

APPENDIX A: Disclosure Reporting Template for Prior Authorization Requests

NAME OF CARRIER AND CONTACT INFORMATION: CIGNA HEALTH AND LIFE INSURANCE COMPANY											
DATE LAST UPDATED: April 2026											
					Denials of Prior Authorization Requests				Appeals of Prior Authorization Requests		
Category of Service	Total PA requests received	Total PA requests fully approved	Total PA requests partially approved	Total PA requests denied	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	15599	13354	N/A	2245	120	132	1966	27	81	111	4
Mental Health or Behavioral Health	1843	1700	N/A	143	0	11	132	0	15	8	0
Substance Use Disorder Treatment	1607	1520	N/A	87	0	1	86	0	18	4	0
Diagnostic tests and images	5910	5142	N/A	768	13	17	738	0	0	0	0
Prescription drugs	10673	7322	N/A	3351	0	165	3186	0	223	379	4
DME: Pharmacy	0	0	N/A	0	0	0	0	0	0	0	0
DME: Medical	383	225	N/A	158	2	63	93	0	0	0	0
Other	8036	7050	N/A	986	3	185	790	8	0	0	0

APPENDIX B: Disclosure Reporting Template for Prior Authorization Exemptions

	Total number of providers offered an exemption or alternative program	Total number of providers offered an exemption or alternative program for prior authorization requests based on the following categories:		Type of service for which an exemption or alternative program was offered:				
		Provider performance	Provider specialty or expertise	Prescription Drug	Diagnostic test	Medical	DME	Mental health or behavioral health
Total across all providers	63	63	0	2	14	25	0	22
Behavioral or Mental Health	20	20	0	0	0	0	0	20
Cardiology								
Dermatology								
Endocrinology								
Neurosurgery								
Obstetrics and gynecology								
Oncology	4	4	0	0	4	0	0	0
Orthopedics	9	9	0	1	7	1	0	0
Pathology								
Physical, Occupational and Psychiatry	2	2	0	0	0	0	0	2
Rheumatology								
All other	28	28	0	1	3	24	0	0
Optional additional information on data clarifications								