

Colorado Prior Authorization Statistics for UnitedHealthcare Commercial Plans

2024 calendar year data per Insurance Code:10-16-112.5*

Totals	Total	Percent	Total
Prior Authorization Requests Received	76,681		Appeal Requests Received
Fully Approved	61,972	80.82%	Overtaken
Adverse Determinations	13,809	18.00%	Upheld
Partial Approvals	900	1.18%	Partial Approvals

Service Categories	Total	Percent	Total
Medical Authorization Requests Received	7,613		Medical Appeal Requests Received
Fully Approved	6,966	91.50%	Overtaken
Adverse Determinations	486	6.38%	Upheld
Partial Approvals	161	2.12%	Partial Approvals
Behavioral Authorization Requests Received	2,750		Behavioral Appeal Requests Received
Fully Approved	2,733	99.38%	Overtaken
Adverse Determinations	11	0.40%	Upheld
Partial Approvals	6	0.22%	Partial Approvals
Laboratory Authorization Requests Received	1,586		Laboratory Appeal Requests Received
Fully Approved	1,305	82.28%	Overtaken
Adverse Determinations	277	17.47%	Upheld
Partial Approvals	4	0.25%	Partial Approvals
DME Authorization Requests Received	412		DME Appeal Requests Received
Fully Approved	254	61.65%	Overtaken
Adverse Determinations	142	34.47%	Upheld
Partial Approvals	16	3.88%	Partial Approvals
Radiology Authorization Requests Received	34,240		Radiology Appeal Requests Received
Fully Approved	29,948	87.47%	Overtaken
Adverse Determinations	3,974	11.60%	Upheld
Partial Approvals	318	0.93%	Partial Approvals
Surgical Authorization Requests Received	5,842		Surgical Appeal Requests Received
Fully Approved	4,987	85.37%	Overtaken
Adverse Determinations	471	8.06%	Upheld
Partial Approvals	384	6.57%	Partial Approvals



Service Categories	Total	Percent		Total
Medication Authorization Requests Received	5,412		Medication Appeal Requests Received	46
Fully Approved	5,142	95.01%	Overtaken	31
Adverse Determinations	268	4.95%	Upheld	15
Partial Approvals	2	0.04%	Partial Approvals	0
Rx Authorization Requests Received	17,922		Rx Appeal Requests Received	3,003
Fully Approved	9,782	54.58%	Overtaken	1,955
Adverse Determinations	8,130	45.37%	Upheld	1,016
Partial Approvals	9	0.05%	Partial Approvals	32
No Category Authorization Requests Received	905		No Category Appeal Requests Received	6
Fully Approved	855	94.48%	Overtaken	3
Adverse Determinations	50	5.52%	Upheld	3
Partial Approvals	0	0.00%	Partial Approvals	0

Reasons for Prior Authorization Denial
Lack of Medical Necessity
Benefit Exclusion
State/Federal Mandate
No OON Benefits
Inappropriate Level of Care
Lack of Information
Experimental/Investigative
Site of Service – Level of Care
Quantity Limits
Non-Formulary

Visit UnitedHealthcare's [Get the Facts](#) page to learn more about health care, including our [claims process](#) and which subset of claims go through pre-service case review, otherwise known as [prior authorization](#).

*Based on CO sitused policies

