

STATE OF NEW MEXICO
OFFICE OF SUPERINTENDENT OF INSURANCE

SUPERINTENDENT

Russell Toal



DEPUTY SUPERINTENDENT

Jennifer Catechis

PRIOR AUTHORIZATION REPORT

The Office of Superintendent of Insurance produced the attached report of health insurer prior authorization practices pursuant to the Prior Authorization Act, N.M.S.A. 1978, §59A-22B-4. This report reflects self-reported data for each health insurer individually, and data for health insurers collectively. General findings include:

- The average general rate of prior authorization request denials across companies and markets for plan year 2019 was 19%. The average general rate of prior authorization denials across companies and markets for plan year 2021 was 20%.
- The average general rate of drug prior authorization request denials across companies and markets was 37% for plan year 2019. This average did not change for plan year 2020.
- The average general rate of behavioral health prior authorization request denials across companies and markets is 9%. This average did not change for plan year 2020.

In addition, for plan year 2020, OSI received zero complaints against individual health insurers for failure to comply with the Prior Authorization Act. Accordingly, OSI took no actions against health insurers for violations of the Prior Authorization Act.

For questions about this report, please contact Paige Duhamel at paige.duhamel@state.nm.us.