

# San Mateo County BHRS 2025 Prior Authorization Metric Report

This report compiles 2025 data on prior authorizations for San Mateo County Medi-Cal clients who sought services from San Mateo County Behavioral Health and Recovery Services. Medi-Cal certified services requiring prior authorization per DHCS policy guidance are included.

- *A list of all items and services that required prior authorization in Calendar Year 25 for Medi-Cal patients*
  - *SUD Residential Treatment Services (3.1, 3.3, 3.5)*
  - *Therapeutic Behavioral Services (TBS)*
  - *Intensive Home-Based Services (IHBS)*

## Aggregate Prior Authorization Metrics

| Metric                                                                                                                   | CY2025 Medi-Cal Data |
|--------------------------------------------------------------------------------------------------------------------------|----------------------|
| Total Standard Prior Authorization Requests received                                                                     | 1038                 |
| Percentage of Standard Prior Authorization requests that were approved                                                   | 97.7%<br>(1014/1038) |
| Percentage of Standard Prior Authorization requests that were denied                                                     | 2.3%<br>(24/1038)    |
| Percentage of Standard Prior Authorization requests approved after appeal                                                | N/A                  |
| Percentage of prior authorization requests for which the timeframe for review was extended, and the request was approved | N/A                  |
| Total expedited prior authorization requests received                                                                    | 0                    |
| Percentage of expedited prior authorization requests that were approved                                                  | N/A                  |
| Percentage of expedited prior authorization requests that were denied                                                    | N/A                  |
| Total standard and expedited prior authorization requests received                                                       | 1038                 |

## Prior Authorization Timeframes

- The average and median time that elapsed between the submission of a request and a determination by the BHP for standard prior authorizations, aggregated for all items and services

| Service                               | Avg time elapsed | Median time elapsed |
|---------------------------------------|------------------|---------------------|
| SUD Residential Treatment             | <1 day           | <1 day              |
| Therapeutic Behavioral Services (TBS) | 3 days           | 2 days              |
| Intensive Home-Based Services (IHBS)  | 10 days          | 4 days              |

- The average and median time that elapsed between the submission of a request and a decision by the BHP for expedited prior authorizations, aggregated for all items and services

| Service                               | Avg time elapsed | Median time elapsed |
|---------------------------------------|------------------|---------------------|
| SUD Residential Treatment             | N/A              | N/A                 |
| Therapeutic Behavioral Services (TBS) | N/A              | N/A                 |
| Intensive Home-Based Services (IHBS)  | N/A              | N/A                 |