

Colorado Prior Authorization Statistics for UnitedHealthcare Commercial Plans

2025 calendar year data per DOI Regulation 4-2-101*

Category of Service	Total PA requests received	Total PA requests fully approved	Total PA requests partially approved	Total PA requests denied	Denials of Prior Authorization Requests				Appeals of Prior Authorization Requests		
					Total number of prior authorization requests denied for:				Total number of prior authorization requests:		
					Incomplete	Not a covered benefit	Not meet criteria	Other	Appealed and upheld	Appealed and reversed	In process
Medical or Surgical Procedure	11,443	9,576	689	1,178	0	266	881	31	231	135	4
Mental Health or Behavioral Health	2,339	2,274	12	53	0	25	27	1	0	0	0
Substance Use Disorder Treatment	**	**	**	**	**	**	**	**	**	**	**
Diagnostic tests and images	37,164	32,572	535	4,057	0	55	3,952	50	82	82	5
Prescription drugs	41,243	19,294	20	21,929	224	15,345	194	6,166	1,306	1,754	15
DME: Pharmacy	***	***	***	***	***	***	***	***	***	***	***
DME: Medical	904	580	43	281	0	53	227	1	38	15	0
Other	3,152	3,014	7	131	0	41	90	0	4	0	0

**Substance Use Disorder Treatment prior authorizations are included in the “Mental Health or Behavioral Health” Category of Service.

***All “DME: Pharmacy” prior authorizations are captured under the “DME: Medical” Category of Service.

Visit UnitedHealthcare’s [Get the Facts](#) page to learn more about health care, including our [claims process](#) and which subset of claims go through pre-service case review, otherwise known as [prior authorization](#).

*Based on CO sitused policies

