

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)

STAR

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	0 Days 9 Hours 39 Minutes	0 Days 4 Hours 8 Minutes	5 Days 14 Hours 22 Minutes	5 Days 10 Hours 55 Minutes	0 Days 5 Hours 53 Minutes	0 Days 9 Hours 45 Minutes	0 Days 5 Hours 27 Minutes	0 Days 2 Hours 55 Minutes
Applied Behavior Analysis	0 Days 13 Hours 52 Minutes	0 Days 14 Hours 1 Minutes	4 Days 21 Hours 58 Minutes	5 Days 13 Hours 37 Minutes	2 Days 1 Hours 57 Minutes	0 Days 14 Hours 46 Minutes		
Applied Behavior Analysis Eval	0 Days 11 Hours 13 Minutes	0 Days 13 Hours 9 Minutes	5 Days 21 Hours 35 Minutes	5 Days 9 Hours 38 Minutes	1 Days 4 Hours 8 Minutes	0 Days 15 Hours 35 Minutes		
Behavioral Health Outpatient	0 Days 8 Hours 8 Minutes	0 Days 0 Hours 0 Minutes	11 Days 15 Hours 54 Minutes	11 Days 15 Hours 54 Minutes	0 Days 8 Hours 37 Minutes	0 Days 0 Hours 0 Minutes		
Behavioral Health Psych Testing	1 Days 19 Hours 8 Minutes	1 Days 15 Hours 40 Minutes	8 Days 3 Hours 53 Minutes	8 Days 11 Hours 34 Minutes	4 Days 16 Hours 42 Minutes	4 Days 16 Hours 42 Minutes		
CPW Case Management	0 Days 0 Hours 0 Minutes	0 Days 0 Hours 0 Minutes	0 Days 0 Hours 0 Minutes	0 Days 0 Hours 0 Minutes	0 Days 0 Hours 0 Minutes	0 Days 0 Hours 0 Minutes	0 Days 8 Hours 11 Minutes	0 Days 4 Hours 26 Minutes
Dialysis	0 Days 10 Hours 15 Minutes	0 Days 8 Hours 38 Minutes	6 Days 13 Hours 0 Minutes	6 Days 13 Hours 0 Minutes				
Episode Based Medicines	0 Days 17 Hours 30 Minutes	0 Days 17 Hours 30 Minutes	2 Days 12 Hours 35 Minutes	2 Days 12 Hours 35 Minutes			0 Days 3 Hours 19 Minutes	0 Days 3 Hours 25 Minutes
Equipment and supplies	0 Days 16 Hours 33 Minutes	0 Days 11 Hours 29 Minutes	6 Days 16 Hours 52 Minutes	6 Days 9 Hours 24 Minutes	0 Days 8 Hours 41 Minutes	0 Days 0 Hours 0 Minutes	0 Days 16 Hours 4 Minutes	0 Days 16 Hours 4 Minutes
Genetic Testing	0 Days 23 Hours 6 Minutes	0 Days 0 Hours 0 Minutes	6 Days 18 Hours 1 Minutes	6 Days 14 Hours 21 Minutes	1 Days 13 Hours 9 Minutes	0 Days 0 Hours 0 Minutes		
Home Health Occupational Therapy	0 Days 23 Hours 48 Minutes	0 Days 19 Hours 59 Minutes	6 Days 17 Hours 49 Minutes	7 Days 10 Hours 8 Minutes	0 Days 18 Hours 36 Minutes	0 Days 14 Hours 14 Minutes		
Home Health Physical Therapy	0 Days 23 Hours 51 Minutes	0 Days 11 Hours 7 Minutes	6 Days 15 Hours 19 Minutes	6 Days 15 Hours 23 Minutes	0 Days 13 Hours 50 Minutes	0 Days 14 Hours 46 Minutes		
Home Health Skilled Nursing	0 Days 11 Hours 11 Minutes	0 Days 8 Hours 56 Minutes	3 Days 14 Hours 54 Minutes	3 Days 15 Hours 49 Minutes	0 Days 0 Hours 0 Minutes	0 Days 0 Hours 0 Minutes	0 Days 4 Hours 29 Minutes	0 Days 2 Hours 20 Minutes
Home Health Speech Therapy	0 Days 17 Hours 33 Minutes	0 Days 13 Hours 15 Minutes	6 Days 9 Hours 37 Minutes	6 Days 15 Hours 57 Minutes	0 Days 19 Hours 40 Minutes	0 Days 15 Hours 4 Minutes		
Hospice								
Inpatient Acute	0 Days 12 Hours 45 Minutes	0 Days 10 Hours 12 Minutes			3 Days 11 Hours 44 Minutes	1 Days 16 Hours 58 Minutes	0 Days 4 Hours 12 Minutes	0 Days 4 Hours 12 Minutes
Inpatient Border Baby								
Inpatient Long term acute care								
Inpatient Maternity	0 Days 17 Hours 46 Minutes	0 Days 11 Hours 53 Minutes			3 Days 9 Hours 40 Minutes	1 Days 13 Hours 3 Minutes		
Inpatient Medical Rehab	0 Days 4 Hours 36 Minutes	0 Days 0 Hours 0 Minutes						
Inpatient MH & CD Admit	0 Days 3 Hours 53 Minutes	0 Days 0 Hours 0 Minutes			2 Days 10 Hours 46 Minutes	0 Days 23 Hours 13 Minutes		
Inpatient Newborn	0 Days 5 Hours 26 Minutes	0 Days 0 Hours 0 Minutes			0 Days 3 Hours 40 Minutes	0 Days 0 Hours 0 Minutes		
Inpatient Precertification	0 Days 13 Hours 2 Minutes	0 Days 10 Hours 55 Minutes	4 Days 20 Hours 4 Minutes	5 Days 9 Hours 28 Minutes	0 Days 6 Hours 29 Minutes	0 Days 8 Hours 37 Minutes	0 Days 13 Hours 34 Minutes	0 Days 16 Hours 40 Minutes
Inpatient Skilled Nursing Facility								
OB Observation	1 Days 7 Hours 10 Minutes	0 Days 12 Hours 21 Minutes			2 Days 0 Hours 8 Minutes	0 Days 9 Hours 22 Minutes		
Observation	0 Days 10 Hours 30 Minutes	0 Days 0 Hours 0 Minutes			1 Days 16 Hours 11 Minutes	0 Days 14 Hours 1 Minutes	0 Days 5 Hours 10 Minutes	0 Days 5 Hours 10 Minutes
Observation Precertification								
Occupational Therapy Eval	1 Days 0 Hours 59 Minutes	1 Days 2 Hours 21 Minutes	7 Days 16 Hours 54 Minutes	8 Days 11 Hours 42 Minutes	0 Days 11 Hours 7 Minutes	0 Days 11 Hours 7 Minutes		
Occupational Therapy Treatment	0 Days 21 Hours 54 Minutes	0 Days 18 Hours 11 Minutes	6 Days 6 Hours 28 Minutes	6 Days 12 Hours 48 Minutes	0 Days 21 Hours 37 Minutes	0 Days 22 Hours 16 Minutes		
Office visit	0 Days 9 Hours 25 Minutes	0 Days 7 Hours 11 Minutes	5 Days 6 Hours 36 Minutes	5 Days 16 Hours 45 Minutes	2 Days 2 Hours 38 Minutes	2 Days 14 Hours 6 Minutes	0 Days 5 Hours 55 Minutes	0 Days 3 Hours 17 Minutes
Orthotics/Prosthetics	0 Days 16 Hours 6 Minutes	0 Days 13 Hours 37 Minutes	6 Days 7 Hours 40 Minutes	6 Days 11 Hours 17 Minutes	0 Days 0 Hours 0 Minutes	0 Days 0 Hours 0 Minutes		
Outpatient - Other	0 Days 14 Hours 32 Minutes	0 Days 11 Hours 49 Minutes	4 Days 18 Hours 5 Minutes	5 Days 13 Hours 6 Minutes	1 Days 2 Hours 13 Minutes	0 Days 13 Hours 13 Minutes	0 Days 6 Hours 37 Minutes	0 Days 3 Hours 34 Minutes
Outpatient Diagnostic	0 Days 12 Hours 26 Minutes	0 Days 9 Hours 27 Minutes	6 Days 7 Hours 25 Minutes	6 Days 15 Hours 12 Minutes	1 Days 12 Hours 48 Minutes	0 Days 4 Hours 21 Minutes	0 Days 12 Hours 30 Minutes	0 Days 16 Hours 46 Minutes
Outpatient Surgery	0 Days 5 Hours 26 Minutes	0 Days 0 Hours 0 Minutes	4 Days 19 Hours 18 Minutes	5 Days 9 Hours 41 Minutes	0 Days 21 Hours 16 Minutes	0 Days 11 Hours 27 Minutes	0 Days 7 Hours 3 Minutes	0 Days 4 Hours 0 Minutes
Personal Care Services	0 Days 0 Hours 0 Minutes	0 Days 0 Hours 0 Minutes	4 Days 15 Hours 42 Minutes	5 Days 14 Hours 1 Minutes				
Pharmacy	0 Days 12 Hours 32 Minutes	0 Days 11 Hours 53 Minutes	5 Days 11 Hours 54 Minutes	6 Days 11 Hours 9 Minutes			0 Days 20 Hours 59 Minutes	0 Days 20 Hours 29 Minutes
Physical Therapy Eval	0 Days 17 Hours 43 Minutes	0 Days 14 Hours 32 Minutes	6 Days 12 Hours 32 Minutes	7 Days 9 Hours 10 Minutes				
Physical Therapy Treatment	0 Days 14 Hours 28 Minutes	0 Days 10 Hours 38 Minutes	5 Days 15 Hours 59 Minutes	6 Days 11 Hours 30 Minutes	0 Days 23 Hours 36 Minutes	0 Days 6 Hours 44 Minutes	0 Days 2 Hours 9 Minutes	0 Days 1 Hours 45 Minutes
Prescribed Pediatric Extended Care Center	0 Days 15 Hours 8 Minutes	0 Days 0 Hours 0 Minutes	4 Days 13 Hours 24 Minutes	4 Days 13 Hours 24 Minutes				
Private Duty Nursing	0 Days 22 Hours 17 Minutes	0 Days 15 Hours 52 Minutes	4 Days 12 Hours 2 Minutes	4 Days 12 Hours 14 Minutes				
Radiology / Imaging	0 Days 16 Hours 11 Minutes	0 Days 9 Hours 14 Minutes	4 Days 21 Hours 10 Minutes	5 Days 13 Hours 23 Minutes	0 Days 10 Hours 30 Minutes	0 Days 11 Hours 22 Minutes	0 Days 7 Hours 52 Minutes	0 Days 3 Hours 32 Minutes
RTC/Detox	0 Days 8 Hours 40 Minutes	0 Days 8 Hours 50 Minutes			0 Days 3 Hours 10 Minutes	0 Days 0 Hours 0 Minutes	0 Days 1 Hours 35 Minutes	0 Days 1 Hours 35 Minutes
Speech Therapy Eval	1 Days 0 Hours 13 Minutes	0 Days 15 Hours 20 Minutes	6 Days 12 Hours 29 Minutes	6 Days 12 Hours 29 Minutes				
Speech Therapy Treatment	0 Days 15 Hours 27 Minutes	0 Days 12 Hours 50 Minutes	6 Days 13 Hours 13 Minutes	6 Days 16 Hours 21 Minutes				