

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:			
Physical health services PA Requests:		Inpatient	Outpatient
Number of PA requests for physical health benefits manually approved:		3,030	41,058
Number of PA requests for physical health benefits deemed approved:		3	71
Number of PA requests for physical health benefits auto-adjudicated		136	19,430
Number of PA requests for physical benefits manually denied:		108	14,257
Number of PA requests for physical health benefits auto-adjudicated		0	0
Total number of PA requests for physical health benefits:		3,277	74,816
21,933			
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:		8,046	4,059
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		0	0
Number of PA requests for MH and/or SUD benefits manually denied:		8	37
Number of PA requests for MH and/or SUD benefits auto-adjudicated		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			
Step-therapy and drug formulary exception requests:		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
Number of PA requests for physical health benefits manually approved:	1,475	69,799
Number of PA requests for physical health benefits deemed approved:	11	87
Number of PA requests for physical health benefits auto-adjudicated	50	542
Number of PA requests for physical benefits manually denied:	108	8,498
Number of PA requests for physical health benefits auto-adjudicated	0	0
Total number of PA requests for physical health benefits:	1,644	78,926
Prescription Drugs		
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:	72	264
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	0	3
Number of PA requests for MH and/or SUD benefits manually denied:	1	1
Number of PA requests for MH and/or SUD benefits auto-adjudicated	0	0
Total number of PA requests for MH and/or SUD benefits:	73	268
Prescription Drugs		
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

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:			
Physical health services PA Requests:		Inpatient	Outpatient
Number of PA requests for physical health benefits manually approved:		11,057	17,804
Number of PA requests for physical health benefits deemed approved:		396	885
Number of PA requests for physical health benefits auto-adjudicated		6	1,051
Number of PA requests for physical benefits manually denied:		1,138	2,006
Number of PA requests for physical health benefits auto-adjudicated		0	0
Total number of PA requests for physical health benefits:		12,597	21,746
6,439			
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:		3,925	407
Number of PA requests for MH and/or SUD benefits deemed approved:		101	74
Number of PA requests for MH and/or SUD benefits auto-adjudicated		0	0
Number of PA requests for MH and/or SUD benefits manually denied:		0	1
Number of PA requests for MH and/or SUD benefits auto-adjudicated		0	0
Total number of PA requests for MH and/or SUD benefits:		4,026	482
			687
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:		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	
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
<i>Total number of non-urgent/non-emergent PA requests for services by specific medical categories:</i>	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
<i>Total Number of decisions on urgent/emergent PA requests by specific medical categories:</i>	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
<i>Total number of non-urgent/non-emergent PA requests for services by specific drug categories:</i>	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
<i>Total Number of decisions on urgent/emergent PA requests by specific drug categories:</i>	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				