

ORANGE COUNTY BEHAVIORAL HEALTH PLAN PRIOR AUTHORIZATION PROCESSING TIMELINES

Beginning January 1, 2026, Behavioral Health Plans (BHP) must publicly report prior authorization metrics. By March 31 of each year, BHPs must post the data from the previous calendar year on its website.

For Calendar Year (CY 2025), the Orange County BHP provided services requiring prior authorization in the following categories:

- Substance Use Disorder Residential Treatment Services (Adult)
- Therapeutic Behavioral Services (Child/Youth)
- In-Home Behavioral Health Services (Child/Youth)

ADULT SUBSTANCE USE DISORDER RESIDENTIAL TREATMENT

| CY 2025 Prior Authorization Processing Timelines | Number | Percent |
|--|---------------|----------------|
| Total Standard Prior Authorization Requests Received | 2,368 | - |
| Approved (aggregated for all items/services) | 2,300 | 100% |
| Denied (aggregated) | 68 | 0% |
| Approved after appeal (aggregated) | 0 | 0% |
| Had extended review and approved (aggregated) | 0 | 0% |
| Expedited Prior Authorization Requests Received | 0 | - |
| Approved (aggregated) | - | - |
| Denied (aggregated) | - | - |
| Total Standard and Expedited Prior Authorization Requests | 2,368 | - |
| Average and Median Processing Timelines: | Median | Average |
| Standard requests | 1 Day | 1 Day |
| Expedited requests | - | - |

CHILD/YOUTH THERAPEUTIC BEHAVIORAL SERVICES

| CY 2025 Prior Authorization Processing Timelines | Standard & Extended Review Reported | | Standard Review Only Reported | |
|--|-------------------------------------|------------------|--|---------|
| | Number | Percent | Number | Percent |
| Total Standard Prior Authorization Requests Received | 310 | - | 72 | - |
| Approved (aggregated for all items/services) | 310 | 100% | 72 | 100% |
| Denied (aggregated) | 0 | 0% | 0 | 0% |
| Approved after appeal (aggregated) | 0 | 0% | 0 | 0% |
| Had extended review and approved (aggregated) | 18 of 310 | 100% | * | * |
| Expedited Prior Authorization Requests Received | 1 | - | 0 | - |
| Approved (aggregated) | 1 | 100% | - | - |
| Denied (aggregated) | 0 | 0% | - | - |
| Total Standard and Expedited Prior Authorization Requests | 311 | - | 72 | - |
| Average and Median Processing Timelines for Providers: | Median** | Average** | Range*** | |
| Standard requests | Not Available | 2 Days | 0-5 Days for 71 requests 29 Days for 1 request* | |
| Expedited requests | < 2 Days | < 2 Days | - | |

* Not all providers flagged authorization reviews that had an extended timeline. However, all but one authorization review was reported to have been completed in 5 or fewer days.

** Dates were not consistently tracked by date of authorization determination (i.e., approved, denied) across all providers. Some tracked by TBS referral acceptance date. Thus, processing timelines are estimated and not calculated. Data collection method is being updated to specifically track authorization determination date for CY 2026.

*** Average and median cannot be calculated because only minimum and maximum days to authorization determination were reported.

CHILD/YOUTH IN-HOME BEHAVIORAL HEALTH SERVICES

| CY 2025 Prior Authorization Processing Timelines | Number | Percent |
|--|---------------|----------------|
| Total Standard Prior Authorization Requests Received | 2,950 | - |
| Approved (aggregated for all items/services) | 2,950 | 100% |
| Denied (aggregated) | 0 | 0% |
| Approved after appeal (aggregated) | 0 | 0% |
| Had extended review and approved (aggregated) | 0 | 0% |
| | | |
| Expedited Prior Authorization Requests Received | 0 | - |
| Approved (aggregated) | - | - |
| Denied (aggregated) | - | - |
| | | |
| Total Standard and Expedited Prior Authorization Requests | 2,950 | - |
| Average and Median Processing Timelines*: | Median | Average |
| Standard requests | Not Available | Not Available |
| Expedited requests | - | - |

**Average and Median days could not be calculated. Prior authorization data collection is being updated for CY2026.*