

## 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 Kids

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 11 Hours 8 Minutes	0 Days 9 Hours 26 Minutes	3 Days 5 Hours 49 Minutes	2 Days 9 Hours 24 Minutes	0 Days 10 Hours 25 Minutes	0 Days 11 Hours 56 Minutes	0 Days 7 Hours 15 Minutes	0 Days 3 Hours 54 Minutes
Applied Behavior Analysis	0 Days 16 Hours 14 Minutes	0 Days 14 Hours 25 Minutes	4 Days 17 Hours 19 Minutes	4 Days 15 Hours 29 Minutes	1 Days 18 Hours 9 Minutes	1 Days 13 Hours 31 Minutes		
Applied Behavior Analysis Eval	0 Days 12 Hours 18 Minutes	0 Days 12 Hours 38 Minutes	5 Days 5 Hours 41 Minutes	4 Days 22 Hours 55 Minutes	1 Days 22 Hours 17 Minutes	0 Days 15 Hours 31 Minutes		
Behavioral Health Outpatient								
Behavioral Health Psych Testing	1 Days 9 Hours 18 Minutes	1 Days 9 Hours 18 Minutes						
CPW Case Management	0 Days 0 Hours 0 Minutes	0 Days 0 Hours 0 Minutes						
Dialysis	0 Days 23 Hours 55 Minutes	0 Days 16 Hours 41 Minutes						
Episode Based Medicines	0 Days 13 Hours 46 Minutes	0 Days 14 Hours 13 Minutes						
Equipment and supplies	0 Days 12 Hours 49 Minutes	0 Days 10 Hours 17 Minutes	5 Days 14 Hours 42 Minutes	5 Days 16 Hours 51 Minutes	0 Days 5 Hours 56 Minutes	0 Days 8 Hours 12 Minutes	0 Days 3 Hours 8 Minutes	0 Days 4 Hours 12 Minutes
Genetic Testing	0 Days 9 Hours 47 Minutes	0 Days 0 Hours 0 Minutes	5 Days 20 Hours 29 Minutes	6 Days 11 Hours 9 Minutes	0 Days 18 Hours 36 Minutes	0 Days 0 Hours 0 Minutes		
Home Health Occupational Therapy	1 Days 5 Hours 48 Minutes	1 Days 10 Hours 42 Minutes	6 Days 1 Hours 51 Minutes	6 Days 15 Hours 57 Minutes	0 Days 17 Hours 13 Minutes	0 Days 13 Hours 21 Minutes		
Home Health Physical Therapy	0 Days 14 Hours 27 Minutes	0 Days 11 Hours 27 Minutes	5 Days 8 Hours 48 Minutes	6 Days 8 Hours 1 Minutes	0 Days 14 Hours 38 Minutes	0 Days 14 Hours 38 Minutes		
Home Health Skilled Nursing	0 Days 11 Hours 22 Minutes	0 Days 11 Hours 57 Minutes	5 Days 5 Hours 29 Minutes	5 Days 14 Hours 33 Minutes	0 Days 10 Hours 17 Minutes	0 Days 10 Hours 35 Minutes		
Home Health Speech Therapy	0 Days 21 Hours 3 Minutes	0 Days 14 Hours 20 Minutes	6 Days 6 Hours 22 Minutes	6 Days 14 Hours 9 Minutes	0 Days 17 Hours 15 Minutes	0 Days 14 Hours 59 Minutes		
Hospice								
Inpatient Acute	0 Days 12 Hours 57 Minutes	0 Days 8 Hours 58 Minutes			3 Days 2 Hours 21 Minutes	1 Days 13 Hours 21 Minutes		
Inpatient Border Baby								
Inpatient Long term acute care								
Inpatient Maternity	0 Days 20 Hours 50 Minutes	0 Days 13 Hours 22 Minutes			9 Days 0 Hours 40 Minutes	9 Days 0 Hours 40 Minutes		
Inpatient Medical Rehab	0 Days 0 Hours 0 Minutes	0 Days 0 Hours 0 Minutes						
Inpatient MH & CD Admit	0 Days 4 Hours 17 Minutes	0 Days 0 Hours 0 Minutes			1 Days 7 Hours 20 Minutes	0 Days 11 Hours 57 Minutes		
Inpatient Newborn								
Inpatient Precertification	0 Days 17 Hours 51 Minutes	0 Days 11 Hours 9 Minutes	4 Days 22 Hours 1 Minutes	5 Days 17 Hours 8 Minutes			0 Days 13 Hours 28 Minutes	0 Days 17 Hours 47 Minutes
Inpatient Skilled Nursing Facility								
OB Observation								
Observation	0 Days 23 Hours 16 Minutes	0 Days 11 Hours 54 Minutes			1 Days 3 Hours 22 Minutes	1 Days 11 Hours 34 Minutes		
Observation Precertification								
Occupational Therapy Eval	1 Days 0 Hours 0 Minutes	1 Days 9 Hours 32 Minutes	9 Days 1 Hours 22 Minutes	11 Days 15 Hours 51 Minutes				
Occupational Therapy Treatment	1 Days 2 Hours 22 Minutes	0 Days 22 Hours 13 Minutes	6 Days 1 Hours 32 Minutes	5 Days 22 Hours 40 Minutes	6 Days 16 Hours 59 Minutes	6 Days 16 Hours 59 Minutes		
Office visit	0 Days 12 Hours 38 Minutes	0 Days 10 Hours 45 Minutes	4 Days 21 Hours 18 Minutes	5 Days 9 Hours 18 Minutes	0 Days 2 Hours 3 Minutes	0 Days 0 Hours 0 Minutes	0 Days 4 Hours 23 Minutes	0 Days 3 Hours 48 Minutes
Orthotics/Prosthetics	0 Days 15 Hours 33 Minutes	0 Days 13 Hours 41 Minutes	6 Days 14 Hours 49 Minutes	7 Days 11 Hours 50 Minutes	0 Days 0 Hours 0 Minutes	0 Days 0 Hours 0 Minutes		
Outpatient - Other	0 Days 12 Hours 6 Minutes	0 Days 11 Hours 17 Minutes	6 Days 3 Hours 17 Minutes	6 Days 9 Hours 7 Minutes	0 Days 15 Hours 50 Minutes	0 Days 15 Hours 50 Minutes	0 Days 8 Hours 15 Minutes	0 Days 3 Hours 58 Minutes
Outpatient Diagnostic	0 Days 10 Hours 4 Minutes	0 Days 8 Hours 56 Minutes	4 Days 19 Hours 26 Minutes	5 Days 3 Hours 43 Minutes	0 Days 0 Hours 0 Minutes	0 Days 0 Hours 0 Minutes	0 Days 9 Hours 18 Minutes	0 Days 9 Hours 18 Minutes
Outpatient Surgery	0 Days 7 Hours 48 Minutes	0 Days 0 Hours 0 Minutes	4 Days 11 Hours 30 Minutes	5 Days 1 Hours 10 Minutes			0 Days 2 Hours 22 Minutes	0 Days 1 Hours 59 Minutes
Personal Care Services	0 Days 1 Hours 34 Minutes	0 Days 0 Hours 0 Minutes	5 Days 0 Hours 43 Minutes	5 Days 11 Hours 40 Minutes				
Pharmacy	0 Days 17 Hours 29 Minutes	0 Days 12 Hours 49 Minutes	5 Days 12 Hours 36 Minutes	3 Days 10 Hours 33 Minutes				
Physical Therapy Eval	0 Days 19 Hours 45 Minutes	0 Days 14 Hours 54 Minutes	7 Days 4 Hours 42 Minutes	6 Days 14 Hours 54 Minutes				
Physical Therapy Treatment	0 Days 12 Hours 26 Minutes	0 Days 10 Hours 24 Minutes	5 Days 14 Hours 48 Minutes	6 Days 13 Hours 17 Minutes				
Prescribed Pediatric Extended Care Center	0 Days 19 Hours 23 Minutes	0 Days 14 Hours 43 Minutes	5 Days 14 Hours 55 Minutes	5 Days 14 Hours 55 Minutes				
Private Duty Nursing	0 Days 14 Hours 8 Minutes	0 Days 6 Hours 57 Minutes	2 Days 23 Hours 29 Minutes	2 Days 13 Hours 55 Minutes	3 Days 18 Hours 20 Minutes	3 Days 8 Hours 58 Minutes		
Radiology / Imaging	0 Days 18 Hours 32 Minutes	0 Days 8 Hours 31 Minutes	2 Days 5 Hours 10 Minutes	2 Days 14 Hours 20 Minutes	0 Days 8 Hours 31 Minutes	0 Days 8 Hours 31 Minutes	0 Days 10 Hours 1 Minutes	0 Days 4 Hours 23 Minutes
RTC/Detox	0 Days 12 Hours 8 Minutes	0 Days 10 Hours 40 Minutes			1 Days 0 Hours 15 Minutes	0 Days 9 Hours 17 Minutes		
Speech Therapy Eval	0 Days 21 Hours 15 Minutes	0 Days 14 Hours 32 Minutes	9 Days 15 Hours 34 Minutes	9 Days 15 Hours 34 Minutes				
Speech Therapy Treatment	0 Days 17 Hours 25 Minutes	0 Days 13 Hours 15 Minutes	5 Days 23 Hours 54 Minutes	6 Days 11 Hours 32 Minutes				