



A UnitedHealthcare Company

**Tennessee Prior Authorization Cases for UMR, Inc.  
Utilization review statistics for commercial Non-Erisa ASO  
self-insured employer groups with policies issued in Tennessee.**

**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 the 2025 calendar year.

<b>Prior Auth Case Information</b>	
<b>Case Decision</b>	<b>Total</b>
Fully Adverse Determination	728
Fully Approved	22780
Fully Mixed Decision	301

Number of Prior Authorization Requests Appealed	56
Number of Prior Authorization Requests Overturned	28

Average Time between Prior Auth Submission and Response	2.67 days
Average Time between Appeal Submission and Response	19.23 days

<b>Top Five (5) Reasons for Denials</b>	
Physician Reviewed -Not Medically Necessary	454
IP LOC Not Medically Necessary-ICM MD	268
Appeal 1st level	32
IP LOC Not Medically Necessary-CCR MD	19
Therapists	8