

Supplemental Digital Content 2. Total time and cost of the insurance approval process per group.

Stage	Group A (n = 22)				Group B (n = 10)				Group C (n = 4)			
	Time (h)		Cost (\$)		Time (h)		Cost (\$)		Time (h)		Cost (\$)	
	Total	Average	Total	Average	Total	Average	Total	Average	Total	Average	Total	Average
Submit for authorization*	22.0	1.0	\$616.00	\$28.00	14.0	1.4	\$392.00	\$39.20	6.0	1.5	\$168.00	\$42.00
Peer-to-peert†	0.0	0.0	\$0.00	\$0.00	2.0	1.0	\$363.00	\$36.30	0.0	0.0	\$0.00	\$0.00
Appeal†	0.0	0.0	\$0.00	\$0.00	12.0	1.2	\$2,178.00	\$217.80	4.0	1.0	\$726.00	\$181.50
Appeal*	0.0	0.0	\$0.00	\$0.00	12.0	1.2	\$336.00	\$33.60	4.0	1.0	\$112.00	\$28.00
IMR†	0.0	0.0	\$0.00	\$0.00	11.0	1.1	\$1,996.50	\$199.65	5.0	1.3	\$907.50	\$226.88
IMR*	0.0	0.0	\$0.00	\$0.00	11.0	1.1	\$308.00	\$30.80	5.0	1.3	\$140.00	\$35.00
2nd appeal†	0.0	0.0	\$0.00	\$0.00	3.0	1.0	\$544.50	\$54.45	4.0	1.0	\$726.00	\$181.50
2nd appeal*	0.0	0.0	\$0.00	\$0.00	3.0	1.0	\$84.00	\$8.40	4.0	1.0	\$112.00	\$28.00
Additional phone calls†	0.0	0.0	\$0.00	\$0.00	8.0	1.3	\$1,452.00	\$145.20	4.0	1.3	\$726.00	\$181.50
Additional phone calls*	8.0	0.4	\$224.00	\$10.18	32.0	3.2	\$896.00	\$89.60	12.0	4.0	\$336.00	\$84.00
Total*	30.0	1.4	\$840.00	\$38.18	72.0	7.2	\$2,016.00	\$201.60	31.0	7.8	\$868.00	\$217.00
Total†	0.0	0.0	\$0.00	\$0.00	36.0	3.6	\$6,534.00	\$653.40	17.0	4.3	\$3,085.50	\$771.38
Total per patient	30.0	1.4	\$840.00	\$38.18	108.0	10.8	\$8,550.00	\$855.00	48.0	12.0	\$3,953.50	\$988.38

*surgical coordinator task

†plastic surgeon task

Abbreviations: h, hours; IMR, independent medical review