

Prior Authorizations Report - 2023 Calendar Year

Carrier Information			
Company name:	Presbyterian Health Plan, Inc.		
Line of business:	Medicaid		
Prior authorization (PA) requests generally:		All Settings	
Total Number of PAs requested:		115,476	
Total Number of PA approved:		85,402	
Number of PA manually approved:		65,762	
Number of PA deemed approved:		74	
Number of PA auto-adjudicated & Approved:		19,566	
Total Number of PAs denied:		30,074	
Number of PA manual denied:		30,074	
Number of PA auto-adjudicated & denied:		0	
Number of claims denied after approved prior authorization		254	
PA requests for specified benefits:			
<i>Physical health services PA Requests:</i>	Inpatient	Outpatient	Prescription Drugs
Number of PA requests for physical health benefits manually approved:	3,030	41,058	8,224
Number of PA requests for physical health benefits deemed approved:	3	71	0
Number of PA requests for physical health benefits auto-adjudicated	136	19,430	0
Number of PA requests for physical benefits manually denied:	108	14,257	13,709
Number of PA requests for physical health benefits auto-adjudicated	0	0	0
Total number of PA requests for physical health benefits:	3,277	74,816	21,933
<i>Mental health (MH) and substance use disorder (SUD) treatment PA requests:</i>	Inpatient	Outpatient	Prescription Drugs
Number of PA requests for MH and/or SUD benefits manually approved:	8,046	4,059	1,345
Number of PA requests for MH and/or SUD benefits deemed approved:	0	0	0
Number of PA requests for MH and/or SUD benefits auto-adjudicated	0	0	0
Number of PA requests for MH and/or SUD benefits manually denied:	8	37	1,955
Number of PA requests for MH and/or SUD benefits auto-adjudicated	0	0	0
Total number of PA requests for MH and/or SUD benefits:	8,054	4,096	3,300
Pharmacy Subset Table		Prescription Drugs Only	
<i>Step-therapy and drug formulary exception requests:</i>	Physical Health	MH/SUD	
Number of step-therapy exception requests manually approved:	1,763	272	
Number of step-therapy exception requests auto-adjudicated approved:	0	0	
Number of step-therapy exception requests manually denied:	1,450	283	
Number of step-therapy exception requests auto-adjudicated denied:	0	0	
Total number of step-therapy exceptions requests:	3,213	555	
Number of drug formulary exception requests manually approved:	1,127	121	
Number of drug formulary exception requests auto-adjudicated	0	0	
Number of drug formulary exception requests manually denied:	6,427	587	
Number of drug formulary exception requests auto-adjudicated denied:	0	0	
Total Number of drug formulary exception requests:	7,554	708	

Carrier Information				
Company name:	Blue Cross Blue Shield of New Mexico			
Line of business:	Medicaid			
Prior authorization (PA) requests generally:		All Settings		
Total Number of PAs requested:		114,123		
Total Number of PA approved:		90,272		
Number of PA manually approved:		89,569		
Number of PA deemed approved:		108		
Number of PA auto-adjudicated & Approved:		595		
Total Number of PAs denied:		23,851		
Number of PA manual denied:		23,851		
Number of PA auto-adjudicated & denied:		0		
Number of claims denied after approved prior authorization		84		
PA requests for specified benefits:				
Physical health services PA Requests:		Inpatient	Outpatient	Prescription Drugs
Number of PA requests for physical health benefits manually approved:		1,475	69,799	15,041
Number of PA requests for physical health benefits deemed approved:		11	87	10
Number of PA requests for physical health benefits auto-adjudicated		50	542	0
Number of PA requests for physical benefits manually denied:		108	8,498	13,763
Number of PA requests for physical health benefits auto-adjudicated		0	0	0
Total number of PA requests for physical health benefits:		1,644	78,926	28,814
Mental health (MH) and substance use disorder (SUD) treatment PA requests:		Inpatient	Outpatient	Prescription Drugs
Number of PA requests for MH and/or SUD benefits manually approved:		72	264	2,918
Number of PA requests for MH and/or SUD benefits deemed approved:		0	0	0
Number of PA requests for MH and/or SUD benefits auto-adjudicated		0	3	0
Number of PA requests for MH and/or SUD benefits manually denied:		1	1	1,480
Number of PA requests for MH and/or SUD benefits auto-adjudicated		0	0	0
Total number of PA requests for MH and/or SUD benefits:		73	268	4,398
Pharmacy Subset Table		Prescription Drugs Only		
Step-therapy and drug formulary exception requests:		Physical Health	MH/SUD	
Number of step-therapy exception requests manually approved:		362	0	
Number of step-therapy exception requests auto-adjudicated approved:		0	0	
Number of step-therapy exception requests manually denied:		76	0	
Number of step-therapy exception requests auto-adjudicated denied:		0	0	
Total number of step-therapy exceptions requests:		438	0	
Number of drug formulary exception requests manually approved:		3,212	921	
Number of drug formulary exception requests auto-adjudicated		0	0	
Number of drug formulary exception requests manually denied:		5,140	1,095	
Number of drug formulary exception requests auto-adjudicated denied:		0	0	
Total Number of drug formulary exception requests:		8,352	2,016	

Medicaid Number of PAs

Carrier Information	
Company name:	Western Sky Community Care
Line of business:	Medicaid
Prior authorization (PA) requests generally:	All Settings
Total Number of PAs requested:	45,977
Total Number of PA approved:	39,919
Number of PA manually approved:	33,835
Number of PA deemed approved:	1,461
Number of PA auto-adjudicated & Approved:	4,623
Total Number of PAs denied:	6,058
Number of PA manual denied:	6,058
Number of PA auto-adjudicated & denied:	0
Number of claims denied after approved prior authorization	606

PA requests for specified benefits:			
<i>Physical health services PA Requests:</i>	Inpatient	Outpatient	Prescription Drugs
Number of PA requests for physical health benefits manually approved:	11,057	17,804	587
Number of PA requests for physical health benefits deemed approved:	396	885	5
Number of PA requests for physical health benefits auto-adjudicated	6	1,051	3,262
Number of PA requests for physical benefits manually denied:	1,138	2,006	2,585
Number of PA requests for physical health benefits auto-adjudicated	0	0	0
Total number of PA requests for physical health benefits:	12,597	21,746	6,439
<i>Mental health (MH) and substance use disorder (SUD) treatment PA requests:</i>	Inpatient	Outpatient	Prescription Drugs
Number of PA requests for MH and/or SUD benefits manually approved:	3,925	407	55
Number of PA requests for MH and/or SUD benefits deemed approved:	101	74	0
Number of PA requests for MH and/or SUD benefits auto-adjudicated	0	0	304
Number of PA requests for MH and/or SUD benefits manually denied:	0	1	328
Number of PA requests for MH and/or SUD benefits auto-adjudicated	0	0	0
Total number of PA requests for MH and/or SUD benefits:	4,026	482	687

Pharmacy Subset Table	Prescription Drugs Only	
<i>Step-therapy and drug formulary exception requests:</i>	Physical Health	MH/SUD
Number of step-therapy exception requests manually approved:	0	1
Number of step-therapy exception requests auto-adjudicated approved:	0	0
Number of step-therapy exception requests manually denied:	0	1
Number of step-therapy exception requests auto-adjudicated denied:	0	0
Total number of step-therapy exceptions requests:	0	2
Number of drug formulary exception requests manually approved:	0	0
Number of drug formulary exception requests auto-adjudicated	0	0
Number of drug formulary exception requests manually denied:	0	0
Number of drug formulary exception requests auto-adjudicated denied:	0	0
Total Number of drug formulary exception requests:	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:	69,801	6,245	217	71	76,334
Number of decisions on non-urgent/non-emergent PA requests for physical health services within timeframe	66,768	4,909	8	24	71,709
Number of decisions on non-urgent/non-emergent PA requests for MH/SUD health services within timeframe	3,033	1,336	209	47	4,625
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:	9,500	2,315	1,623	326	13,764
Number of decisions on urgent/emergent physical health only PA requests for services within timeframe	5,965	108	75	92	6,240
Number of decisions on urgent/emergent MH/SUD only PA requests for services within timeframe	3,535	2,207	1,548	234	7,524
Prescription Drugs					
Processing time for all standard drug prior authorization requests (not including retrospective authorizations):	3 days	4-7 days	8-14 days	15+ days	Total
Total number of non-urgent/non-emergent PA requests for services by specific drug categories:	22,751	14	0	0	22,765
Number of decisions on non-urgent/non-emergent PA requests for physical health prescription drugs within timeframe	13,901	10	0	0	13,911
Number of decisions on non-urgent/non-emergent PA requests for MH/SUD prescription drugs within timeframe	1,667	2	0	0	1,669
Number of decisions on non-urgent/non-emergent step-therapy exceptions and drug formulary exceptions for physical health drugs within timeframe	6,542	2	0	0	6,544
Number of decisions on non-urgent/non-emergent step-therapy exceptions and drug formulary exceptions for MH/SUD drugs within timeframe	641	0	0	0	641
Processing time for all urgent drug 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 drug categories:	13,062	9	0	0	13,071
Number of decisions on urgent/emergent PA requests for physical health prescription drugs within timeframe	7,105	6	0	0	7,111
Number of decisions on urgent/emergent PA requests of MH/SUD prescription drugs within timeframe	1,523	1	0	0	1,524
Number of decisions on urgent/emergent step-therapy exceptions and drug formulary exceptions for physical health drugs within timeframe	3,843	2	0	0	3,845
Number of decisions on urgent/emergent step-therapy exceptions and drug formulary exceptions for MH/SUD drugs completed within timeframe	591	0	0	0	591
Total Retrospective Authorizations					9,217
Total Medical					4,137
Total Prescription Drug					5,080
Processing time for pended prior authorization requests	Average Time				
Average time from when request pended to resolution (in days)	0.5				
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	74				

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:	79,783	64	13	6	79,866
Number of decisions on non-urgent/non-emergent PA requests for physical health services within timeframe	79,469	64	13	6	79,552
Number of decisions on non-urgent/non-emergent PA requests for MH/SUD health services within timeframe	314	0	0	0	314
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:	1,024	9	5	7	1,045
Number of decisions on urgent/emergent physical health only PA requests for services within timeframe	997	9	5	7	1,018
Number of decisions on urgent/emergent MH/SUD only PA requests for services within timeframe	27	0	0	0	27
Prescription Drugs					
Processing time for all standard drug prior authorization requests (not including retrospective authorizations):	3 days	4-7 days	8-14 days	15+ days	Total
Total number of non-urgent/non-emergent PA requests for services by specific drug categories:	21,563	13	19	20	21,615
Number of decisions on non-urgent/non-emergent PA requests for physical health prescription drugs within timeframe	13,428	8	11	14	13,461
Number of decisions on non-urgent/non-emergent PA requests for MH/SUD prescription drugs within timeframe	1,102	1	0	0	1,103
Number of decisions on non-urgent/non-emergent step-therapy exceptions and drug formulary exceptions for physical health drugs within timeframe	5,955	3	6	6	5,970
Number of decisions on non-urgent/non-emergent step-therapy exceptions and drug formulary exceptions for MH/SUD drugs within timeframe	1,078	1	2	0	1,081
Processing time for all urgent drug 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 drug categories:	11,552	15	4	23	11,594
Number of decisions on urgent/emergent PA requests for physical health prescription drugs within timeframe	6,533	11	1	15	6,560
Number of decisions on urgent/emergent PA requests of MH/SUD prescription drugs within timeframe	1,276	0	1	2	1,279
Number of decisions on urgent/emergent step-therapy exceptions and drug formulary exceptions for physical health drugs within timeframe	2,810	4	2	4	2,820
Number of decisions on urgent/emergent step-therapy exceptions and drug formulary exceptions for MH/SUD drugs completed within timeframe	933	0	0	2	935
Total Retrospective Authorizations					9,622
Total Medical					9,622
Total Prescription Drug					
Processing time for pended prior authorization requests	Average Time				
Average time from when request pended to resolution (in days)	1.1				
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	108				

Western Sky Community Care

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:	31,057	3,485	423	123	35,088
Number of decisions on non-urgent/non-emergent PA requests for physical health services within timeframe	28,695	3,357	301	119	32,472
Number of decisions on non-urgent/non-emergent PA requests for MH/SUD health services within timeframe	2,362	128	122	4	2,616
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:	3,620	75	25	46	3,766
Number of decisions on urgent/emergent physical health only PA requests for services within timeframe	1,794	23	16	39	1,872
Number of decisions on urgent/emergent MH/SUD only PA requests for services within timeframe	1,826	52	9	7	1,894
Prescription Drugs					
Processing time for all standard drug prior authorization requests (not including retrospective authorizations):	3 days	4-7 days	8-14 days	15+ days	Total
Total number of non-urgent/non-emergent PA requests for services by specific drug categories:	4,663	0	0	0	4,663
Number of decisions on non-urgent/non-emergent PA requests for physical health prescription drugs within timeframe	4,259				4,259
Number of decisions on non-urgent/non-emergent PA requests for MH/SUD prescription drugs within timeframe	402				402
Number of decisions on non-urgent/non-emergent step-therapy exceptions and drug formulary exceptions for physical health drugs within timeframe	2				2
Number of decisions on non-urgent/non-emergent step-therapy exceptions and drug formulary exceptions for MH/SUD drugs within timeframe	0				0
Processing time for all urgent drug 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 drug categories:	2,457	3	0	0	2,460
Number of decisions on urgent/emergent PA requests for physical health prescription drugs within timeframe	2,172	3			2,175
Number of decisions on urgent/emergent PA requests of MH/SUD prescription drugs within timeframe	285				285
Number of decisions on urgent/emergent step-therapy exceptions and drug formulary exceptions for physical health drugs within timeframe	0				0
Number of decisions on urgent/emergent step-therapy exceptions and drug formulary exceptions for MH/SUD drugs completed within timeframe	0				0
Total Retrospective Authorizations					0
Total Medical					
Total Prescription Drug					
Processing time for pended prior authorization requests	Average Time				
Average time from when request pended to resolution (in days)	0.0				
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	5				