

Fresno County Department of Behavioral Health

CY 2025 Prior Authorization Metrics - Mental Health Plan (MHP)

Behavioral Health Information Notice 26-008 / CMS-0057-F | Reporting period: January 1, 2025 through December 31, 2025

Public reporting notice. The following information is posted in response to the prior authorization public reporting requirements applicable to Fresno County's Mental Health Plan. Values reflect the best available CY 2025 records and the limitations stated below.

Required public reporting element	CY 2025 value	Public reporting note
Items and services requiring prior authorization	IHBS; SAR; TBS	Intensive Home-Based Services (IHBS), Service Authorization Requests (SAR), and Therapeutic Behavioral Services (TBS), as reflected in the available CY 2025 authorization logs.
Total standard prior authorization requests received	573	Combined CY 2025 records from IHBS, SAR, and TBS.
Percentage of standard requests approved	94.42%	541 approved requests divided by 573 total standard requests.
Percentage of standard requests denied	5.24%	30 TBS NOABD records were counted as prior authorization denials. Two SAR records marked 'Not Approved' were reviewed and confirmed not to be denials.
Percentage approved after appeal	0%	No prior authorization appeals were identified.
Percentage for which the review timeframe was extended and the request was approved	0%	No review timeframe extensions were identified for the CSOC URS authorizations reviewed.
Total expedited prior authorization requests received	0	No expedited requests were identified.
Percentage of expedited requests approved	N/A	No expedited requests were received.
Percentage of expedited requests denied	N/A	No expedited requests were received.
Total standard and expedited requests received	573	573 standard requests and 0 expedited requests.
Average time from submission to determination - standard requests	3.45 days	Calculated from 130 records with valid request/received and completed/determination dates.
Median time from submission to determination - standard requests	1 day	Calculated from 130 records with valid request/received and completed/determination dates.
Average time from submission to determination - expedited requests	N/A	No expedited requests were received.
Median time from submission to determination - expedited requests	N/A	No expedited requests were received.

MHP data limitations: TBS request/received dates were not tracked; therefore TBS records could not be included in the average or median processing-time calculations. CY 2025 Adult System of Care prior authorization metrics are unavailable because ASOC did not begin tracking prior authorizations until July 1, 2026.

Fresno County Department of Behavioral Health

CY 2025 Prior Authorization Metrics - DMC-ODS

Behavioral Health Information Notice 26-008 / CMS-0057-F | Reporting period: January 1, 2025 through December 31, 2025

Public reporting notice. The following information is posted in response to the prior authorization public reporting requirements applicable to Fresno County's Drug Medi-Cal Organized Delivery System. Values reflect the CY 2025 summary data provided and the limitations stated below.

Required public reporting element	CY 2025 value	Public reporting note
Items and services requiring prior authorization	Residential Treatment ASAM 3.1 and 3.5	DMC-ODS residential treatment services identified by Plan Administration.
Total standard prior authorization requests received	1,828	Carelon-provided CY 2025 total. Carelon described this total as a count of unique members.
Percentage of standard requests approved	100%	1,828 approved; 0 denied.
Percentage of standard requests denied	0%	No denials were reported.
Percentage approved after appeal	0%	No approvals after appeal were reported.
Percentage for which the review timeframe was extended and the request was approved	Not available as a unique-request percentage	Carelon reported 1,879 approved extension events. A member may have more than one extension, so the event count may exceed the unique-member total and cannot be converted to the required percentage without a unique-request denominator.
Total expedited prior authorization requests received	0	No expedited requests were reported.
Percentage of expedited requests approved	N/A	No expedited requests were reported.
Percentage of expedited requests denied	N/A	No expedited requests were reported.
Total standard and expedited requests received	1,828	1,828 standard requests and 0 expedited requests.
Average time from submission to determination - standard requests	Less than 24 hours for 99.8% of requests	This is the turnaround measure provided in the source data; an arithmetic average was not provided.
Median time from submission to determination - standard requests	Not provided	A median was not included in the data provided.
Average time from submission to determination - expedited requests	N/A	No expedited requests were reported.
Median time from submission to determination - expedited requests	N/A	No expedited requests were reported.

DMC-ODS methodology note: The source data distinguish the total unique-member count from extension events. Because members may receive more than one extension, the extension-event count is not directly comparable to the total and is reported with this limitation.

Prepared July 31, 2026