

## 2025 COMPLETION TIMES

### Completion Times:

**Standard** (STAR/SK 3 Business Days) (CHIP - Approvals, 2 Business Days if all information received with request, 3 business days if additional information is requested. Denials, 3 Business Days.)

**Standard Concurrent** (IP) (1 Business Day if all information is received with request, 3 Business Days if additional information requested.)

**Insufficient Information** CHIP (3 business days)

**Insufficient Information** STAR/STAR Kids (14 calendar days)

**Retro** (30 calendar days)

**Urgent** (24 hours)

## CHIP

Service Type	Standard Authorization Completion Times						Expedited Authorization Completion Times	
	Standard Average	Standard Median	Insufficient Average	Insufficient Median	Retro Average	Retro Median	Emergent Auth Average	Emergent Median Completion
Ambulance								
Applied Behavior Analysis								
Applied Behavior Analysis Eval								
Behavioral Health Outpatient	0 Days 15 Hours 1 Minutes	0 Days 15 Hours 1 Minutes						
Behavioral Health Psych Testing								
CPW Case Management								
Dialysis								
Episode Based Medicines								
Equipment and supplies	0 Days 6 Hours 39 Minutes	0 Days 0 Hours 0 Minutes	1 Days 13 Hours 4 Minutes	1 Days 13 Hours 4 Minutes				
Genetic Testing	0 Days 7 Hours 51 Minutes	0 Days 4 Hours 8 Minutes	2 Days 8 Hours 43 Minutes	2 Days 10 Hours 35 Minutes				
Home Health Occupational Therapy	0 Days 23 Hours 54 Minutes	0 Days 19 Hours 14 Minutes						
Home Health Physical Therapy								
Home Health Skilled Nursing								
Home Health Speech Therapy	0 Days 13 Hours 42 Minutes	0 Days 12 Hours 0 Minutes	2 Days 11 Hours 31 Minutes	2 Days 11 Hours 31 Minutes				
Hospice								
Inpatient Acute	1 Days 0 Hours 44 Minutes	0 Days 6 Hours 11 Minutes			1 Days 11 Hours 30 Minutes	1 Days 11 Hours 30 Minutes		
Inpatient Border Baby								
Inpatient Long term acute care								
Inpatient Maternity	0 Days 8 Hours 51 Minutes	0 Days 8 Hours 51 Minutes			7 Days 15 Hours 57 Minutes	7 Days 15 Hours 57 Minutes		
Inpatient Medical Rehab								
Inpatient MH & CD Admit	0 Days 1 Hours 31 Minutes	0 Days 0 Hours 0 Minutes						
Inpatient Newborn								
Inpatient Precertification	0 Days 4 Hours 19 Minutes	0 Days 4 Hours 8 Minutes						
Inpatient Skilled Nursing Facility								
OB Observation								
Observation	0 Days 0 Hours 0 Minutes	0 Days 0 Hours 0 Minutes						
Observation Precertification								
Occupational Therapy Eval								
Occupational Therapy Treatment	0 Days 18 Hours 2 Minutes	0 Days 19 Hours 50 Minutes						
Office visit	0 Days 5 Hours 48 Minutes	0 Days 0 Hours 0 Minutes	1 Days 22 Hours 30 Minutes	2 Days 0 Hours 0 Minutes				
Orthotics/Prosthetics	0 Days 5 Hours 8 Minutes	0 Days 4 Hours 9 Minutes	1 Days 15 Hours 49 Minutes	1 Days 15 Hours 49 Minutes				
Outpatient - Other	0 Days 8 Hours 31 Minutes	0 Days 0 Hours 0 Minutes	1 Days 10 Hours 59 Minutes	1 Days 10 Hours 59 Minutes				
Outpatient Diagnostic	0 Days 7 Hours 56 Minutes	0 Days 8 Hours 46 Minutes	1 Days 10 Hours 38 Minutes	1 Days 10 Hours 41 Minutes	0 Days 0 Hours 0 Minutes	0 Days 0 Hours 0 Minutes		
Outpatient Surgery	0 Days 3 Hours 12 Minutes	0 Days 0 Hours 0 Minutes	0 Days 22 Hours 47 Minutes	1 Days 0 Hours 40 Minutes			0 Days 1 Hours 59 Minutes	0 Days 1 Hours 59 Minutes
Personal Care Services								
Pharmacy								
Physical Therapy Eval								
Physical Therapy Treatment	0 Days 9 Hours 46 Minutes	0 Days 8 Hours 24 Minutes	0 Days 16 Hours 31 Minutes	0 Days 16 Hours 31 Minutes				
Prescribed Pediatric Extended Care Center								
Private Duty Nursing	1 Days 3 Hours 17 Minutes	1 Days 2 Hours 28 Minutes						
Radiology / Imaging	0 Days 10 Hours 48 Minutes	0 Days 8 Hours 32 Minutes	1 Days 13 Hours 2 Minutes	1 Days 13 Hours 2 Minutes				
RTC/Detox	0 Days 11 Hours 40 Minutes	0 Days 0 Hours 0 Minutes						
Speech Therapy Eval								
Speech Therapy Treatment	0 Days 6 Hours 52 Minutes	0 Days 0 Hours 0 Minutes	1 Days 3 Hours 57 Minutes	1 Days 3 Hours 57 Minutes				