




# UnitedHealthcare Dental Texas Medicaid and CHIP Plan

## PRIOR AUTHORIZATION METRICS FOR MEDICAL ITEMS AND SERVICES (EXCLUDING DRUGS)

### UHC Dental Medicaid Prior Authorization Metrics

To comply with the CMS Interoperability and Prior Authorization [final rule](#), UnitedHealthcare Dental Texas Medicaid and CHIP 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.

#### Reporting Period: 2025

These are the medical items and services for which we require prior authorization (excluding drugs) 

<https://dentaltx.uhc.com/content/dam/texas-medicaid/PDF/Members/Prior%20Authorization%20Guidance.pdf>

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 Medicaid managed care plans 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

	How many times this happened	Out of total requests	Percentage
Request approved	41,324	50,965	81.1%
Request denied	9,641	50,965	18.9%
Request approved only after time for review was extended	304	50,965	0.6%
Request approved only after appeal	13	130	10.0%

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

	How many times this happened	Out of total requests	Percentage
Request approved	6,306	7,157	88.1%
Request denied	851	7,157	11.9%
Request approved only after time for review was extended	0	7,157	0%
Request approved only after appeal	0	0	N/A

### Time Between Receiving a Prior Authorization Request and Sending a Decision

	Mean (Average) Time	Median (Middle) Time
Standard (non-urgent) Prior Authorization Requests (response due to provider within 7 calendar days)	2 days	2 days
Expedited (urgent) Prior Authorization Requests (response due to provider within 72 hours)	2 days	2 days