

Calendar Year 2025 Prior Authorization Metrics

Metric – Residential Services	Outcome
Total authorizations	1,937
Total standard and expedited prior authorization requests received	1,937
The percentage of standard prior authorization requests that were approved	99%
The percentage of standard prior authorization requests that were denied	0.005%
The percentage of standard prior authorization requests that were approved after an appeal	N/A
The percentage of prior authorization requests for which the timeframe for review was extended, and the request was approved	0.04%
Total expedited prior authorization requests received	0
The percentage of expedited prior authorization requests that were approved	N/A
The percentage of expedited prior authorization requests that were denied	N/A
The average and median time that elapsed between the submission of a request and a determination by the basic health program (BHP) for standard prior authorizations	Average: 4 days Median: 3 days
The average and median time that elapsed between the submission of a request and a decision by the BHP for expedited prior authorizations	N/A

County	Approved	Denied
Humboldt	458	1
Lassen	15	1
Mendocino	215	0
Modoc	31	0
Shasta	527	3
Siskiyou	76	0
Solano	615	4
Total	1,937	9