

Prior Authorizations Report - 2023 Plan Year

Carrier Information				
Company name:	Presbyterian Health Plan, Inc.			
Line of business:	Interagency Benefit Advisory Committee			
Prior authorization (PA) requests generally:	All Settings			
Total Number of PAs requested:	20,015			
Total Number of PA approved:	17,140			
Number of PA manually approved:	7,690			
Number of PA deemed approved:	14			
Number of PA auto-adjudicated & Approved:	9,436			
Total Number of PAs denied:	2,875			
Number of PA manual denied:	2,875			
Number of PA auto-adjudicated & denied:	0			
Number of claims denied after approved prior authorization	39			
PA requests for specified benefits:				
Physical health services PA Requests:				
Number of PA requests for physical health benefits manually approved:	257	7,148		
Number of PA requests for physical health benefits deemed approved:	1	13		
Number of PA requests for physical health benefits auto-adjudicated approved:	7	9,429		
Number of PA requests for physical benefits manually denied:	33	2,826		
Number of PA requests for physical health benefits auto-adjudicated denied:	0	0		
Total number of PA requests for physical health benefits:	298	19,416		
Mental health (MH) and substance use disorder (SUD) treatment PA requests:				
Number of PA requests for MH and/or SUD benefits manually approved:	244	41		
Number of PA requests for MH and/or SUD benefits deemed approved:	0	0		
Number of PA requests for MH and/or SUD benefits auto-adjudicated approved:	0	0		
Number of PA requests for MH and/or SUD benefits manually denied:	0	14		
Number of PA requests for MH and/or SUD benefits auto-adjudicated denied:	0	0		
Total number of PA requests for MH and/or SUD benefits:	244	55		

Carrier Information		
Company name:	Blue Cross Blue Shield of New Mexico	
Line of business:	ASO IBAC	
Prior authorization (PA) requests generally:	All Settings	
Total Number of PAs requested:	9,904	
Total Number of PA approved:	9,454	
Number of PA manually approved:	2,663	
Number of PA deemed approved:	50	
Number of PA auto-adjudicated & Approved:	6,741	
Total Number of PAs denied:	450	
Number of PA manual denied:	450	
Number of PA auto-adjudicated & denied:	0	
Number of claims denied after approved prior authorization	0	
PA requests for specified benefits:		
Physical health services PA Requests:	Inpatient	Outpatient
Number of PA requests for physical health benefits manually approved:	1,068	776
Number of PA requests for physical health benefits deemed approved:	39	5
Number of PA requests for physical health benefits auto-adjudicated approved:	2,910	3,820
Number of PA requests for physical benefits manually denied:	179	252
Number of PA requests for physical health benefits auto-adjudicated denied:	0	
Total number of PA requests for physical health benefits:	4,196	4,853
Mental health (MH) and substance use disorder (SUD) treatment PA requests:	Inpatient	Outpatient
Number of PA requests for MH and/or SUD benefits manually approved:	487	332
Number of PA requests for MH and/or SUD benefits deemed approved:	6	0
Number of PA requests for MH and/or SUD benefits auto-adjudicated approved:	7	4
Number of PA requests for MH and/or SUD benefits manually denied:	5	14
Number of PA requests for MH and/or SUD benefits auto-adjudicated denied:		
Total number of PA requests for MH and/or SUD benefits:	505	350

Carrier Information		
Company name:	Cigna Health and Life Insurance Company (CHLIC)	
Line of business:	State of New Mexico (IBAC)	
Prior authorization (PA) requests generally:	All Settings	
Total Number of PAs requested:	256	
Total Number of PA approved:	202	
Number of PA manually approved:	197	
Number of PA deemed approved:	0	
Number of PA auto-adjudicated & Approved:	5	
Total Number of PAs denied:	54	
Number of PA manual denied:	54	
Number of PA auto-adjudicated & denied:	0	
Number of claims denied after approved prior authorization	0	
PA requests for specified benefits:		
Physical health services PA Requests:	Inpatient	Outpatient
Number of PA requests for physical health benefits manually approved:	1	196
Number of PA requests for physical health benefits deemed approved:	0	0
Number of PA requests for physical health benefits auto-adjudicated approved:	1	4
Number of PA requests for physical benefits manually denied:	0	54
Number of PA requests for physical health benefits auto-adjudicated denied:	0	0
Total number of PA requests for physical health benefits:	2	254
Mental health (MH) and substance use disorder (SUD) treatment PA requests:	Inpatient	Outpatient
Number of PA requests for MH and/or SUD benefits manually approved:	0	0
Number of PA requests for MH and/or SUD benefits deemed approved:	0	0
Number of PA requests for MH and/or SUD benefits auto-adjudicated approved:	0	0
Number of PA requests for MH and/or SUD benefits manually denied:	0	0
Number of PA requests for MH and/or SUD benefits auto-adjudicated denied:	0	0
Total number of PA requests for MH and/or SUD benefits:	0	0

Presbyterian Health Plan, Inc.

Medical

Processing time for all standard medical prior authorization requests (not including retrospective authorizations):	7 days	8-15 days	16-30 days	31 days +	Total
Total number of non-urgent/non-emergent PA requests for services by specific medical categories:	18,154	865	1	10	19,030
Number of decisions on non-urgent/non-emergent PA requests for physical health services within timeframe	17,859	865	1	7	18,732
Number of decisions on non-urgent/non-emergent PA requests for MH/SUD health services within timeframe	295	0	0	3	298
Processing time for all urgent medical prior authorization requests (not including retrospective authorizations):	24 hours	25-48 hours	49-72 hours	73 hours +	Total
Total Number of decisions on urgent/emergent PA requests by specific medical categories:	907	15	4	11	937
Number of decisions on urgent/emergent physical health only PA requests for services within timeframe	906	15	4	11	936
Number of decisions on urgent/emergent MH/SUD only PA requests for services within timeframe	1	0	0	0	1
Total Retrospective Authorizations					684
	Total Medical				684
	Total Prescription Drug				
Processing time for pended prior authorization requests	Average Time				
Average time from when request pended to resolution (in days)	0.3				
Number of PA requests deemed approved	Number of Requests Deemed Approved				
Number of PA requests deemed approved due to failure to meet required review timelines	14				

Blue Cross Blue Shield of New Mexico

Medical

Processing time for all standard medical prior authorization requests (not including retrospective authorizations):	7 days	8-15 days	16-30 days	31 days +	Total
Total number of non-urgent/non-emergent PA requests for services by specific medical categories:	5,897	40	15	5	5,957
Number of decisions on non-urgent/non-emergent PA requests for physical health services within timeframe	5,396	28	13	5	5,442
Number of decisions on non-urgent/non-emergent PA requests for MH/SUD health services within timeframe	501	12	2	0	515
Processing time for all urgent medical prior authorization requests (not including retrospective authorizations):	24 hours	25-48 hours	49-72 hours	73 hours +	Total
Total Number of decisions on urgent/emergent PA requests by specific medical categories:	3,613	311	11	12	3,947
Number of decisions on urgent/emergent physical health only PA requests for services within timeframe	3,288	304	6	9	3,607
Number of decisions on urgent/emergent MH/SUD only PA requests for services within timeframe	325	7	5	3	340
Total Retrospective Authorizations					30
	Total Medical				30
	Total Prescription Drug				
Processing time for pended prior authorization requests	Average Time				
Average time from when request pended to resolution (in days)	0.1				
Number of PA requests deemed approved	Number of Requests Deemed Approved				
Number of PA requests deemed approved due to failure to meet required review timelines	50				

Cigna Health and Life Insurance Company (CHLIC)

Medical

Processing time for all standard medical prior authorization requests (not including retrospective authorizations):	7 days	8-15 days	16-30 days	31 days +	Total
Total number of non-urgent/non-emergent PA requests for services by specific medical categories:	240	8	5	1	254
Number of decisions on non-urgent/non-emergent PA requests for physical health services within timeframe	240	8	5	1	254
Number of decisions on non-urgent/non-emergent PA requests for MH/SUD health services within timeframe					0
Processing time for all urgent medical prior authorization requests (not including retrospective authorizations):	24 hours	25-48 hours	49-72 hours	73 hours +	Total
Total Number of decisions on urgent/emergent PA requests by specific medical categories:	0	0	0	2	2
Number of decisions on urgent/emergent physical health only PA requests for services within timeframe	0	0	0	2	2
Number of decisions on urgent/emergent MH/SUD only PA requests for services within timeframe					0
Total Retrospective Authorizations					0
	Total Medical				0
	Total Prescription Drug				0
Processing time for pended prior authorization requests	Average Time				
Average time from when request pended to resolution (in days)	6.3				
Number of PA requests deemed approved	Number of Requests Deemed Approved				
Number of PA requests deemed approved due to failure to meet required review timelines	0				