

PRIOR AUTHORIZATION STATISTICS FOR ILLINOIS PLAY YEAR 2021

Source of Prior Authorization Request	Approved	Denied	Appeal Overturn	Appeal Partial Overturn	Appeal Upheld	Total Prior Authorization Requests	Average time between PA Submission and Response in Days (Excluding Appeals)
ePA	2936	995	52	2	33	3931	0.45
Call	778	142	24	0	11	920	0.36
Fax	700	238	14	0	8	938	1.57
Online	28	5	0	0	0	33	0.91
Grand Total	4442	1380	90	2	52	5822	0.62