

Illinois Prior Authorization Statistics for UnitedHealthcare Commercial Plans

2025 calendar year data per 215 ILCS 200/20 of the IL Prior Authorization Reform Act*

Medical	Total	Percent		Total
Prior Authorization Requests Received	224,444		Medical Appeal Requests Received	411
Fully Approved	190,784	85.0%	Overtaken	126
Adverse Determinations	24,379	10.9%	Upheld	276
Partial Approvals	9,281	4.1%	Partial Approval	9
Average time between submission and response	1.3 calendar days			

Behavioral	Total	Percent		Total
Prior Authorization Requests Received	13,419		Behavioral Appeal Requests Received	75
Fully Approved	13,059	97.3%	Overtaken	16
Adverse Determinations	257	1.9%	Upheld	58
Partial Approvals	103	0.8%	Partial Approval	1
Average time between submission and response	1.59 calendar days			

Rx	Total		Percent	Total
Prior Authorization Requests Received	88,060		Rx Appeal Requests Received	868
Fully Approved	53,381	60.6%	Overtaken	411
Adverse Determinations	34,341	39.0%	Upheld	457
Partial Approvals	338	0.4%	Partial Approval	0
Average time between submission and response	0.55 calendar days			

Top 5 reasons for adverse determinations

Medical	Behavioral	Rx
Lack of Medical Necessity	Excluded Service	UHC Plan Exclusion
Treatment is not consistent with published clinical evidence	Lack of Medical Necessity	Prior Auth Denial
No out-of-network benefits	Not a Covered Benefit	Non-Formulary
Non covered services/benefit exclusions	Supplemental Clinical Criteria	Quantity Limits
Clinical and Site Declined	Insufficient Clinical Rationale for SCA Exception	UHC Benefit Max

*Based on IL sitused policies

