

# 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 31st 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 Medi-Cal Plans:

- Mental Health Plan (MHP)
  - Assertive Community Treatment/Forensic Assertive Community Treatment
  - Crisis Residential Treatment Services
  - Day Treatment Intensive and Day Rehabilitation
  - Intensive Home-Based Services
  - Therapeutic Behavioral Services
  - Therapeutic Foster Care
- Drug Medi-Cal Organized Delivery System (DMC-ODS)
  - Adult Residential Treatment Services

# DMC-ODS

## PRIOR AUTHORIZATION PROCESSING TIMELINES

| CY 2025 Prior Authorization Processing Timelines                 | Number        | Percent        |
|------------------------------------------------------------------|---------------|----------------|
| <b>Total Standard Prior Authorization Requests Received</b>      | <b>2,368</b>  | -              |
| Approved (aggregated for all items/services)                     | 2,300         | 99.97%         |
| Denied (aggregated)                                              | 68            | 0.03%          |
| Approved after appeal (aggregated)                               | 0             | 0%             |
| Had extended review and approved (aggregated)                    | 0             | 0%             |
|                                                                  |               |                |
| <b>Expedited Prior Authorization Requests Received</b>           | <b>0</b>      | -              |
| Approved (aggregated)                                            | -             | -              |
| Denied (aggregated)                                              | -             | -              |
|                                                                  |               |                |
| <b>Total Standard and Expedited Prior Authorization Requests</b> | <b>2,368</b>  | -              |
| <b>Average and Median Processing Timelines:</b>                  | <b>Median</b> | <b>Average</b> |
| Standard requests                                                | 1 Day         | 1 Day          |
| Expedited requests                                               | -             | -              |

# MENTAL HEALTH PLAN PRIOR AUTHORIZATION PROCESSING TIMELINES

| CY 2025 Prior Authorization Processing Timelines                 | Number        | Percent        |
|------------------------------------------------------------------|---------------|----------------|
| <b>Total Standard Prior Authorization Requests Received</b>      | <b>3,260</b>  | -              |
| Approved (aggregated for all items/services)                     | 3,242         | 99.44%         |
| Denied (aggregated)                                              | 0             | 0%             |
| Approved after appeal (aggregated)                               | 0             | 0%             |
| Had extended review and approved (aggregated)                    | 18            | 0.56%          |
|                                                                  |               |                |
| <b>Expedited Prior Authorization Requests Received</b>           | <b>1</b>      |                |
| Approved (aggregated)                                            | 1             | 100%           |
| Denied (aggregated)                                              | -             | -              |
|                                                                  |               |                |
| <b>Total Standard and Expedited Prior Authorization Requests</b> | <b>3,261</b>  | -              |
| <b>Average and Median Processing Timelines*:</b>                 | <b>Median</b> | <b>Average</b> |
| Standard requests                                                | Not Available | 2 Days         |
| Expedited requests                                               | < 2 Days      | < 2 Days       |

*\*Median days could not be calculated for standard requests. Prior authorization data collection is being updated for CY2026.*