

STATE OF NEW MEXICO
OFFICE OF SUPERINTENDENT OF INSURANCE

SUPERINTENDENT

Russell Toal



DEPUTY SUPERINTENDENT

Robert E. Doucette, Jr.

PRIOR AUTHORIZATION REPORT

The Office of Superintendent of Insurance generated the attached report on 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.

- For plan year 2019, 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.
- 2019 is the first year that that carriers have been required to report drug prior authorization data.
- The average general rate of prior authorization request denials across companies and markets is 19%
- The average general rate of drug prior authorization request denials across companies and markets is 37%
- The average general rate of behavioral health prior authorization request denials across companies and markets is 9%.

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