

## Annual Utilization Statistics for the State of Illinois (IL) Calendar Year 2025

### List of services and medications subject to prior authorization.

1. Medically Necessary Contact Lens
2. Additional Vision Materials

### # of Prior Authorization requests received and dispositioned (including fully and partially denied requests).

<b>Non-Urgent</b>	
Approved	261
Denied	16
Partial	0
<b>Urgent</b>	
Approved	28
Denied	1
Partial	0
<b>Grand Total</b>	<b>306</b>

### Top Denial Reason Categories

1. Lack of Information Denial - Requesting provider didn't provide all the necessary information to support the determination
2. Not Medically Necessary Denial - Clinical Documentation/ Diagnosis does not support the medical necessity of the requested service.

**# of requests denied and appealed, along with the number of appealed requests upheld or reversed.**

<b>Annual Appeal Requests for the Year 2025</b>		
<b>Received-Total</b>	3	
Upheld	0	
Overturn	3	

**Average time between submission and response for Prior Authorization**

**For Prior Authorization Requests:** The average turnaround time to respond to prior authorization requests received in 2025 is 2.3 calendar days. This is for the Commercial line of business.