Fresno County Department of Behavioral Health

# CY 2025 Prior Authorization Metrics — Mental Health Plan (MHP)

BHIN 26-008 / CMS-0057-F | Reporting period: January 1–December 31, 2025

| Required public reporting element | CY 2025 value | Public reporting note |
|---|---|---|
| Items and services requiring prior authorization | IHBS; SAR; TBS | Day Treatment Intensive, Day Rehabilitation, and Therapeutic Foster Care were not available through the MHP during CY 2025. |
| 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 out of 573. |
| Percentage of standard requests denied | 5.24% | 30 TBS NOABD records; two SAR records marked Not Approved were confirmed not to be denials. |
| Percentage approved after appeal | 0% | No prior authorization appeals identified. |
| Percentage for which review timeframe was extended and request approved | 0% | No review timeframe extensions identified. |
| Total expedited prior authorization requests received | 0 | No expedited requests identified. |
| Percentage of expedited requests approved | N/A | No expedited requests received. |
| Percentage of expedited requests denied | N/A | No expedited requests received. |
| Total standard and expedited requests received | 573 | 573 standard requests; 0 expedited requests. |
| Average time from submission to determination — standard requests | 3.45 days | Based on 130 records with available request and determination dates. |
| Median time from submission to determination — standard requests | 1 day | Based on 130 records with available request and determination dates. |
| Average time from submission to determination — expedited requests | N/A | No expedited requests received. |
| Median time from submission to determination — expedited requests | N/A | No expedited requests received. |

MHP data limitation: TBS request dates were not tracked and could not be included in processing-time calculations. CY 2025 Adult System of Care authorization data were unavailable because ASOC did not begin tracking prior authorizations until July 1, 2026.

Fresno County Department of Behavioral Health

# CY 2025 Prior Authorization Metrics — Drug Medi-Cal Organized Delivery System (DMC-ODS)

BHIN 26-008 / CMS-0057-F | Reporting period: January 1–December 31, 2025

| Required public reporting element | CY 2025 value | Public reporting note |
|---|---|---|
| Items and services requiring prior authorization | Residential Treatment ASAM 3.1 and 3.5 | Services identified by Plan Administration. |
| Total standard prior authorization requests received | 1,828 | Carelon-reported CY 2025 unique-member count. |
| Percentage of standard requests approved | 100% | 1,828 approved; 0 denied. |
| Percentage of standard requests denied | 0% | No denials reported. |
| Percentage approved after appeal | 0% | No approvals after appeal reported. |
| Percentage for which review timeframe was extended and request approved | Not available | Carelon reported 1,879 approved extension events; a unique-request percentage was not available. |
| Total expedited prior authorization requests received | 0 | No expedited requests reported. |
| Percentage of expedited requests approved | N/A | No expedited requests reported. |
| Percentage of expedited requests denied | N/A | No expedited requests reported. |
| Total standard and expedited requests received | 1,828 | 1,828 standard requests; 0 expedited requests. |
| Average time from submission to determination — standard requests | Less than 24 hours for 99.8% of requests | Source turnaround measure; arithmetic average not provided. |
| Median time from submission to determination — standard requests | 0 calendar days | Based on Carelon CY 2025 UM Timeliness Detail reports. |
| Average time from submission to determination — expedited requests | N/A | No expedited requests reported. |
| Median time from submission to determination — expedited requests | N/A | No expedited requests reported. |