – Appeal	<b>1</b>		1							
Standard – Not Reported	<b>229</b>	2	273	-46	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	<b>18</b>		18							
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours	<b>16</b>		16							
Expedited – Extension	<b>0</b>									
Expedited – Appeal	<b>0</b>									
Expedited – Not Reported	<b>2</b>	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), 2025

### 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	3.8	3.0	30.0	26.0
HMSA				
Kaiser – Hawaii				
UnitedHealthcare	3.5	2.0	39.4	26.9
<b>State Average</b>	<b>3.6</b>	<b>2.5</b>	<b>34.7</b>	<b>26.4</b>

*Note:*

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

(2) See glossary for terms and abbreviations.

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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 (%)
<b>AlohaCare</b>						
Total Standard PA Requests	306	291	15	0	95.1	4.9
Total Expedited PA requests	71	69	2	0	97.2	2.8
<b>AlohaCare Total</b>	<b>377</b>	<b>360</b>	<b>17</b>	<b>0</b>	<b>95.5</b>	<b>4.5</b>
<b>HMSA</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>HMSA Total</b>						
<b>Kaiser – Hawaii</b>						
Total Standard PA Requests	8,505	7,570	935		89.0	11.0
Total Expedited PA requests	1,103	1,072	31		97.2	2.8
<b>Kaiser – Hawaii Total</b>	<b>9,608</b>	<b>8,642</b>	<b>966</b>		<b>89.9</b>	<b>10.1</b>
<b>UnitedHealthcare</b>						
Total Standard PA Requests	698	589	109	0	84.4	15.6
Total Expedited PA requests	9	7	2	0	77.8	22.2
<b>UnitedHealthcare Total</b>	<b>707</b>	<b>596</b>	<b>111</b>	<b>0</b>	<b>84.3</b>	<b>15.7</b>
<b>State Total</b>	<b>10,692</b>	<b>9,598</b>	<b>1,094</b>	<b>0</b>	<b>89.8</b>	<b>10.2</b>

Note:

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

(2) See glossary for terms and abbreviations.

### Section III. Medicare Plan Prior Authorization (PA), 2025

#### 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 (%)
<b>AlohaCare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	306	291	15	0	95.1	4.9	<b>95.1</b>	<b>4.9</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days	26	25	1	0	96.2	3.8	<b>8.2</b>	<b>0.3</b>
Standard – Extension	1	0	1	0	0.0	100.0	<b>0.0</b>	<b>0.3</b>
Standard – Appeal	5	2	3	0	40.0	60.0	<b>0.7</b>	<b>1.0</b>
Standard – Not Reported	274	264	10	0	96.4	3.6	<b>86.3</b>	<b>3.3</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	71	69	2	0	97.2	2.8	<b>97.2</b>	<b>2.8</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours	70	68	2	0	97.1	2.9	<b>95.8</b>	<b>2.8</b>
Expedited – Extension	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Expedited – Appeal	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Expedited – Not Reported	1	1	0	0	100.0	0.0	<b>1.4</b>	<b>0.0</b>
<b>HMSA</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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 (%)
<b>HMSA</b>								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
<b>Kaiser – Hawaii</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	8,505	7,570	935		89.0	11.0	<b>89.0</b>	<b>11.0</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported	8,505	7,570	935	0	89.0	11.0	<b>89.0</b>	<b>11.0</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	1,103	1,072	31		97.2	2.8	<b>97.2</b>	<b>2.8</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported	1,103	1,072	31	0	97.2	2.8	<b>97.2</b>	<b>2.8</b>

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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 (%)
<b>UnitedHealthcare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	698	589	109	0	84.4	15.6	<b>84.4</b>	<b>15.6</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days	629	567	52	0	90.1	8.3	<b>81.2</b>	<b>7.4</b>
Standard – Extension	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Standard – Appeal	14	11	3	0	78.6	21.4	<b>1.6</b>	<b>0.4</b>
Standard – Not Reported	55	11	54	0	20.0	98.2	<b>1.6</b>	<b>7.7</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	9	7	2	0	77.8	22.2	<b>77.8</b>	<b>22.2</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours	9	7	2	0	77.8	22.2	<b>77.8</b>	<b>22.2</b>
Expedited – Extension	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Expedited – Appeal	1	1	0	0	100.0	0.0	<b>11.1</b>	<b>0.0</b>
Expedited – Not Reported	-1	-1	0	0			<b>-11.1</b>	<b>0.0</b>

*Note:*

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

(2) See glossary for terms and abbreviations.

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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
<b>AlohaCare</b>										
Total Standard PA Requests	15	1	13	1						
Total Expedited PA requests	2		2							
<b>AlohaCare Total</b>	<b>17</b>	<b>1</b>	<b>15</b>	<b>1</b>						
<b>HMSA</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>HMSA Total</b>										
<b>Kaiser – Hawaii</b>										
Total Standard PA Requests	935		118	817						
Total Expedited PA requests	31		6	25						
<b>Kaiser – Hawaii Total</b>	<b>966</b>		<b>124</b>	<b>842</b>						
<b>UnitedHealthcare</b>										
Total Standard PA Requests	109	2	17	90						
Total Expedited PA requests	2		1	1						
<b>UnitedHealthcare Total</b>	<b>111</b>	<b>2</b>	<b>18</b>	<b>91</b>						
<b>State Total</b>	<b>1,094</b>	<b>3</b>	<b>157</b>	<b>934</b>						

Note:

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

(2) See glossary for terms and abbreviations.

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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
<b>AlohaCare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	15	1	13	1						
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	1		1							
Standard – Extension	1		1							
Standard – Appeal	3		3							
Standard – Not Reported	10	1	8	1	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	2		2							
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours	2		2							
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0
<b>HMSA</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

### Section III. Medicare Plan Prior Authorization (PA), 2025

#### 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
<b>HMSA</b>										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>Kaiser – Hawaii</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	<b>935</b>		118	817						
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported	<b>935</b>	0	118	817	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	<b>31</b>		6	25						
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported	<b>31</b>	0	6	25	0	0	0	0	0	0

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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
<b>UnitedHealthcare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	<b>109</b>	2	17	90						
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	<b>52</b>	1	46	5						
Standard – Extension	<b>0</b>									
Standard – Appeal	<b>3</b>		3							
Standard – Not Reported	<b>54</b>	1	-32	85	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	<b>2</b>		1	1						
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours	<b>2</b>		1	1						
Expedited – Extension	<b>0</b>									
Expedited – Appeal	<b>0</b>									
Expedited – Not Reported	<b>0</b>	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), 2025

#### 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	3.2	2.5	25.5	24.0
HMSA				
Kaiser – Hawaii				
UnitedHealthcare	3.4	1.9	12.0	11.3
<b>State Average</b>	<b>3.3</b>	<b>2.2</b>	<b>18.8</b>	<b>17.6</b>

*Note:*

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

(2) See glossary for terms and abbreviations.

## Section III. Medicare Plan Prior Authorization (PA), 2025

### Table 3-1A. Inpatient Hospital Services:

#### Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>AlohaCare</b>						
Total Standard PA Requests	24	23	1	0	95.8	4.2
Total Expedited PA requests	16	16	0	0	100.0	0.0
<b>AlohaCare Total</b>	<b>40</b>	<b>39</b>	<b>1</b>	<b>0</b>	<b>97.5</b>	<b>2.5</b>
<b>HMSA</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>HMSA Total</b>						
<b>Kaiser – Hawaii</b>						
Total Standard PA Requests	58	58	0		100.0	0.0
Total Expedited PA requests	3	3	0		100.0	0.0
<b>Kaiser – Hawaii Total</b>	<b>61</b>	<b>61</b>	<b>0</b>		<b>100.0</b>	<b>0.0</b>
<b>UnitedHealthcare</b>						
Total Standard PA Requests	3,137	2,567	525	45	81.8	16.7
Total Expedited PA requests	334	322	12	0	96.4	3.6
<b>UnitedHealthcare Total</b>	<b>3,471</b>	<b>2,889</b>	<b>537</b>	<b>45</b>	<b>83.2</b>	<b>15.5</b>
<b>State Total</b>	<b>3,572</b>	<b>2,989</b>	<b>538</b>	<b>45</b>	<b>83.7</b>	<b>15.1</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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 (%)
<b>AlohaCare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	24	23	1	0	95.8	4.2	<b>95.8</b>	<b>4.2</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Standard – Extension	1	0	1	0	0.0	100.0	<b>0.0</b>	<b>4.2</b>
Standard – Appeal	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Standard – Not Reported	23	23	0	0	100.0	0.0	<b>95.8</b>	<b>0.0</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	16	16	0	0	100.0	0.0	<b>100.0</b>	<b>0.0</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours	16	16	0	0	100.0	0.0	<b>100.0</b>	<b>0.0</b>
Expedited – Extension	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Expedited – Appeal	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Expedited – Not Reported	0	0	0	0			<b>0.0</b>	<b>0.0</b>
<b>HMSA</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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 (%)
<b>HMSA</b>								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
<b>Kaiser – Hawaii</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	58	58	0		100.0	0.0	<b>100.0</b>	<b>0.0</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported	58	58	0	0	100.0	0.0	<b>100.0</b>	<b>0.0</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	3	3	0		100.0	0.0	<b>100.0</b>	<b>0.0</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported	3	3	0	0	100.0	0.0	<b>100.0</b>	<b>0.0</b>

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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 (%)
<b>UnitedHealthcare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	3,137	2,567	525	45	81.8	16.7	<b>81.8</b>	<b>16.7</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days	2,974	2,412	517	45	81.1	17.4	<b>76.9</b>	<b>16.5</b>
Standard – Extension	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Standard – Appeal	5	3	2	0	60.0	40.0	<b>0.1</b>	<b>0.1</b>
Standard – Not Reported	158	152	6	0	96.2	3.8	<b>4.8</b>	<b>0.2</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	334	322	12	0	96.4	3.6	<b>96.4</b>	<b>3.6</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours	317	305	12	0	96.2	3.8	<b>91.3</b>	<b>3.6</b>
Expedited – Extension	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Expedited – Appeal	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Expedited – Not Reported	17	17	0	0	100.0	0.0	<b>5.1</b>	<b>0.0</b>

*Note:*

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

(2) See glossary for terms and abbreviations.

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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
<b>AlohaCare</b>										
Total Standard PA Requests	1		1							
Total Expedited PA requests	0									
<b>AlohaCare Total</b>	<b>1</b>		<b>1</b>							
<b>HMSA</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>HMSA Total</b>										
<b>Kaiser – Hawaii</b>										
Total Standard PA Requests	0									
Total Expedited PA requests	0									
<b>Kaiser – Hawaii Total</b>	<b>0</b>									
<b>UnitedHealthcare</b>										
Total Standard PA Requests	525		510	15						
Total Expedited PA requests	12		12							
<b>UnitedHealthcare Total</b>	<b>537</b>		<b>522</b>	<b>15</b>						
<b>State Total</b>	<b>538</b>		<b>523</b>	<b>15</b>						

Note:

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

(2) See glossary for terms and abbreviations.

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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
<b>AlohaCare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	1		1							
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	0									
Standard – Extension	1		1							
Standard – Appeal	0									
Standard – Not Reported	0	0	0	0	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	0									
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours	0									
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0
<b>HMSA</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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
<b>HMSA</b>										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>Kaiser – Hawaii</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests <b>0</b>										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported <b>0</b> <b>0</b> <b>0</b> <b>0</b> <b>0</b> <b>0</b> <b>0</b> <b>0</b> <b>0</b> <b>0</b>										
<b>Expedited PA Total</b>										
Total Expedited PA requests <b>0</b>										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported <b>0</b> <b>0</b> <b>0</b> <b>0</b> <b>0</b> <b>0</b> <b>0</b> <b>0</b> <b>0</b> <b>0</b>										

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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
<b>UnitedHealthcare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	<b>525</b>		510	15						
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	<b>517</b>		505	12						
Standard – Extension	<b>0</b>									
Standard – Appeal	<b>2</b>		2							
Standard – Not Reported	<b>6</b>	0	3	3	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	<b>12</b>		12							
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours	<b>12</b>		12							
Expedited – Extension	<b>0</b>									
Expedited – Appeal	<b>0</b>									
Expedited – Not Reported	<b>0</b>	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), 2025

### 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			30.0	24.5
HMSA				
Kaiser – Hawaii				
UnitedHealthcare	3.3	3.0		
<b>State Average</b>	<b>3.3</b>	<b>3.0</b>	<b>30.0</b>	<b>24.5</b>

*Note:*

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

(2) See glossary for terms and abbreviations.

## Section III. Medicare Plan Prior Authorization (PA), 2025

### Table 4-1A. Outpatient Hospital Services:

#### Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>AlohaCare</b>						
Total Standard PA Requests	61	61	0	0	100.0	0.0
Total Expedited PA requests	43	43	0	0	100.0	0.0
<b>AlohaCare Total</b>	<b>104</b>	<b>104</b>	<b>0</b>	<b>0</b>	<b>100.0</b>	<b>0.0</b>
<b>HMSA</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>HMSA Total</b>						
<b>Kaiser – Hawaii</b>						
Total Standard PA Requests	799	782	17		97.9	2.1
Total Expedited PA requests	149	149			100.0	
<b>Kaiser – Hawaii Total</b>	<b>948</b>	<b>931</b>	<b>17</b>		<b>98.2</b>	<b>1.8</b>
<b>UnitedHealthcare</b>						
Total Standard PA Requests	2,039	1,980	57	2	97.1	2.8
Total Expedited PA requests	582	569	13	0	97.8	2.2
<b>UnitedHealthcare Total</b>	<b>2,621</b>	<b>2,549</b>	<b>70</b>	<b>2</b>	<b>97.3</b>	<b>2.7</b>
<b>State Total</b>	<b>3,673</b>	<b>3,584</b>	<b>87</b>	<b>2</b>	<b>97.6</b>	<b>2.4</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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 (%)
<b>AlohaCare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	61	61	0	0	100.0	0.0	<b>100.0</b>	<b>0.0</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days	10	10	0	0	100.0	0.0	<b>16.4</b>	<b>0.0</b>
Standard – Extension	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Standard – Appeal	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Standard – Not Reported	51	51	0	0	100.0	0.0	<b>83.6</b>	<b>0.0</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	43	43	0	0	100.0	0.0	<b>100.0</b>	<b>0.0</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours	41	41	0	0	100.0	0.0	<b>95.3</b>	<b>0.0</b>
Expedited – Extension	1	1	0	0	100.0	0.0	<b>2.3</b>	<b>0.0</b>
Expedited – Appeal	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Expedited – Not Reported	1	1	0	0	100.0	0.0	<b>2.3</b>	<b>0.0</b>
<b>HMSA</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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 (%)	
<b>HMSA</b>									
<b>Expedited PA Total</b>									
Total Expedited PA requests									
<b>Expedited PA By Decision Timeframe</b>									
Expedited – 72 Hours									
Expedited – Extension									
Expedited – Appeal									
Expedited – Not Reported									
<b>Kaiser – Hawaii</b>									
<b>Standard PA Total</b>									
Total Standard PA Requests	799	782	17		97.9	2.1	<b>97.9</b>	<b>2.1</b>	
<b>Standard PA By Decision Timeframe</b>									
Standard – 7 Days									
Standard – Extension									
Standard – Appeal									
Standard – Not Reported	799	782	17	0	97.9	2.1	<b>97.9</b>	<b>2.1</b>	
<b>Expedited PA Total</b>									
Total Expedited PA requests	149	149			100.0		<b>100.0</b>		
<b>Expedited PA By Decision Timeframe</b>									
Expedited – 72 Hours									
Expedited – Extension									
Expedited – Appeal									
Expedited – Not Reported	149	149	0	0	100.0	0.0	<b>100.0</b>	<b>0.0</b>	

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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 (%)
<b>UnitedHealthcare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	2,039	1,980	57	2	97.1	2.8	<b>97.1</b>	<b>2.8</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days	1,735	1,715	20	0	98.8	1.2	<b>84.1</b>	<b>1.0</b>
Standard – Extension	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Standard – Appeal	26	24	2	0	92.3	7.7	<b>1.2</b>	<b>0.1</b>
Standard – Not Reported	278	241	35	2	86.7	12.6	<b>11.8</b>	<b>1.7</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	582	569	13	0	97.8	2.2	<b>97.8</b>	<b>2.2</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours	560	549	11	0	98.0	2.0	<b>94.3</b>	<b>1.9</b>
Expedited – Extension	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Expedited – Appeal	6	6	0	0	100.0	0.0	<b>1.0</b>	<b>0.0</b>
Expedited – Not Reported	16	14	2	0	87.5	12.5	<b>2.4</b>	<b>0.3</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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
<b>AlohaCare</b>										
Total Standard PA Requests	0									
Total Expedited PA requests	0									
<b>AlohaCare Total</b>	<b>0</b>									
<b>HMSA</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>HMSA Total</b>										
<b>Kaiser – Hawaii</b>										
Total Standard PA Requests	17		1	16						
Total Expedited PA requests										
<b>Kaiser – Hawaii Total</b>	<b>17</b>		<b>1</b>	<b>16</b>						
<b>UnitedHealthcare</b>										
Total Standard PA Requests	57	2	52	3						
Total Expedited PA requests	13		13							
<b>UnitedHealthcare Total</b>	<b>70</b>	<b>2</b>	<b>65</b>	<b>3</b>						
<b>State Total</b>	<b>87</b>	<b>2</b>	<b>66</b>	<b>19</b>						

Note:

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

(2) See glossary for terms and abbreviations.

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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
<b>AlohaCare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	0									
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	0									
Standard – Extension	0									
Standard – Appeal	0									
Standard – Not Reported	0	0	0	0	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	0									
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours	0									
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0
<b>HMSA</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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
<b>HMSA</b>										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>Kaiser – Hawaii</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	<b>17</b>		1	16						
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported	<b>17</b>	0	1	16	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported	<b>0</b>	0	0	0	0	0	0	0	0	0

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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
<b>UnitedHealthcare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	<b>57</b>	2	52	3						
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	<b>20</b>		18	2						
Standard – Extension	<b>0</b>									
Standard – Appeal	<b>2</b>		2							
Standard – Not Reported	<b>35</b>	2	32	1	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	<b>13</b>		13							
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours	<b>11</b>		11							
Expedited – Extension	<b>0</b>									
Expedited – Appeal	<b>0</b>									
Expedited – Not Reported	<b>2</b>	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), 2025

### 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	2.7	2.5	31.2	26.0
HMSA				
Kaiser – Hawaii				
UnitedHealthcare	3.7	2.0	35.5	24.0
<b>State Average</b>	<b>3.2</b>	<b>2.3</b>	<b>33.4</b>	<b>25.0</b>

*Note:*

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

(2) See glossary for terms and abbreviations.

## Section III. Medicare Plan Prior Authorization (PA), 2025

### Table 5-1A. Physician Services:

#### Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>AlohaCare</b>						
Total Standard PA Requests	117	110	7	0	94.0	6.0
Total Expedited PA requests	37	37	0	0	100.0	0.0
<b>AlohaCare Total</b>	<b>154</b>	<b>147</b>	<b>7</b>	<b>0</b>	<b>95.5</b>	<b>4.5</b>
<b>HMSA</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>HMSA Total</b>						
<b>Kaiser – Hawaii</b>						
Total Standard PA Requests	1,486	1,418	68		95.4	4.6
Total Expedited PA requests	61	60	1		98.4	1.6
<b>Kaiser – Hawaii Total</b>	<b>1,547</b>	<b>1,478</b>	<b>69</b>		<b>95.5</b>	<b>4.5</b>
<b>UnitedHealthcare</b>						
Total Standard PA Requests	2,010	1,522	488	0	75.7	24.3
Total Expedited PA requests	188	181	7	0	96.3	3.7
<b>UnitedHealthcare Total</b>	<b>2,198</b>	<b>1,703</b>	<b>495</b>	<b>0</b>	<b>77.5</b>	<b>22.5</b>
<b>State Total</b>	<b>3,899</b>	<b>3,328</b>	<b>571</b>	<b>0</b>	<b>85.4</b>	<b>14.6</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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 (%)
<b>AlohaCare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	117	110	7	0	94.0	6.0	<b>94.0</b>	<b>6.0</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days	62	61	1	0	98.4	1.6	<b>52.1</b>	<b>0.9</b>
Standard – Extension	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Standard – Appeal	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Standard – Not Reported	55	49	6	0	89.1	10.9	<b>41.9</b>	<b>5.1</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	37	37	0	0	100.0	0.0	<b>100.0</b>	<b>0.0</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours	36	36	0	0	100.0	0.0	<b>97.3</b>	<b>0.0</b>
Expedited – Extension	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Expedited – Appeal	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Expedited – Not Reported	1	1	0	0	100.0	0.0	<b>2.7</b>	<b>0.0</b>
<b>HMSA</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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 (%)
<b>HMSA</b>								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
<b>Kaiser – Hawaii</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	1,486	1,418	68		95.4	4.6	<b>95.4</b>	<b>4.6</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported	1,486	1,418	68	0	95.4	4.6	<b>95.4</b>	<b>4.6</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	61	60	1		98.4	1.6	<b>98.4</b>	<b>1.6</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported	61	60	1	0	98.4	1.6	<b>98.4</b>	<b>1.6</b>

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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 (%)
<b>UnitedHealthcare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	2,010	1,522	488	0	75.7	24.3	<b>75.7</b>	<b>24.3</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days	1,896	1,418	478	0	74.8	25.2	<b>70.5</b>	<b>23.8</b>
Standard – Extension	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Standard – Appeal	5	3	2	0	60.0	40.0	<b>0.1</b>	<b>0.1</b>
Standard – Not Reported	109	101	8	0	92.7	7.3	<b>5.0</b>	<b>0.4</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	188	181	7	0	96.3	3.7	<b>96.3</b>	<b>3.7</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours	184	184	0	0	100.0	0.0	<b>97.9</b>	<b>0.0</b>
Expedited – Extension	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Expedited – Appeal	3	1	2	0	33.3	66.7	<b>0.5</b>	<b>1.1</b>
Expedited – Not Reported	1	-4	5	0	-400.0	500.0	<b>-2.1</b>	<b>2.7</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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
<b>AlohaCare</b>										
Total Standard PA Requests	7		7							
Total Expedited PA requests	0									
<b>AlohaCare Total</b>	<b>7</b>		<b>7</b>							
<b>HMSA</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>HMSA Total</b>										
<b>Kaiser – Hawaii</b>										
Total Standard PA Requests	68		1	67						
Total Expedited PA requests	1			1						
<b>Kaiser – Hawaii Total</b>	<b>69</b>		<b>1</b>	<b>68</b>						
<b>UnitedHealthcare</b>										
Total Standard PA Requests	488		37	451						
Total Expedited PA requests	7		7							
<b>UnitedHealthcare Total</b>	<b>495</b>		<b>44</b>	<b>451</b>						
<b>State Total</b>	<b>571</b>		<b>52</b>	<b>519</b>						

Note:

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

(2) See glossary for terms and abbreviations.

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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
<b>AlohaCare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	7		7							
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	1									
Standard – Extension	0									
Standard – Appeal	0									
Standard – Not Reported	6	0	7	0	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	0									
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours	0									
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0
<b>HMSA</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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
<b>HMSA</b>										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>Kaiser – Hawaii</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	<b>68</b>		1	67						
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported	<b>68</b>	0	1	67	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	<b>1</b>			1						
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported	<b>1</b>	0	0	1	0	0	0	0	0	0

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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
<b>UnitedHealthcare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	<b>488</b>		37	451						
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	<b>478</b>		28	450						
Standard – Extension	<b>0</b>									
Standard – Appeal	<b>2</b>		2							
Standard – Not Reported	<b>8</b>	0	7	1	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	<b>7</b>		7							
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours	<b>0</b>									
Expedited – Extension	<b>0</b>									
Expedited – Appeal	<b>2</b>		2							
Expedited – Not Reported	<b>5</b>	0	5	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), 2025

### 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	1.2	1.0	25.2	25.0
HMSA				
Kaiser – Hawaii				
UnitedHealthcare	3.0	2.0	48.0	24.0
<b>State Average</b>	<b>2.1</b>	<b>1.5</b>	<b>36.6</b>	<b>24.5</b>

*Note:*

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

(2) See glossary for terms and abbreviations.

## Section III. Medicare Plan Prior Authorization (PA), 2025

### Table 6-1A. Behavioral Health Services:

#### Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>AlohaCare</b>						
Total Standard PA Requests	8	8	0	0	100.0	0.0
Total Expedited PA requests	0	0	0	0		
<b>AlohaCare Total</b>	<b>8</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>100.0</b>	<b>0.0</b>
<b>HMSA</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>HMSA Total</b>						
<b>Kaiser – Hawaii</b>						
Total Standard PA Requests	1,089	1,085	4		99.6	0.4
Total Expedited PA requests	1	1	0		100.0	0.0
<b>Kaiser – Hawaii Total</b>	<b>1,090</b>	<b>1,086</b>	<b>4</b>		<b>99.6</b>	<b>0.4</b>
<b>UnitedHealthcare</b>						
Total Standard PA Requests	794	311	482	0	39.2	60.7
Total Expedited PA requests	110	110	0	0	100.0	0.0
<b>UnitedHealthcare Total</b>	<b>904</b>	<b>421</b>	<b>482</b>	<b>0</b>	<b>46.6</b>	<b>53.3</b>
<b>State Total</b>	<b>2,002</b>	<b>1,515</b>	<b>486</b>	<b>0</b>	<b>75.7</b>	<b>24.3</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section III. Medicare Plan Prior Authorization (PA), 2025

### Table 6-1B. Behavioral Health Services:

#### Approved Rates by Decision Timeframes

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 (%)
<b>AlohaCare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	8	8	0	0	100.0	0.0	100.0	0.0
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days	8	8	0	0	100.0	0.0	100.0	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	0	0	0	0			0.0	0.0
<b>Expedited PA Total</b>								
Total Expedited PA requests	0	0	0	0				
<b>Expedited PA By Decision Timeframe</b>								
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				
<b>HMSA</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

## Section III. Medicare Plan Prior Authorization (PA), 2025

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

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 (%)	
<b>HMSA</b>									
<b>Expedited PA Total</b>									
Total Expedited PA requests									
<b>Expedited PA By Decision Timeframe</b>									
Expedited – 72 Hours									
Expedited – Extension									
Expedited – Appeal									
Expedited – Not Reported									
<b>Kaiser – Hawaii</b>									
<b>Standard PA Total</b>									
Total Standard PA Requests	1,089	1,085	4		99.6	0.4	<b>99.6</b>	<b>0.4</b>	
<b>Standard PA By Decision Timeframe</b>									
Standard – 7 Days									
Standard – Extension									
Standard – Appeal									
Standard – Not Reported	1,089	1,085	4	0	99.6	0.4	<b>99.6</b>	<b>0.4</b>	
<b>Expedited PA Total</b>									
Total Expedited PA requests	1	1	0		100.0	0.0	<b>100.0</b>	<b>0.0</b>	
<b>Expedited PA By Decision Timeframe</b>									
Expedited – 72 Hours									
Expedited – Extension									
Expedited – Appeal									
Expedited – Not Reported	1	1	0	0	100.0	0.0	<b>100.0</b>	<b>0.0</b>	

## Section III. Medicare Plan Prior Authorization (PA), 2025

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

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 (%)
<b>UnitedHealthcare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	794	311	482	0	39.2	60.7	<b>39.2</b>	<b>60.7</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days	337	245	92	0	72.7	27.3	<b>30.9</b>	<b>11.6</b>
Standard – Extension	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Standard – Appeal	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Standard – Not Reported	457	66	390	0	14.4	85.3	<b>8.3</b>	<b>49.1</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	110	110	0	0	100.0	0.0	<b>100.0</b>	<b>0.0</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours	110	110	0	0	100.0	0.0	<b>100.0</b>	<b>0.0</b>
Expedited – Extension	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Expedited – Appeal	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Expedited – Not Reported	0	0	0	0			<b>0.0</b>	<b>0.0</b>

*Note:*

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

(2) See glossary for terms and abbreviations.

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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
<b>AlohaCare</b>										
Total Standard PA Requests	0									
Total Expedited PA requests	0									
<b>AlohaCare Total</b>	<b>0</b>									
<b>HMSA</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>HMSA Total</b>										
<b>Kaiser – Hawaii</b>										
Total Standard PA Requests	4		1	3						
Total Expedited PA requests	0									
<b>Kaiser – Hawaii Total</b>	<b>4</b>		<b>1</b>	<b>3</b>						
<b>UnitedHealthcare</b>										
Total Standard PA Requests	482	83	397	2						
Total Expedited PA requests	0									
<b>UnitedHealthcare Total</b>	<b>482</b>	<b>83</b>	<b>397</b>	<b>2</b>						
<b>State Total</b>	<b>486</b>	<b>83</b>	<b>398</b>	<b>5</b>						

Note:

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

(2) See glossary for terms and abbreviations.

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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
<b>AlohaCare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	0									
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	0									
Standard – Extension	0									
Standard – Appeal	0									
Standard – Not Reported	0	0	0	0	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	0									
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours	0									
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0
<b>HMSA</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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
<b>HMSA</b>										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>Kaiser – Hawaii</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	4		1	3						
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported	4	0	1	3	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	0									
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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
<b>UnitedHealthcare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	<b>482</b>	83	397	2						
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	<b>92</b>	26	66							
Standard – Extension	<b>0</b>									
Standard – Appeal	<b>0</b>									
Standard – Not Reported	<b>390</b>	57	331	2	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	<b>0</b>									
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours	<b>0</b>									
Expedited – Extension	<b>0</b>									
Expedited – Appeal	<b>0</b>									
Expedited – Not Reported	<b>0</b>	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), 2025

### 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	1.6	1.0		
HMSA				
Kaiser – Hawaii				
UnitedHealthcare	2.0	1.0	14.9	24.0
<b>State Average</b>	<b>1.8</b>	<b>1.0</b>	<b>14.9</b>	<b>24.0</b>

*Note:*

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

(2) See data dictionary for terms and abbreviations.

## Section III. Medicare Plan Prior Authorization (PA), 2025

### Table 7-1A. Drugs:

#### Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>AlohaCare</b>						
Total Standard PA Requests	664	501	163	0	75.5	24.5
Total Expedited PA requests	141	109	32	0	77.3	22.7
<b>AlohaCare Total</b>	<b>805</b>	<b>610</b>	<b>195</b>	<b>0</b>	<b>75.8</b>	<b>24.2</b>
<b>HMSA</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>HMSA Total</b>						
<b>Kaiser – Hawaii</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Kaiser – Hawaii Total</b>						
<b>UnitedHealthcare</b>						
Total Standard PA Requests	1,839	1,795	44	0	97.6	2.4
Total Expedited PA requests	254	250	4	0	98.4	1.6
<b>UnitedHealthcare Total</b>	<b>2,093</b>	<b>2,045</b>	<b>48</b>	<b>0</b>	<b>97.7</b>	<b>2.3</b>
<b>State Total</b>	<b>2,898</b>	<b>2,655</b>	<b>243</b>	<b>0</b>	<b>91.6</b>	<b>8.4</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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 (%)
<b>AlohaCare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	664	501	163	0	75.5	24.5	75.5	24.5
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days	654	497	157	0	76.0	24.0	74.8	23.6
Standard – Extension	10	4	6	0	40.0	60.0	0.6	0.9
Standard – Appeal								
Standard – Not Reported	0	0	0	0			0.0	0.0
<b>Expedited PA Total</b>								
Total Expedited PA requests	141	109	32	0	77.3	22.7	77.3	22.7
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours	141	109	32	0	77.3	22.7	77.3	22.7
Expedited – Extension	0	0	0	0			0.0	0.0
Expedited – Appeal								
Expedited – Not Reported	0	0	0	0			0.0	0.0
<b>HMSA</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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 (%)
<b>HMSA</b>								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
<b>Kaiser – Hawaii</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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 (%)
<b>UnitedHealthcare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	1,839	1,795	44	0	97.6	2.4	<b>97.6</b>	<b>2.4</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days	1,824	1,782	42	0	97.7	2.3	<b>96.9</b>	<b>2.3</b>
Standard – Extension	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Standard – Appeal	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Standard – Not Reported	15	13	2	0	86.7	13.3	<b>0.7</b>	<b>0.1</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	254	250	4	0	98.4	1.6	<b>98.4</b>	<b>1.6</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours	241	237	4	0	98.3	1.7	<b>93.3</b>	<b>1.6</b>
Expedited – Extension	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Expedited – Appeal	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Expedited – Not Reported	13	13	0	0	100.0	0.0	<b>5.1</b>	<b>0.0</b>

*Note:*

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

(2) See glossary for terms and abbreviations.

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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
<b>AlohaCare</b>										
Total Standard PA Requests	<b>163</b>	13	64	65						21
Total Expedited PA requests	<b>32</b>	3	9	15						5
<b>AlohaCare Total</b>	<b>195</b>	<b>16</b>	<b>73</b>	<b>80</b>						<b>26</b>
<b>HMSA</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>HMSA Total</b>										
<b>Kaiser – Hawaii</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Kaiser – Hawaii Total</b>										
<b>UnitedHealthcare</b>										
Total Standard PA Requests	<b>44</b>		43	1						
Total Expedited PA requests	<b>4</b>		4							
<b>UnitedHealthcare Total</b>	<b>48</b>		<b>47</b>	<b>1</b>						
<b>State Total</b>	<b>243</b>	<b>16</b>	<b>120</b>	<b>81</b>						<b>26</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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
<b>AlohaCare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	<b>163</b>	13	64	65					21	
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	<b>157</b>	9	62	65					21	
Standard – Extension	<b>6</b>	4	2							
Standard – Appeal										
Standard – Not Reported	<b>0</b>	0	0	0	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	<b>32</b>	3	9	15					5	
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours	<b>32</b>	3	9	15					5	
Expedited – Extension	<b>0</b>									
Expedited – Appeal										
Expedited – Not Reported	<b>0</b>	0	0	0	0	0	0	0	0	0
<b>HMSA</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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
<b>HMSA</b>										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>Kaiser – Hawaii</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

## Section III. Medicare Plan Prior Authorization (PA), 2025

### 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
<b>UnitedHealthcare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	<b>44</b>		43	1						
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	<b>42</b>		42							
Standard – Extension	<b>0</b>									
Standard – Appeal	<b>0</b>									
Standard – Not Reported	<b>2</b>	0	1	1	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	<b>4</b>		4							
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours	<b>4</b>		4							
Expedited – Extension	<b>0</b>									
Expedited – Appeal	<b>0</b>									
Expedited – Not Reported	<b>0</b>	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), 2025

### 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	0.8	0.8	7.2	7.2
HMSA				
Kaiser – Hawaii				
UnitedHealthcare	1.9	1.0	68.4	24.0
<b>State Average</b>	<b>1.4</b>	<b>0.9</b>	<b>37.8</b>	<b>15.6</b>

*Note:*

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

(2) See glossary for terms and abbreviations.

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### Table 1-1A. Diagnostic Testing:

#### Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>AlohaCare</b>						
Total Standard PA Requests	1,856	1,539	317	0	82.9	17.1
Total Expedited PA requests	620	610	10	0	98.4	1.6
<b>AlohaCare Total</b>	<b>2,476</b>	<b>2,149</b>	<b>327</b>	<b>0</b>	<b>86.8</b>	<b>13.2</b>
<b>HMSA</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>HMSA Total</b>						
<b>Kaiser – Hawaii</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Kaiser – Hawaii Total</b>						
<b>UnitedHealthcare</b>						
Total Standard PA Requests	400	334	66		83.5	16.5
Total Expedited PA requests	13	13	0		100.0	0.0
<b>UnitedHealthcare Total</b>	<b>413</b>	<b>347</b>	<b>66</b>		<b>84.0</b>	<b>16.0</b>
<b>State Total</b>	<b>2,889</b>	<b>2,496</b>	<b>393</b>	<b>0</b>	<b>86.4</b>	<b>13.6</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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 (%)
<b>AlohaCare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	1,856	1,539	317	0	82.9	17.1	<b>82.9</b>	<b>17.1</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days	716	642	74	0	89.7	10.3	<b>34.6</b>	<b>4.0</b>
Standard – Extension	15	9	6	0	60.0	40.0	<b>0.5</b>	<b>0.3</b>
Standard – Appeal	49	8	41	0	16.3	83.7	<b>0.4</b>	<b>2.2</b>
Standard – Not Reported	1,076	880	196	0	81.8	18.2	<b>47.4</b>	<b>10.6</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	620	610	10	0	98.4	1.6	<b>98.4</b>	<b>1.6</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours	610	601	9	0	98.5	1.5	<b>96.9</b>	<b>1.5</b>
Expedited – Extension	5	5	0	0	100.0	0.0	<b>0.8</b>	<b>0.0</b>
Expedited – Appeal	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Expedited – Not Reported	5	4	1	0	80.0	20.0	<b>0.6</b>	<b>0.2</b>
<b>HMSA</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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 (%)
<b>HMSA</b>								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
<b>Kaiser – Hawaii</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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 (%)
<b>UnitedHealthcare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	400	334	66		83.5	16.5	<b>83.5</b>	<b>16.5</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days	281	233	48		82.9	17.1	<b>58.2</b>	<b>12.0</b>
Standard – Extension	0	0	0				<b>0.0</b>	<b>0.0</b>
Standard – Appeal	0	0	0				<b>0.0</b>	<b>0.0</b>
Standard – Not Reported	119	101	18	0	84.9	15.1	<b>25.2</b>	<b>4.5</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	13	13	0		100.0	0.0	<b>100.0</b>	<b>0.0</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours	13	13	0		100.0	0.0	<b>100.0</b>	<b>0.0</b>
Expedited – Extension	0	0	0				<b>0.0</b>	<b>0.0</b>
Expedited – Appeal	0	0	0				<b>0.0</b>	<b>0.0</b>
Expedited – Not Reported	0	0	0	0			<b>0.0</b>	<b>0.0</b>

*Note:*

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

(2) See glossary for terms and abbreviations.

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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
<b>AlohaCare</b>										
Total Standard PA Requests	317	130	175	6		2				4
Total Expedited PA requests	10		10							
<b>AlohaCare Total</b>	<b>327</b>	<b>130</b>	<b>185</b>	<b>6</b>		<b>2</b>				<b>4</b>
<b>HMSA</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>HMSA Total</b>										
<b>Kaiser – Hawaii</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Kaiser – Hawaii Total</b>										
<b>UnitedHealthcare</b>										
Total Standard PA Requests	66	3	62			1				
Total Expedited PA requests	0									
<b>UnitedHealthcare Total</b>	<b>66</b>	<b>3</b>	<b>62</b>			<b>1</b>				
<b>State Total</b>	<b>393</b>	<b>133</b>	<b>247</b>	<b>6</b>		<b>3</b>				<b>4</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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
<b>AlohaCare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	<b>317</b>	130	175	6		2				4
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	<b>74</b>	22	49			1				2
Standard – Extension	<b>6</b>	1	5							
Standard – Appeal	<b>41</b>	23	13	3		2				
Standard – Not Reported	<b>196</b>	84	108	3	0	-1	0	0	0	2
<b>Expedited PA Total</b>										
Total Expedited PA requests	<b>10</b>		10							
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours	<b>9</b>		9							
Expedited – Extension	<b>0</b>									
Expedited – Appeal	<b>0</b>									
Expedited – Not Reported	<b>1</b>	0	1	0	0	0	0	0	0	0
<b>HMSA</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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
<b>HMSA</b>										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>Kaiser – Hawaii</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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
<b>UnitedHealthcare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	66	3	62			1				
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	48	1	47							
Standard – Extension	0									
Standard – Appeal	0									
Standard – Not Reported	18	2	15	0	0	1	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	0									
<b>Expedited PA By Decision Timeframe</b>										
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 IV. Medicaid Plan Prior Authorization (PA), 2025

### 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	3.1	2.0	29.2	26.0
HMSA				
Kaiser – Hawaii				
UnitedHealthcare	2.0	1.0	24.0	24.0
<b>State Average</b>	<b>2.6</b>	<b>1.5</b>	<b>26.6</b>	<b>25.0</b>

*Note:*

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

(2) See glossary for terms and abbreviations.

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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 (%)
<b>AlohaCare</b>						
Total Standard PA Requests	2,127	2,018	109	0	94.9	5.1
Total Expedited PA requests	475	469	6	0	98.7	1.3
<b>AlohaCare Total</b>	<b>2,602</b>	<b>2,487</b>	<b>115</b>	<b>0</b>	<b>95.6</b>	<b>4.4</b>
<b>HMSA</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>HMSA Total</b>						
<b>Kaiser – Hawaii</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Kaiser – Hawaii Total</b>						
<b>UnitedHealthcare</b>						
Total Standard PA Requests	3,816	2,767	1,049		72.5	27.5
Total Expedited PA requests	136	116	20		85.3	14.7
<b>UnitedHealthcare Total</b>	<b>3,952</b>	<b>2,883</b>	<b>1,069</b>		<b>73.0</b>	<b>27.0</b>
<b>State Total</b>	<b>6,554</b>	<b>5,370</b>	<b>1,184</b>	<b>0</b>	<b>81.9</b>	<b>18.1</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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 (%)
<b>AlohaCare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	2,127	2,018	109	0	94.9	5.1	<b>94.9</b>	<b>5.1</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days	499	495	4	0	99.2	0.8	<b>23.3</b>	<b>0.2</b>
Standard – Extension	26	13	13	0	50.0	50.0	<b>0.6</b>	<b>0.6</b>
Standard – Appeal	8	5	3	0	62.5	37.5	<b>0.2</b>	<b>0.1</b>
Standard – Not Reported	1,594	1,505	89	0	94.4	5.6	<b>70.8</b>	<b>4.2</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	475	469	6	0	98.7	1.3	<b>98.7</b>	<b>1.3</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours	468	465	3	0	99.4	0.6	<b>97.9</b>	<b>0.6</b>
Expedited – Extension	1	0	1	0	0.0	100.0	<b>0.0</b>	<b>0.2</b>
Expedited – Appeal	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Expedited – Not Reported	6	4	2	0	66.7	33.3	<b>0.8</b>	<b>0.4</b>
<b>HMSA</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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 (%)
<b>HMSA</b>								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
<b>Kaiser – Hawaii</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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 (%)
<b>UnitedHealthcare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	3,816	2,767	1,049		72.5	27.5	<b>72.5</b>	<b>27.5</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days	2,772	2,104	668		75.9	24.1	<b>55.1</b>	<b>17.5</b>
Standard – Extension	1	1	0		100.0	0.0	<b>0.0</b>	<b>0.0</b>
Standard – Appeal	42	42	0		100.0	0.0	<b>1.1</b>	<b>0.0</b>
Standard – Not Reported	1,001	620	381	0	61.9	38.1	<b>16.2</b>	<b>10.0</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	136	116	20		85.3	14.7	<b>85.3</b>	<b>14.7</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours	136	116	20		85.3	14.7	<b>85.3</b>	<b>14.7</b>
Expedited – Extension	0	0	0				<b>0.0</b>	<b>0.0</b>
Expedited – Appeal	0	0	0				<b>0.0</b>	<b>0.0</b>
Expedited – Not Reported	0	0	0	0			<b>0.0</b>	<b>0.0</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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
<b>AlohaCare</b>										
Total Standard PA Requests	109	6	88	13		2				
Total Expedited PA requests	6	1	4	1						
<b>AlohaCare Total</b>	<b>115</b>	<b>7</b>	<b>92</b>	<b>14</b>		<b>2</b>				
<b>HMSA</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>HMSA Total</b>										
<b>Kaiser – Hawaii</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Kaiser – Hawaii Total</b>										
<b>UnitedHealthcare</b>										
Total Standard PA Requests	1,049	21	699	305		15				9
Total Expedited PA requests	20		10	9		1				
<b>UnitedHealthcare Total</b>	<b>1,069</b>	<b>21</b>	<b>709</b>	<b>314</b>		<b>16</b>				<b>9</b>
<b>State Total</b>	<b>1,184</b>	<b>28</b>	<b>801</b>	<b>328</b>		<b>18</b>				<b>9</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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
<b>AlohaCare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	<b>109</b>	6	88	13		2				
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	<b>4</b>		2			2				
Standard – Extension	<b>13</b>		10	3						
Standard – Appeal	<b>3</b>			3						
Standard – Not Reported	<b>89</b>	6	76	7	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	<b>6</b>	1	4	1						
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours	<b>3</b>		2	1						
Expedited – Extension	<b>1</b>		1							
Expedited – Appeal	<b>0</b>									
Expedited – Not Reported	<b>2</b>	1	1	0	0	0	0	0	0	0
<b>HMSA</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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
<b>HMSA</b>										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>Kaiser – Hawaii</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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
<b>UnitedHealthcare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	<b>1,049</b>	21	699	305		15				9
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	<b>668</b>	8	437	201		14				8
Standard – Extension	<b>0</b>									
Standard – Appeal	<b>0</b>									
Standard – Not Reported	<b>381</b>	13	262	104	0	1	0	0	0	1
<b>Expedited PA Total</b>										
Total Expedited PA requests	<b>20</b>		10	9		1				
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours	<b>20</b>		10	9		1				
Expedited – Extension	<b>0</b>									
Expedited – Appeal	<b>0</b>									
Expedited – Not Reported	<b>0</b>	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), 2025

### 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	1.7	1.0	26.2	24.0
HMSA				
Kaiser – Hawaii				
UnitedHealthcare	4.0	5.0	24.0	24.0
<b>State Average</b>	<b>2.8</b>	<b>3.0</b>	<b>25.1</b>	<b>24.0</b>

*Note:*

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

(2) See glossary for terms and abbreviations.

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### Table 3-1A. Inpatient Hospital Services:

#### Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>AlohaCare</b>						
Total Standard PA Requests	459	112	347	0	24.4	75.6
Total Expedited PA requests	81	81	0	0	100.0	0.0
<b>AlohaCare Total</b>	<b>540</b>	<b>193</b>	<b>347</b>	<b>0</b>	<b>35.7</b>	<b>64.3</b>
<b>HMSA</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>HMSA Total</b>						
<b>Kaiser – Hawaii</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Kaiser – Hawaii Total</b>						
<b>UnitedHealthcare</b>						
Total Standard PA Requests	1,579	1,492	87		94.5	5.5
Total Expedited PA requests	245	241	4		98.4	1.6
<b>UnitedHealthcare Total</b>	<b>1,824</b>	<b>1,733</b>	<b>91</b>		<b>95.0</b>	<b>5.0</b>
<b>State Total</b>	<b>2,364</b>	<b>1,926</b>	<b>438</b>	<b>0</b>	<b>81.5</b>	<b>18.5</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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 (%)
<b>AlohaCare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	459	112	347	0	24.4	75.6	<b>24.4</b>	<b>75.6</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days	329	20	309	0	6.1	93.9	<b>4.4</b>	<b>67.3</b>
Standard – Extension	3	2	1	0	66.7	33.3	<b>0.4</b>	<b>0.2</b>
Standard – Appeal	4	0	4	0	0.0	100.0	<b>0.0</b>	<b>0.9</b>
Standard – Not Reported	123	90	33	0	73.2	26.8	<b>19.6</b>	<b>7.2</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	81	81	0	0	100.0	0.0	<b>100.0</b>	<b>0.0</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours	77	77	0	0	100.0	0.0	<b>95.1</b>	<b>0.0</b>
Expedited – Extension	2	2	0	0	100.0	0.0	<b>2.5</b>	<b>0.0</b>
Expedited – Appeal	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Expedited – Not Reported	2	2	0	0	100.0	0.0	<b>2.5</b>	<b>0.0</b>
<b>HMSA</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

**Section IV. Medicaid Plan Prior Authorization (PA), 2025**

**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 (%)
<b>HMSA</b>								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
<b>Kaiser – Hawaii</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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 (%)
<b>UnitedHealthcare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	1,579	1,492	87		94.5	5.5	<b>94.5</b>	<b>5.5</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days	1,499	1,416	83		94.5	5.5	<b>89.7</b>	<b>5.3</b>
Standard – Extension	0	0	0				<b>0.0</b>	<b>0.0</b>
Standard – Appeal	6	6	0		100.0	0.0	<b>0.4</b>	<b>0.0</b>
Standard – Not Reported	74	70	4	0	94.6	5.4	<b>4.4</b>	<b>0.3</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	245	241	4		98.4	1.6	<b>98.4</b>	<b>1.6</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours	241	238	3		98.8	1.2	<b>97.1</b>	<b>1.2</b>
Expedited – Extension	0	0	0				<b>0.0</b>	<b>0.0</b>
Expedited – Appeal	0	0	0				<b>0.0</b>	<b>0.0</b>
Expedited – Not Reported	4	3	1	0	75.0	25.0	<b>1.2</b>	<b>0.4</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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
<b>AlohaCare</b>										
Total Standard PA Requests	<b>347</b>	11	4			2				330
Total Expedited PA requests	<b>0</b>									
<b>AlohaCare Total</b>	<b>347</b>	<b>11</b>	<b>4</b>			<b>2</b>				<b>330</b>
<b>HMSA</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>HMSA Total</b>										
<b>Kaiser – Hawaii</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Kaiser – Hawaii Total</b>										
<b>UnitedHealthcare</b>										
Total Standard PA Requests	<b>87</b>	2	3	8	1					73
Total Expedited PA requests	<b>4</b>	1	1							2
<b>UnitedHealthcare Total</b>	<b>91</b>	<b>3</b>	<b>4</b>	<b>8</b>	<b>1</b>					<b>75</b>
<b>State Total</b>	<b>438</b>	<b>14</b>	<b>8</b>	<b>8</b>	<b>1</b>	<b>2</b>				<b>405</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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
<b>AlohaCare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	<b>347</b>	11	4			2				330
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	<b>309</b>	5	4			1				299
Standard – Extension	<b>1</b>									1
Standard – Appeal	<b>4</b>									4
Standard – Not Reported	<b>33</b>	6	0	0	0	1	0	0	0	26
<b>Expedited PA Total</b>										
Total Expedited PA requests	<b>0</b>									
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours	<b>0</b>									
Expedited – Extension	<b>0</b>									
Expedited – Appeal	<b>0</b>									
Expedited – Not Reported	<b>0</b>	0	0	0	0	0	0	0	0	0
<b>HMSA</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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
<b>HMSA</b>										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>Kaiser – Hawaii</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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
<b>UnitedHealthcare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	<b>87</b>	2	3	8	1					73
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	<b>83</b>	2	1	6	1					73
Standard – Extension	<b>0</b>									
Standard – Appeal	<b>0</b>									
Standard – Not Reported	<b>4</b>	0	2	2	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	<b>4</b>	1	1							2
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours	<b>3</b>		1							2
Expedited – Extension	<b>0</b>									
Expedited – Appeal	<b>0</b>									
Expedited – Not Reported	<b>1</b>	1	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), 2025

### 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	2.7	2.0	32.5	26.0
HMSA				
Kaiser – Hawaii				
UnitedHealthcare	1.0	1.0	24.0	24.0
<b>State Average</b>	<b>1.9</b>	<b>1.5</b>	<b>28.3</b>	<b>25.0</b>

*Note:*

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

(2) See glossary for terms and abbreviations.

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### Table 4-1A. Outpatient Hospital Services:

#### Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>AlohaCare</b>						
Total Standard PA Requests	493	480	13	0	97.4	2.6
Total Expedited PA requests	302	300	2	0	99.3	0.7
<b>AlohaCare Total</b>	<b>795</b>	<b>780</b>	<b>15</b>	<b>0</b>	<b>98.1</b>	<b>1.9</b>
<b>HMSA</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>HMSA Total</b>						
<b>Kaiser – Hawaii</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Kaiser – Hawaii Total</b>						
<b>UnitedHealthcare</b>						
Total Standard PA Requests	4,274	3,967	307		92.8	7.2
Total Expedited PA requests	761	740	21		97.2	2.8
<b>UnitedHealthcare Total</b>	<b>5,035</b>	<b>4,707</b>	<b>328</b>		<b>93.5</b>	<b>6.5</b>
<b>State Total</b>	<b>5,830</b>	<b>5,487</b>	<b>343</b>	<b>0</b>	<b>94.1</b>	<b>5.9</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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 (%)
<b>AlohaCare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	493	480	13	0	97.4	2.6	<b>97.4</b>	<b>2.6</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days	93	91	2	0	97.8	2.2	<b>18.5</b>	<b>0.4</b>
Standard – Extension	1	1	0	0	100.0	0.0	<b>0.2</b>	<b>0.0</b>
Standard – Appeal	3	1	2	0	33.3	66.7	<b>0.2</b>	<b>0.4</b>
Standard – Not Reported	396	387	9	0	97.7	2.3	<b>78.5</b>	<b>1.8</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	302	300	2	0	99.3	0.7	<b>99.3</b>	<b>0.7</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours	290	290	0	0	100.0	0.0	<b>96.0</b>	<b>0.0</b>
Expedited – Extension	6	5	1	0	83.3	16.7	<b>1.7</b>	<b>0.3</b>
Expedited – Appeal	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Expedited – Not Reported	6	5	1	0	83.3	16.7	<b>1.7</b>	<b>0.3</b>
<b>HMSA</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

**Section IV. Medicaid Plan Prior Authorization (PA), 2025**

**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 (%)
<b>HMSA</b>								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
<b>Kaiser – Hawaii</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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 (%)
<b>UnitedHealthcare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	4,274	3,967	307		92.8	7.2	<b>92.8</b>	<b>7.2</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days	3,564	3,392	172		95.2	4.8	<b>79.4</b>	<b>4.0</b>
Standard – Extension	1	1	0		100.0	0.0	<b>0.0</b>	<b>0.0</b>
Standard – Appeal	23	23	0		100.0	0.0	<b>0.5</b>	<b>0.0</b>
Standard – Not Reported	686	551	135	0	80.3	19.7	<b>12.9</b>	<b>3.2</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	761	740	21		97.2	2.8	<b>97.2</b>	<b>2.8</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours	754	735	19		97.5	2.5	<b>96.6</b>	<b>2.5</b>
Expedited – Extension	0	0	0				<b>0.0</b>	<b>0.0</b>
Expedited – Appeal	2	2	0		100.0	0.0	<b>0.3</b>	<b>0.0</b>
Expedited – Not Reported	5	3	2	0	60.0	40.0	<b>0.4</b>	<b>0.3</b>

*Note:*

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

(2) See glossary for terms and abbreviations.

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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
<b>AlohaCare</b>										
Total Standard PA Requests	13	2	5			5				1
Total Expedited PA requests	2		2							
<b>AlohaCare Total</b>	<b>15</b>	<b>2</b>	<b>7</b>			<b>5</b>				<b>1</b>
<b>HMSA</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>HMSA Total</b>										
<b>Kaiser – Hawaii</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Kaiser – Hawaii Total</b>										
<b>UnitedHealthcare</b>										
Total Standard PA Requests	307	7	104	4		1				191
Total Expedited PA requests	21	1	16			1				3
<b>UnitedHealthcare Total</b>	<b>328</b>	<b>8</b>	<b>120</b>	<b>4</b>		<b>2</b>				<b>194</b>
<b>State Total</b>	<b>343</b>	<b>10</b>	<b>127</b>	<b>4</b>		<b>7</b>				<b>195</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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
<b>AlohaCare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	13	2	5			5				1
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	2					2				
Standard – Extension	0									
Standard – Appeal	2		2							
Standard – Not Reported	9	2	3	0	0	3	0	0	0	1
<b>Expedited PA Total</b>										
Total Expedited PA requests	2		2							
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours	0									
Expedited – Extension	1		1							
Expedited – Appeal	0									
Expedited – Not Reported	1	0	1	0	0	0	0	0	0	0
<b>HMSA</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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
<b>HMSA</b>										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>Kaiser – Hawaii</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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
<b>UnitedHealthcare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	<b>307</b>	7	104	4		1				191
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	<b>172</b>		53	3		1				115
Standard – Extension	<b>0</b>									
Standard – Appeal	<b>0</b>									
Standard – Not Reported	<b>135</b>	7	51	1	0	0	0	0	0	76
<b>Expedited PA Total</b>										
Total Expedited PA requests	<b>21</b>	1	16			1				3
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours	<b>19</b>	1	14			1				3
Expedited – Extension	<b>0</b>									
Expedited – Appeal	<b>0</b>									
Expedited – Not Reported	<b>2</b>	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 IV. Medicaid Plan Prior Authorization (PA), 2025

### 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	2.9	2.0	30.5	26.0
HMSA				
Kaiser – Hawaii				
UnitedHealthcare	1.0	1.0	0.0	0.0
<b>State Average</b>	<b>1.9</b>	<b>1.5</b>	<b>15.2</b>	<b>13.0</b>

*Note:*

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

(2) See glossary for terms and abbreviations.

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### Table 5-1A. Physician Services:

#### Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>AlohaCare</b>						
Total Standard PA Requests	474	459	15	0	96.8	3.2
Total Expedited PA requests	118	118	0	0	100.0	0.0
<b>AlohaCare Total</b>	<b>592</b>	<b>577</b>	<b>15</b>	<b>0</b>	<b>97.5</b>	<b>2.5</b>
<b>HMSA</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>HMSA Total</b>						
<b>Kaiser – Hawaii</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Kaiser – Hawaii Total</b>						
<b>UnitedHealthcare</b>						
Total Standard PA Requests	16,141	14,959	1,182		92.7	7.3
Total Expedited PA requests	1,577	1,499	78		95.1	4.9
<b>UnitedHealthcare Total</b>	<b>17,718</b>	<b>16,458</b>	<b>1,260</b>		<b>92.9</b>	<b>7.1</b>
<b>State Total</b>	<b>18,310</b>	<b>17,035</b>	<b>1,275</b>	<b>0</b>	<b>93.0</b>	<b>7.0</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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 (%)
<b>AlohaCare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	474	459	15	0	96.8	3.2	<b>96.8</b>	<b>3.2</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days	230	229	1	0	99.6	0.4	<b>48.3</b>	<b>0.2</b>
Standard – Extension	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Standard – Appeal	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Standard – Not Reported	244	230	14	0	94.3	5.7	<b>48.5</b>	<b>3.0</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	118	118	0	0	100.0	0.0	<b>100.0</b>	<b>0.0</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours	116	116	0	0	100.0	0.0	<b>98.3</b>	<b>0.0</b>
Expedited – Extension	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Expedited – Appeal	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Expedited – Not Reported	2	2	0	0	100.0	0.0	<b>1.7</b>	<b>0.0</b>
<b>HMSA</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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 (%)
<b>HMSA</b>								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
<b>Kaiser – Hawaii</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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 (%)
<b>UnitedHealthcare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	16,141	14,959	1,182		92.7	7.3	<b>92.7</b>	<b>7.3</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days	12,235	11,475	760		93.8	6.2	<b>71.1</b>	<b>4.7</b>
Standard – Extension	145	129	16		89.0	11.0	<b>0.8</b>	<b>0.1</b>
Standard – Appeal	38	38	0		100.0	0.0	<b>0.2</b>	<b>0.0</b>
Standard – Not Reported	3,723	3,317	406	0	89.1	10.9	<b>20.6</b>	<b>2.5</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	1,577	1,499	78		95.1	4.9	<b>95.1</b>	<b>4.9</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours	1,527	1,450	77		95.0	5.0	<b>91.9</b>	<b>4.9</b>
Expedited – Extension	0	0	0				<b>0.0</b>	<b>0.0</b>
Expedited – Appeal	5	5	0		100.0	0.0	<b>0.3</b>	<b>0.0</b>
Expedited – Not Reported	45	44	1	0	97.8	2.2	<b>2.8</b>	<b>0.1</b>

*Note:*

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

(2) See glossary for terms and abbreviations.

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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
<b>AlohaCare</b>										
Total Standard PA Requests	15		14	1						
Total Expedited PA requests	0									
<b>AlohaCare Total</b>	<b>15</b>		<b>14</b>	<b>1</b>						
<b>HMSA</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>HMSA Total</b>										
<b>Kaiser – Hawaii</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Kaiser – Hawaii Total</b>										
<b>UnitedHealthcare</b>										
Total Standard PA Requests	1,182	103	300	372	306	10				91
Total Expedited PA requests	78	5	48	18		5				2
<b>UnitedHealthcare Total</b>	<b>1,260</b>	<b>108</b>	<b>348</b>	<b>390</b>	<b>306</b>	<b>15</b>				<b>93</b>
<b>State Total</b>	<b>1,275</b>	<b>108</b>	<b>362</b>	<b>391</b>	<b>306</b>	<b>15</b>				<b>93</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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
<b>AlohaCare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	15		14	1						
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	1		1							
Standard – Extension	0									
Standard – Appeal	0									
Standard – Not Reported	14	0	13	1	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	0									
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours	0									
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0
<b>HMSA</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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
<b>HMSA</b>										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>Kaiser – Hawaii</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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
<b>UnitedHealthcare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	<b>1,182</b>	103	300	372	306	10				91
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	<b>760</b>	26	195	191	278	10				60
Standard – Extension	<b>16</b>	4		4						8
Standard – Appeal	<b>0</b>									
Standard – Not Reported	<b>406</b>	73	105	177	28	0	0	0	0	23
<b>Expedited PA Total</b>										
Total Expedited PA requests	<b>78</b>	5	48	18		5				2
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours	<b>77</b>	5	47	18		5				2
Expedited – Extension	<b>0</b>									
Expedited – Appeal	<b>0</b>									
Expedited – Not Reported	<b>1</b>	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 IV. Medicaid Plan Prior Authorization (PA), 2025

### 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	1.9	1.0	19.2	18.5
HMSA				
Kaiser – Hawaii				
UnitedHealthcare	3.0	2.0	24.0	24.0
<b>State Average</b>	<b>2.5</b>	<b>1.5</b>	<b>21.6</b>	<b>21.3</b>

*Note:*

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

(2) See glossary for terms and abbreviations.

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### Table 6-1A. Behavioral Health Services:

#### Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>AlohaCare</b>						
Total Standard PA Requests	105	105	0	0	100.0	0.0
Total Expedited PA requests	3	3	0	0	100.0	0.0
<b>AlohaCare Total</b>	<b>108</b>	<b>108</b>	<b>0</b>	<b>0</b>	<b>100.0</b>	<b>0.0</b>
<b>HMSA</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>HMSA Total</b>						
<b>Kaiser – Hawaii</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Kaiser – Hawaii Total</b>						
<b>UnitedHealthcare</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>UnitedHealthcare Total</b>						
<b>State Total</b>	<b>108</b>	<b>108</b>	<b>0</b>	<b>0</b>	<b>100.0</b>	<b>0.0</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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 (%)
<b>AlohaCare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	105	105	0	0	100.0	0.0	<b>100.0</b>	<b>0.0</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days	85	85	0	0	100.0	0.0	<b>81.0</b>	<b>0.0</b>
Standard – Extension	1	1	0	0	100.0	0.0	<b>1.0</b>	<b>0.0</b>
Standard – Appeal	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Standard – Not Reported	19	19	0	0	100.0	0.0	<b>18.1</b>	<b>0.0</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	3	3	0	0	100.0	0.0	<b>100.0</b>	<b>0.0</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours	3	3	0	0	100.0	0.0	<b>100.0</b>	<b>0.0</b>
Expedited – Extension	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Expedited – Appeal	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Expedited – Not Reported	0	0	0	0			<b>0.0</b>	<b>0.0</b>
<b>HMSA</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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 (%)
<b>HMSA</b>								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
<b>Kaiser – Hawaii</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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 (%)
<b>UnitedHealthcare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
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), 2025

### 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
<b>AlohaCare</b>										
Total Standard PA Requests	0									
Total Expedited PA requests	0									
<b>AlohaCare Total</b>	<b>0</b>									
<b>HMSA</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>HMSA Total</b>										
<b>Kaiser – Hawaii</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Kaiser – Hawaii Total</b>										
<b>UnitedHealthcare</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>UnitedHealthcare Total</b>										
<b>State Total</b>	<b>0</b>									

Note:

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

(2) See glossary for terms and abbreviations.

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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
<b>AlohaCare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	0									
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	0									
Standard – Extension	0									
Standard – Appeal	0									
Standard – Not Reported	0	0	0	0	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	0									
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours	0									
Expedited – Extension	0									
Expedited – Appeal	0									
Expedited – Not Reported	0	0	0	0	0	0	0	0	0	0
<b>HMSA</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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
<b>HMSA</b>										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>Kaiser – Hawaii</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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
<b>UnitedHealthcare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
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), 2025

### 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	2.9	2.0	17.0	21.0
HMSA				
Kaiser – Hawaii				
UnitedHealthcare				
<b>State Average</b>	<b>2.9</b>	<b>2.0</b>	<b>17.0</b>	<b>21.0</b>

*Note:*

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

(2) See glossary for terms and abbreviations.

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### Table 7-1A. Drugs:

#### Approved Rates by Type of PA Request

Insurer PA Request	Total Requests	Approved	Denied	Withdrawn	Approved (%)	Denied (%)
<b>AlohaCare</b>						
Total Standard PA Requests	7,823	5,255	2,500	68	67.2	32.0
Total Expedited PA requests	1,458	1,115	322	21	76.5	22.1
<b>AlohaCare Total</b>	<b>9,281</b>	<b>6,370</b>	<b>2,822</b>	<b>89</b>	<b>68.6</b>	<b>30.4</b>
<b>HMSA</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>HMSA Total</b>						
<b>Kaiser – Hawaii</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>Kaiser – Hawaii Total</b>						
<b>UnitedHealthcare</b>						
Total Standard PA Requests						
Total Expedited PA requests						
<b>UnitedHealthcare Total</b>						
<b>State Total</b>	<b>9,281</b>	<b>6,370</b>	<b>2,822</b>	<b>89</b>	<b>68.6</b>	<b>30.4</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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 (%)
<b>AlohaCare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests	7,823	5,255	2,500	68	67.2	32.0	<b>67.2</b>	<b>32.0</b>
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days	7,822	5,254	2,500	68	67.2	32.0	<b>67.2</b>	<b>32.0</b>
Standard – Extension	1	1	0	0	100.0	0.0	<b>0.0</b>	<b>0.0</b>
Standard – Appeal								
Standard – Not Reported	0	0	0	0			<b>0.0</b>	<b>0.0</b>
<b>Expedited PA Total</b>								
Total Expedited PA requests	1,458	1,115	322	21	76.5	22.1	<b>76.5</b>	<b>22.1</b>
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours	1,458	1,115	322	21	76.5	22.1	<b>76.5</b>	<b>22.1</b>
Expedited – Extension	0	0	0	0			<b>0.0</b>	<b>0.0</b>
Expedited – Appeal								
Expedited – Not Reported	0	0	0	0			<b>0.0</b>	<b>0.0</b>
<b>HMSA</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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 (%)
<b>HMSA</b>								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								
<b>Kaiser – Hawaii</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
Expedited – 72 Hours								
Expedited – Extension								
Expedited – Appeal								
Expedited – Not Reported								

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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 (%)
<b>UnitedHealthcare</b>								
<b>Standard PA Total</b>								
Total Standard PA Requests								
<b>Standard PA By Decision Timeframe</b>								
Standard – 7 Days								
Standard – Extension								
Standard – Appeal								
Standard – Not Reported								
<b>Expedited PA Total</b>								
Total Expedited PA requests								
<b>Expedited PA By Decision Timeframe</b>								
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), 2025

### 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
<b>AlohaCare</b>										
Total Standard PA Requests	2,500	67	2,402	9						22
Total Expedited PA requests	322	23	296							3
<b>AlohaCare Total</b>	<b>2,822</b>	<b>90</b>	<b>2,698</b>	<b>9</b>						<b>25</b>
<b>HMSA</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>HMSA Total</b>										
<b>Kaiser – Hawaii</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>Kaiser – Hawaii Total</b>										
<b>UnitedHealthcare</b>										
Total Standard PA Requests										
Total Expedited PA requests										
<b>UnitedHealthcare Total</b>										
<b>State Total</b>	<b>2,822</b>	<b>90</b>	<b>2,698</b>	<b>9</b>						<b>25</b>

Note:

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

(2) See glossary for terms and abbreviations.

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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
<b>AlohaCare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests	<b>2,500</b>	67	2,402	9					22	
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days	<b>2,500</b>	67	2,402	9					22	
Standard – Extension	<b>0</b>									
Standard – Appeal										
Standard – Not Reported	<b>0</b>	0	0	0	0	0	0	0	0	0
<b>Expedited PA Total</b>										
Total Expedited PA requests	<b>322</b>	23	296						3	
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours	<b>322</b>	23	296						3	
Expedited – Extension	<b>0</b>									
Expedited – Appeal										
Expedited – Not Reported	<b>0</b>	0	0	0	0	0	0	0	0	0
<b>HMSA</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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
<b>HMSA</b>										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										
<b>Kaiser – Hawaii</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
Expedited – 72 Hours										
Expedited – Extension										
Expedited – Appeal										
Expedited – Not Reported										

## Section IV. Medicaid Plan Prior Authorization (PA), 2025

### 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
<b>UnitedHealthcare</b>										
<b>Standard PA Total</b>										
Total Standard PA Requests										
<b>Standard PA By Decision Timeframe</b>										
Standard – 7 Days										
Standard – Extension										
Standard – Appeal										
Standard – Not Reported										
<b>Expedited PA Total</b>										
Total Expedited PA requests										
<b>Expedited PA By Decision Timeframe</b>										
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), 2025

### 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				
<b>State Average</b>	<b>0.3</b>	<b>0.3</b>	<b>4.8</b>	<b>4.8</b>

*Note:*

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

(2) See glossary for terms and abbreviations.

## Appendix: Glossary

<b>AlohaCare</b>	AlohaCare Health Plan
<b>Cigna</b>	Cigna Health and Life Insurance Company
<b>Denial Reason R1</b>	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.)
<b>Denial Reason R2</b>	Medical necessity criteria not met
<b>Denial Reason R3</b>	Non-covered services or exceeding limits
<b>Denial Reason R4</b>	Prior authorization timelines not met (This might also include expired authorization or duplicate requests.)
<b>Denial Reason R5</b>	Out-of-network providers
<b>Denial Reason R6</b>	Lack of step therapy/testing attempts
<b>Denial Reason R7</b>	Therapy requires multiple PA requests
<b>Denial Reason R8</b>	Non-formulary medications
<b>Denial Reason R9</b>	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.)
<b>Expedited – 72 Hours</b>	Expedited PA decisions made within 72 hours
<b>Expedited – Appeal</b>	Expedited PA decisions made after appeal
<b>Expedited – Extension</b>	Expedited PA decisions made after extension (up to 14 days, from day 4 to day 17)
<b>Expedited – Not Reported</b>	Expedited PA decisions made outside the timeframes of 72 hours and extension, and not reported on the SHPDA PA report forms by timeframe categories
<b>HMAA</b>	Hawaii Management Alliance Association
<b>HMSA</b>	Hawaii Medical Service Association
<b>Kaiser</b>	Kaiser Permanente – Hawaii
<b>PA</b>	Prior authorization
<b>Standard – 7 Days</b>	Standard PA decisions made within 7 calendar days
<b>Standard – Appeal</b>	Standard PA decisions made after appeal
<b>Standard – Extension</b>	Standard PA decisions made after extension (up to 14 days, from day 8 to day 21)

## Appendix: Glossary

<b>Standard – Not Reported</b>	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
<b>UHA Health Insurance</b>	University Health Alliance Health Insurance
<b>UnitedHealthcare</b>	United HealthCare Services, Inc