



Tennessee Prior Auth Cases for UnitedHealthcare Commercial Plans Pre-Service Case Review

The following information is provided to comply with a regulatory requirement for the state of Tennessee to disclose information for services that require pre-service review. The following chart includes the number of cases that have received approvals, denials and partial decisions for 2024.

Prior Auth Case Information	
Case Decision	Total
Fully Adverse Determination	1350
Fully Approved	9010
Fully Mixed	161

Number of Prior Authorization Requests Appealed	189
Number of Prior Authorization Requests Overturned	71

Average Time between Prior Auth Submission and Response	1.59
Average Time between Appeal Submission and Response	14.43

Top Five (5) Reasons for Denials
Lack of Medical Necessity
Services provided are not for the purpose of preventing, diagnosing, or treating a sickness, injury, substance abuse or their symptoms
Treatment is not consistent with published clinical evidence.
Medical equipment which cannot withstand repeated use OR is disposable, OR is not used to serve a medical purpose, OR is generally not useful to a person in the absence of a Sickness or Injury, OR is not appropriate for use in the home.
Services are not being provided for the primary purpose of improving or restoring physiologic function