

CMS Interoperability Prior Authorization Metric for the Sanford Health Plan QHP Plan: South Dakota-31195

To comply with the CMS Interoperability and Prior Authorization **final rule**, Sanford Health Plan is required to annually report aggregated prior authorization metrics on our website.

Specifically, this includes a list of all medical items and services (excluding drugs) that require prior authorization, as well as data on prior authorization requests for those items and services (e.g., approvals, denials, etc.) over the previous calendar year. Publicly reporting these metrics promotes transparency and accountability, helps patients understand prior authorization processes, and enables providers to evaluate payer performance. In addition, metrics can be used to compare plans, programs, and payers. For questions on the data below, contact Customer Service at **(800) 752-5863 (TTY:711)**.

Reporting Period: 2025

Coded Prior Authorization List

Prior to January 1, 2026, impacted payers are required to send prior authorization decisions within the following timeframes:

- For MA plans and applicable integrated plans, 72 hours for expedited requests (urgent) and 14 calendar days for standard requests (non-urgent)
- For state CHIP FFS programs, 14 days for standard requests (non-urgent)
- For Medicaid managed care plans and CHIP managed care entities, 72 hours for expedited requests (urgent) and 14 calendar days for standard requests (non-urgent)
- For QHP issuers on the FFEs, 72 hours for expedited requests (urgent) and 15 days for standard requests (non-urgent)

There are no Medicaid FFS program required timeframes for either type of prior authorization request prior to January 1, 2026, and there are no CHIP FFS program required decision timeframes for expedited prior authorization requests prior to January 1, 2026. Beginning January 1, 2026, the CMS Interoperability and Prior Authorization **final rule** requires Issuers of Qualified Health Plans (QHPs) on the Federally Facilitated Exchanges (FFE) to send prior authorization decisions within:

- 72 hours for expedited requests (urgent)
- 7 calendar days for standard requests (non-urgent)

Standard (non-urgent) Prior Authorization Requests

In 2025, we received a total of 3,454 standard (non-urgent) prior authorization requests for our covered patients.

- The mean (average) time that it took to make standard prior authorization decisions was 4.2 day(s).
- The median (middle) time that it took to make standard prior authorization decisions was 1 day(s).

	How many times this happened	Out of total requests	Percentage
Request approved	2,884	3,454	83.5%
Request denied	570	3,454	16.5%
Approved after timeframe was extended (up to 14 Days)	0	0	0%
Request approved only after appeal	23	0	60.5%

Expedited (urgent) Prior Authorization Requests (Response Due to Provider Within 72 Hours)

In 2025, we received a total of 433 expedited (urgent) prior authorization requests for our covered patients.

- The mean (average) time that it took to make standard prior authorization decisions was 2.1 day(s).
- The median (middle) time that it took to make standard prior authorization decisions was 0 day(s).

	How many times this happened	Out of total requests	Percentage
Request approved	426	433	98.4%
Request denied	7	433	1.6%
Approved after timeframe was extended (up to 14 Days)	0	0	0%
Request approved only after appeal	0	0	0%