

Prior Authorization Reports - 2023 Calendar Year

Carrier Information				
Company name:	Blue Cross Blue Shield of New Mexico			
Line of business:	Fully Insured Commercial			
Prior authorization (PA) requests generally:		All Settings		
Total Number of PAs requested:		30,116		
Total Number of PA approved:		24,424		
Number of PA manually approved:		16,450		
Number of PA deemed approved:		272		
Number of PA auto-adjudicated & Approved:		7,702		
Total Number of PAs denied:		5,692		
Number of PA manual denied:		5,692		
Number of PA auto-adjudicated & denied:		0		
Number of claims denied after approved prior authorization		1		
PA requests for specified benefits:				
Physical health services PA Requests:		Inpatient	Outpatient	Prescription Drugs
Number of PA requests for physical health benefits manually approved:		1,295	10,195	4,072
Number of PA requests for physical health benefits deemed approved:		37	12	207
Number of PA requests for physical health benefits auto-adjudicated approved:		3,541	4,150	0
Number of PA requests for physical health benefits manually denied:		250	1,851	3,131
Number of PA requests for physical health benefits auto-adjudicated denied:		0	0	0
Total number of PA requests for physical health benefits:		5,123	16,208	7,410
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:		488	216	184
Number of PA requests for MH and/or SUD benefits deemed approved:		5	0	11
Number of PA requests for MH and/or SUD benefits auto-adjudicated approved:		9	2	0
Number of PA requests for MH and/or SUD benefits manually denied:		6	8	446
Number of PA requests for MH and/or SUD benefits auto-adjudicated denied:		0	0	0
Total number of PA requests for MH and/or SUD benefits:		508	226	641
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:		525	57	
Number of step-therapy exception requests auto-adjudicated approved:		0	0	
Number of step-therapy exception requests manually denied:		174	22	
Number of step-therapy exception requests auto-adjudicated denied:		0	0	
Total number of step-therapy exceptions requests:		699	79	
Number of drug formulary exception requests manually approved:		423	94	
Number of drug formulary exception requests auto-adjudicated approved:		0	0	
Number of drug formulary exception requests manually denied:		1,530	402	
Number of drug formulary exception requests auto-adjudicated denied:		0	0	
Total Number of drug formulary exception requests:		1,953	496	

Number of PAs by Insurer

Carrier Information				
Company name:	Cigna Health and Life Insurance Company			
Line of business:	Fully Insured			
Prior authorization (PA) requests generally:		All Settings		
Total Number of PAs requested:		555		
Total Number of PA approved:		356		
Number of PA manually approved:		348		
Number of PA deemed approved:		0		
Number of PA auto-adjudicated & Approved:		8		
Total Number of PAs denied:		199		
Number of PA manual denied:		199		
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	Prescription Drugs
Number of PA requests for physical health benefits manually approved:		0	20	323
Number of PA requests for physical health benefits deemed approved:		0	0	0
Number of PA requests for physical health benefits auto-adjudicated approved:		0	8	0
Number of PA requests for physical benefits manually denied:		0	1	190
Number of PA requests for physical health benefits auto-adjudicated denied:		0	0	0
Total number of PA requests for physical health benefits:		0	29	513
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:		0	0	5
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 approved:		0	0	0
Number of PA requests for MH and/or SUD benefits manually denied:		0	0	8
Number of PA requests for MH and/or SUD benefits auto-adjudicated denied:		0	0	0
Total number of PA requests for MH and/or SUD benefits:		0	0	13
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:		7	3	
Number of step-therapy exception requests auto-adjudicated approved:		0	0	
Number of step-therapy exception requests manually denied:		1	1	
Number of step-therapy exception requests auto-adjudicated denied:		0	0	
Total number of step-therapy exceptions requests:		8	4	
Number of drug formulary exception requests manually approved:		33	0	
Number of drug formulary exception requests auto-adjudicated approved:		0	0	
Number of drug formulary exception requests manually denied:		47	5	
Number of drug formulary exception requests auto-adjudicated denied:		0	0	
Total Number of drug formulary exception requests:		80	5	

Number of PAs by Insurer

Carrier Information	
Company name:	Molina Healthcare, Inc
Line of business:	Marketplace
Prior authorization (PA) requests generally:	All Settings
Total Number of PAs requested:	3,264
Total Number of PA approved:	2,491
Number of PA manually approved:	2,474
Number of PA deemed approved:	17
Number of PA auto-adjudicated & Approved:	0
Total Number of PAs denied:	773
Number of PA manual denied:	773
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	Prescription Drugs
Number of PA requests for physical health benefits manually approved:	13	1,732	554
Number of PA requests for physical health benefits deemed approved:	1	13	1
Number of PA requests for physical health benefits auto-adjudicated approved:	0	0	0
Number of PA requests for physical health benefits manually denied:	6	302	428
Number of PA requests for physical health benefits auto-adjudicated denied:	0	0	0
Total number of PA requests for physical health benefits:	20	2,047	983
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:	14	37	124
Number of PA requests for MH and/or SUD benefits deemed approved:	1	1	0
Number of PA requests for MH and/or SUD benefits auto-adjudicated approved:	0	0	0
Number of PA requests for MH and/or SUD benefits manually denied:	2	3	32
Number of PA requests for MH and/or SUD benefits auto-adjudicated denied:	0	0	0
Total number of PA requests for MH and/or SUD benefits:	17	41	156

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:	96	0
Number of step-therapy exception requests auto-adjudicated approved:	0	0
Number of step-therapy exception requests manually denied:	55	0
Number of step-therapy exception requests auto-adjudicated denied:	0	0
Total number of step-therapy exceptions requests:	151	0
Number of drug formulary exception requests manually approved:	142	19
Number of drug formulary exception requests auto-adjudicated approved:	0	0
Number of drug formulary exception requests manually denied:	153	9
Number of drug formulary exception requests auto-adjudicated denied:	0	0
Total Number of drug formulary exception requests:	295	28

Number of PAs by Insurer

Carrier Information	
Company name:	Presbyterian Health Plan, Inc.
Line of business:	Commercial
Prior authorization (PA) requests generally:	All Settings
Total Number of PAs requested:	26,963
Total Number of PA approved:	20,021
Number of PA manually approved:	10,454
Number of PA deemed approved:	19
Number of PA auto-adjudicated & Approved:	9,553
Total Number of PAs denied:	7,534
Number of PA manual denied:	7,534
Number of PA auto-adjudicated & denied:	0
Number of claims denied after approved prior authorization	65

PA requests for specified benefits:			
Physical health services PA Requests:	Inpatient	Outpatient	Prescription Drugs
Number of PA requests for physical health benefits manually approved:	198	7,951	2,208
Number of PA requests for physical health benefits deemed approved:	0	19	0
Number of PA requests for physical health benefits auto-adjudicated approved:	14	9,539	0
Number of PA requests for physical benefits manually denied:	20	4,143	2,858
Number of PA requests for physical health benefits auto-adjudicated denied:	0	0	0
Total number of PA requests for physical health benefits:	232	21,652	5,066
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:	568	97	436
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 approved:	0	0	0
Number of PA requests for MH and/or SUD benefits manually denied:	1	19	493
Number of PA requests for MH and/or SUD benefits auto-adjudicated denied:	0	0	0
Total number of PA requests for MH and/or SUD benefits:	569	116	929

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:	457	74
Number of step-therapy exception requests auto-adjudicated approved:	0	0
Number of step-therapy exception requests manually denied:	389	72
Number of step-therapy exception requests auto-adjudicated denied:	0	0
Total number of step-therapy exceptions requests:	846	146
Number of drug formulary exception requests manually approved:	278	31
Number of drug formulary exception requests auto-adjudicated approved:	0	0
Number of drug formulary exception requests manually denied:	1,408	110
Number of drug formulary exception requests auto-adjudicated denied:	0	0
Total Number of drug formulary exception requests:	1,686	141

Number of PAs by Insurer

Carrier Information	
Company name:	Presbyterian Insurance Company
Line of business:	Commercial
Prior authorization (PA) requests generally:	All Settings
Total Number of PAs requested:	1,601
Total Number of PA approved:	1,009
Number of PA manually approved:	1,004
Number of PA deemed approved:	1
Number of PA auto-adjudicated & Approved:	4
Total Number of PAs denied:	592
Number of PA manual denied:	592
Number of PA auto-adjudicated & denied:	0
Number of claims denied after approved prior authorization	23

PA requests for specified benefits:			
Physical health services PA Requests:	Inpatient	Outpatient	Prescription Drugs
Number of PA requests for physical health benefits manually approved:	18	690	228
Number of PA requests for physical health benefits deemed approved:	0	1	0
Number of PA requests for physical health benefits auto-adjudicated approved:	2	2	0
Number of PA requests for physical benefits manually denied:	0	201	328
Number of PA requests for physical health benefits auto-adjudicated denied:	0	0	0
Total number of PA requests for physical health benefits:	20	894	556
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:	0	2	66
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 approved:	0	0	0
Number of PA requests for MH and/or SUD benefits manually denied:	0	0	63
Number of PA requests for MH and/or SUD benefits auto-adjudicated denied:	0	0	0
Total number of PA requests for MH and/or SUD benefits:	0	2	129

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:	52	7
Number of step-therapy exception requests auto-adjudicated approved:	0	0
Number of step-therapy exception requests manually denied:	44	7
Number of step-therapy exception requests auto-adjudicated denied:	0	0
Total number of step-therapy exceptions requests:	96	14
Number of drug formulary exception requests manually approved:	26	9
Number of drug formulary exception requests auto-adjudicated approved:	0	0
Number of drug formulary exception requests manually denied:	167	12
Number of drug formulary exception requests auto-adjudicated denied:	0	0
Total Number of drug formulary exception requests:	193	21

Number of PAs by Insurer

Carrier Information	
Company name:	UnitedHealthcare of New Mexico, Inc.
Line of business:	Commercial
Prior authorization (PA) requests generally:	All Settings
Total Number of PAs requested:	282
Total Number of PA approved:	149
Number of PA manually approved:	84
Number of PA deemed approved:	1
Number of PA auto-adjudicated & Approved:	64
Total Number of PAs denied:	133
Number of PA manual denied:	114
Number of PA auto-adjudicated & denied:	19
Number of claims denied after approved prior authorization	0

PA requests for specified benefits:			
Physical health services PA Requests:	Inpatient	Outpatient	Prescription Drugs
Number of PA requests for physical health benefits manually approved:	4	16	62
Number of PA requests for physical health benefits deemed approved:	0	1	0
Number of PA requests for physical health benefits auto-adjudicated approved:	0	12	52
Number of PA requests for physical health benefits manually denied:	2	13	98
Number of PA requests for physical health benefits auto-adjudicated denied:	0	0	19
Total number of PA requests for physical health benefits:	6	42	231
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:	0	0	2
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 approved:	0	0	0
Number of PA requests for MH and/or SUD benefits manually denied:	0	0	1
Number of PA requests for MH and/or SUD benefits auto-adjudicated denied:	0	0	0
Total number of PA requests for MH and/or SUD benefits:	0	0	3

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:	17	0
Number of step-therapy exception requests auto-adjudicated approved:	6	0
Number of step-therapy exception requests manually denied:	31	0
Number of step-therapy exception requests auto-adjudicated denied:	2	0
Total number of step-therapy exceptions requests:	56	0
Number of drug formulary exception requests manually approved:	7	2
Number of drug formulary exception requests auto-adjudicated approved:	6	0
Number of drug formulary exception requests manually denied:	30	0
Number of drug formulary exception requests auto-adjudicated denied:	0	0
Total Number of drug formulary exception requests:	43	2

Number of PAs by Insurer

Carrier Information	
Company name:	UnitedHealthcare Insurance Company
Line of business:	Commercial
Prior authorization (PA) requests generally:	All Settings
Total Number of PAs requested:	3,244
Total Number of PA approved:	1,860
Number of PA manually approved:	1,099
Number of PA deemed approved:	9
Number of PA auto-adjudicated & Approved:	752
Total Number of PAs denied:	1,384
Number of PA manual denied:	1,197
Number of PA auto-adjudicated & denied:	187
Number of claims denied after approved prior authorization	0

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:	34	180	664
Number of PA requests for physical health benefits deemed approved:	1	8	0
Number of PA requests for physical health benefits auto-adjudicated approved:	0	12	710
Number of PA requests for physical benefits manually denied:	10	163	927
Number of PA requests for physical health benefits auto-adjudicated denied:	0	0	180
Total number of PA requests for physical health benefits:	45	363	2,481
<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:	5	149	67
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 approved:	0	0	30
Number of PA requests for MH and/or SUD benefits manually denied:	0	3	94
Number of PA requests for MH and/or SUD benefits auto-adjudicated denied:	0	0	7
Total number of PA requests for MH and/or SUD benefits:	5	152	198

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:	155	4
Number of step-therapy exception requests auto-adjudicated approved:	135	3
Number of step-therapy exception requests manually denied:	247	2
Number of step-therapy exception requests auto-adjudicated denied:	26	0
Total number of step-therapy exceptions requests:	563	9
Number of drug formulary exception requests manually approved:	84	29
Number of drug formulary exception requests auto-adjudicated approved:	122	20
Number of drug formulary exception requests manually denied:	294	62
Number of drug formulary exception requests auto-adjudicated denied:	5	0
Total Number of drug formulary exception requests:	505	111

Number of PAs by Insurer

Carrier Information	
Company name:	Western Sky Community Care
Line of business:	Marketplace
Prior authorization (PA) requests generally:	All Settings
Total Number of PAs requested:	2,084
Total Number of PA approved:	1,485
Number of PA manually approved:	985
Number of PA deemed approved:	88
Number of PA auto-adjudicated & Approved:	412
Total Number of PAs denied:	599
Number of PA manual denied:	599
Number of PA auto-adjudicated & denied:	0
Number of claims denied after approved prior authorization	38

PA requests for specified benefits:			
Physical health services PA Requests:	Inpatient	Outpatient	Prescription Drugs
Number of PA requests for physical health benefits manually approved:	191	668	68
Number of PA requests for physical health benefits deemed approved:	22	44	0
Number of PA requests for physical health benefits auto-adjudicated approved:	0	3	372
Number of PA requests for physical benefits manually denied:	24	198	358
Number of PA requests for physical health benefits auto-adjudicated denied:	0	0	0
Total number of PA requests for physical health benefits:	237	913	798
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:	42	12	4
Number of PA requests for MH and/or SUD benefits deemed approved:	17	1	4
Number of PA requests for MH and/or SUD benefits auto-adjudicated approved:	0	0	37
Number of PA requests for MH and/or SUD benefits manually denied:	2	1	16
Number of PA requests for MH and/or SUD benefits auto-adjudicated denied:	0	0	0
Total number of PA requests for MH and/or SUD benefits:	61	14	61

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:	1	6
Number of step-therapy exception requests manually denied:	7	6
Number of step-therapy exception requests auto-adjudicated denied:	0	0
Total number of step-therapy exceptions requests:	8	13
Number of drug formulary exception requests manually approved:	0	0
Number of drug formulary exception requests auto-adjudicated approved:	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

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:	16,956	31	8	6	17,001
Number of decisions on non-urgent/non-emergent PA requests for physical health services within timeframe	16,602	23	7	5	16,637
Number of decisions on non-urgent/non-emergent PA requests for MH/SUD health services within timeframe	354	8	1	1	364
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:	4,671	362	10	21	5,064
Number of decisions on urgent/emergent physical health only PA requests for services within timeframe	4,313	357	8	16	4,694
Number of decisions on urgent/emergent MH/SUD only PA requests for services within timeframe	358	5	2	5	370

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:	5,266	428	31	10	5,735
Number of decisions on non-urgent/non-emergent PA requests for physical health prescription drugs within timeframe	3,046	246	18	8	3,318
Number of decisions on non-urgent/non-emergent PA requests for MH/SUD prescription drugs within timeframe	25	2	0	0	27
Number of decisions on non-urgent/non-emergent step-therapy exceptions and drug formulary exceptions for physical health drugs within timeframe	1,867	151	12	2	2,032
Number of decisions on non-urgent/non-emergent step-therapy exceptions and drug formulary exceptions for MH/SUD drugs within timeframe	328	29	1	0	358
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:	2,208	70	17	21	2,316
Number of decisions on urgent/emergent PA requests for physical health prescription drugs within timeframe	1,337	39	13	13	1,402
Number of decisions on urgent/emergent PA requests of MH/SUD prescription drugs within timeframe	28	1	0	0	29
Number of decisions on urgent/emergent step-therapy exceptions and drug formulary exceptions for physical health drugs within timeframe	630	20	3	5	658
Number of decisions on urgent/emergent step-therapy exceptions and drug formulary exceptions for MH/SUD drugs completed within timeframe	213	10	1	3	227
Total Retrospective Authorizations					645
Total Medical					645
Total Prescription Drug					
Processing time for pended prior authorization requests	Average Time				
Average time from when request pended to resolution (in days)	1.3				
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	272				

Cigna Health and Life Insurance Company

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:	28	1	0	0	29
Number of decisions on non-urgent/non-emergent PA requests for physical health services within timeframe	28	1	0	0	29
Number of decisions on non-urgent/non-emergent PA requests for MH/SUD health services within timeframe	0	0	0	0	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	0	0
Number of decisions on urgent/emergent physical health only PA requests for services within timeframe	0	0	0	0	0
Number of decisions on urgent/emergent MH/SUD only PA requests for services within timeframe	0	0	0	0	0
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:	251	73	32	3	359
Number of decisions on non-urgent/non-emergent PA requests for physical health prescription drugs within timeframe	214	56	25	3	298
Number of decisions on non-urgent/non-emergent PA requests for MH/SUD prescription drugs within timeframe	2	0	0	0	2
Number of decisions on non-urgent/non-emergent step-therapy exceptions and drug formulary exceptions for physical health drugs within timeframe	2	4	0	0	6
Number of decisions on non-urgent/non-emergent step-therapy exceptions and drug formulary exceptions for MH/SUD drugs within timeframe	33	13	7	0	53
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:	106	15	28	18	167
Number of decisions on urgent/emergent PA requests for physical health prescription drugs within timeframe	86	13	16	12	127
Number of decisions on urgent/emergent PA requests of MH/SUD prescription drugs within timeframe	2	0	0	0	2
Number of decisions on urgent/emergent step-therapy exceptions and drug formulary exceptions for physical health drugs within timeframe	16	2	12	5	35
Number of decisions on urgent/emergent step-therapy exceptions and drug formulary exceptions for MH/SUD drugs completed within timeframe	2	0	0	1	3
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)	8.0				
Number of PA requests deemed approved	Requests Deemed Approved				
Number of PA requests deemed approved due to failure to meet required review timelines	0				

Molina Healthcare, 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:	1,694	1	0	1	1,696
Number of decisions on non-urgent/non-emergent PA requests for physical health services within timeframe	1,654	0	0	1	1,655
Number of decisions on non-urgent/non-emergent PA requests for MH/SUD health services within timeframe	40	1	0	0	41
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:	415	10	2	2	429
Number of decisions on urgent/emergent physical health only PA requests for services within timeframe	399	9	2	2	412
Number of decisions on urgent/emergent MH/SUD only PA requests for services within timeframe	16	1	0	0	17

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:	780	0	0	0	780
Number of decisions on non-urgent/non-emergent PA requests for physical health prescription drugs within timeframe	342	0	0	0	342
Number of decisions on non-urgent/non-emergent PA requests for MH/SUD prescription drugs within timeframe	94	0	0	0	94
Number of decisions on non-urgent/non-emergent step-therapy exceptions and drug formulary exceptions for physical health drugs within timeframe	322	0	0	0	322
Number of decisions on non-urgent/non-emergent step-therapy exceptions and drug formulary exceptions for MH/SUD drugs within timeframe	22	0	0	0	22
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:	359	0	0	0	359
Number of decisions on urgent/emergent PA requests for physical health prescription drugs within timeframe	195	0	0	0	195
Number of decisions on urgent/emergent PA requests of MH/SUD prescription drugs within timeframe	34	0	0	0	34
Number of decisions on urgent/emergent step-therapy exceptions and drug formulary exceptions for physical health drugs within timeframe	124	0	0	0	124
Number of decisions on urgent/emergent step-therapy exceptions and drug formulary exceptions for MH/SUD drugs completed within timeframe	6	0	0	0	6
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)	1.5				
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	17				

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:	17,164	734	1	9	17,908
Number of decisions on non-urgent/non-emergent PA requests for physical health services within timeframe	16,490	732	1	4	17,227
Number of decisions on non-urgent/non-emergent PA requests for MH/SUD health services within timeframe	674	2	0	5	681
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:	728	9	3	22	762
Number of decisions on urgent/emergent physical health only PA requests for services within timeframe	726	9	3	22	760
Number of decisions on urgent/emergent MH/SUD only PA requests for services within timeframe	2	0	0	0	2

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:	5,122	14	3	0	5,139
Number of decisions on non-urgent/non-emergent PA requests for physical health prescription drugs within timeframe	3,077	12	3	0	3,092
Number of decisions on non-urgent/non-emergent PA requests for MH/SUD prescription drugs within timeframe	443	2	0	0	445
Number of decisions on non-urgent/non-emergent step-therapy exceptions and drug formulary exceptions for physical health drugs within timeframe	1,472	0	0	0	1,472
Number of decisions on non-urgent/non-emergent step-therapy exceptions and drug formulary exceptions for MH/SUD drugs within timeframe	130	0	0	0	130
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:	2,339	1	0	1	2,341
Number of decisions on urgent/emergent PA requests for physical health prescription drugs within timeframe	1,252	1	0	1	1,254
Number of decisions on urgent/emergent PA requests of MH/SUD prescription drugs within timeframe	301	0	0	0	301
Number of decisions on urgent/emergent step-therapy exceptions and drug formulary exceptions for physical health drugs within timeframe	683	0	0	0	683
Number of decisions on urgent/emergent step-therapy exceptions and drug formulary exceptions for MH/SUD drugs completed within timeframe	103	0	0	0	103
Total Retrospective Authorizations					1,859
Total Medical					499
Total Prescription Drug					1,360
Processing time for pended prior authorization requests	Average Time				
Average time from when request pended to resolution (in days)	0.4				
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	18				

Presbyterian Insurance Company

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:	737	74	0	2	813
Number of decisions on non-urgent/non-emergent PA requests for physical health services within timeframe	735	74	0	2	811
Number of decisions on non-urgent/non-emergent PA requests for MH/SUD health services within timeframe	2	0	0	0	2
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:	91	2	1	2	96
Number of decisions on urgent/emergent physical health only PA requests for services within timeframe	91	2	1	2	96
Number of decisions on urgent/emergent MH/SUD only PA requests for services within timeframe	0	0	0	0	0
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:	638	3	0	0	641
Number of decisions on non-urgent/non-emergent PA requests for physical health prescription drugs within timeframe	365	3	0	0	368
Number of decisions on non-urgent/non-emergent PA requests for MH/SUD prescription drugs within timeframe	75	0	0	0	75
Number of decisions on non-urgent/non-emergent step-therapy exceptions and drug formulary exceptions for physical health drugs within timeframe	180	0	0	0	180
Number of decisions on non-urgent/non-emergent step-therapy exceptions and drug formulary exceptions for MH/SUD drugs within timeframe	18	0	0	0	18
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:	323	0	0	0	323
Number of decisions on urgent/emergent PA requests for physical health prescription drugs within timeframe	168	0	0	0	168
Number of decisions on urgent/emergent PA requests of MH/SUD prescription drugs within timeframe	43	0	0	0	43
Number of decisions on urgent/emergent step-therapy exceptions and drug formulary exceptions for physical health drugs within timeframe	98	0	0	0	98
Number of decisions on urgent/emergent step-therapy exceptions and drug formulary exceptions for MH/SUD drugs completed within timeframe	14	0	0	0	14
Total Retrospective Authorizations					208
Total Medical					40
Total Prescription Drug					168
Processing time for pended prior authorization requests	Average Time				
Average time from when request pended to resolution (in days)	0.4				
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	1				

UnitedHealthcare of New Mexico, 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:	43	2	0	0	45
Number of decisions on non-urgent/non-emergent PA requests for physical health services within timeframe	43	2	0	0	45
Number of decisions on non-urgent/non-emergent PA requests for MH/SUD health services within timeframe	0	0	0	0	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:	3	0	0	0	3
Number of decisions on urgent/emergent physical health only PA requests for services within timeframe	3	0	0	0	3
Number of decisions on urgent/emergent MH/SUD only PA requests for services within timeframe	0	0	0	0	0
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:	176	0	0	0	176
Number of decisions on non-urgent/non-emergent PA requests for physical health prescription drugs within timeframe	105	0	0	0	105
Number of decisions on non-urgent/non-emergent PA requests for MH/SUD prescription drugs within timeframe	1	0	0	0	1
Number of decisions on non-urgent/non-emergent step-therapy exceptions and drug formulary exceptions for physical health drugs within timeframe	68	0	0	0	68
Number of decisions on non-urgent/non-emergent step-therapy exceptions and drug formulary exceptions for MH/SUD drugs within timeframe	2	0	0	0	2
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:	58	0	1	0	59
Number of decisions on urgent/emergent PA requests for physical health prescription drugs within timeframe	27	0	1	0	28
Number of decisions on urgent/emergent PA requests of MH/SUD prescription drugs within timeframe	0	0	0	0	0
Number of decisions on urgent/emergent step-therapy exceptions and drug formulary exceptions for physical health drugs within timeframe	31	0	0	0	31
Number of decisions on urgent/emergent step-therapy exceptions and drug formulary exceptions for MH/SUD drugs completed within timeframe	0	0	0	0	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)	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	1				

UnitedHealthcare Insurance Company

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:	501	30	0	3	534
Number of decisions on non-urgent/non-emergent PA requests for physical health services within timeframe	354	27	0	1	382
Number of decisions on non-urgent/non-emergent PA requests for MH/SUD health services within timeframe	147	3	0	2	152
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:	24	2	4	1	31
Number of decisions on urgent/emergent physical health only PA requests for services within timeframe	19	2	4	1	26
Number of decisions on urgent/emergent MH/SUD only PA requests for services within timeframe	5	0	0	0	5

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:	2,097	23	0	0	2,120
Number of decisions on non-urgent/non-emergent PA requests for physical health prescription drugs within timeframe	1,123	12	0	0	1,135
Number of decisions on non-urgent/non-emergent PA requests for MH/SUD prescription drugs within timeframe	58	0	0	0	58
Number of decisions on non-urgent/non-emergent step-therapy exceptions and drug formulary exceptions for physical health drugs within timeframe	833	10	0	0	843
Number of decisions on non-urgent/non-emergent step-therapy exceptions and drug formulary exceptions for MH/SUD drugs within timeframe	83	1	0	0	84
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:	570	6	12	3	591
Number of decisions on urgent/emergent PA requests for physical health prescription drugs within timeframe	298	3	8	1	310
Number of decisions on urgent/emergent PA requests of MH/SUD prescription drugs within timeframe	19	0	1	0	20
Number of decisions on urgent/emergent step-therapy exceptions and drug formulary exceptions for physical health drugs within timeframe	219	3	2	1	225
Number of decisions on urgent/emergent step-therapy exceptions and drug formulary exceptions for MH/SUD drugs completed within timeframe	34	0	1	1	36
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)	21.0				
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	9				

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:	1,015	133	17	19	1,184
Number of decisions on non-urgent/non-emergent PA requests for physical health services within timeframe	942	131	17	19	1,109
Number of decisions on non-urgent/non-emergent PA requests for MH/SUD health services within timeframe	73	2	0	0	75
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:	24	1	3	13	41
Number of decisions on urgent/emergent physical health only PA requests for services within timeframe	24	1	3	13	41
Number of decisions on urgent/emergent MH/SUD only PA requests for services within timeframe	0	0	0	0	0
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:	528	0	0	0	528
Number of decisions on non-urgent/non-emergent PA requests for physical health prescription drugs within timeframe	472	0	0	0	472
Number of decisions on non-urgent/non-emergent PA requests for MH/SUD prescription drugs within timeframe	42	0	0	0	42
Number of decisions on non-urgent/non-emergent step-therapy exceptions and drug formulary exceptions for physical health drugs within timeframe	6	0	0	0	6
Number of decisions on non-urgent/non-emergent step-therapy exceptions and drug formulary exceptions for MH/SUD drugs within timeframe	8	0	0	0	8
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:	330	0	1	0	331
Number of decisions on urgent/emergent PA requests for physical health prescription drugs within timeframe	292	0	1	0	293
Number of decisions on urgent/emergent PA requests of MH/SUD prescription drugs within timeframe	31	0	0	0	31
Number of decisions on urgent/emergent step-therapy exceptions and drug formulary exceptions for physical health drugs within timeframe	2	0	0	0	2
Number of decisions on urgent/emergent step-therapy exceptions and drug formulary exceptions for MH/SUD drugs completed within timeframe	5	0	0	0	5
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	4				