

2014 Appeal Success Rates When Insurer Denied Prior Authorization (PA)

Insurer	# of PA Requests	# of PA Denials	Denial Rate	Appeals When Insurer Denied Prior Authorization			
Blue Cross Blue Shield of VT	38,473	2,301	6%	1 st Level Appeal	2 nd Level Appeal	External Review	
				82	9	5	# of Appeals
				44	3	1	# of Denials Overturned
				55%	33%	20%	Rate Overturned
Cigna	1,424	191	13.4%				
				8	0	0	# of Appeals
				4	0	0	# of Denials Overturned
				50%	0%	0%	Rate Overturned
MVP	1,846	528	28.6%				
				36	1	0	# of Appeals
				16	0	0	# of Denials Overturned
				44%	0%	0%	Rate Overturned
VT Health Plan (BCBSVT plan)	3,519	186	5%				
				10	0	0	# of Appeals
				6	0	0	# of Denials Overturned
				60%	0%	0%	Rate Overturned

Prepared by the Office of the Health Care Advocate at Vermont Legal Aid