

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:

- Drug Medi-Cal Organized Delivery System (DMC-ODS)
- Mental Health Plan (MHP)

DMC-ODS PRIOR AUTHORIZATION PROCESSING TIMELINES

CY 2025 Prior Authorization Processing Timelines	Number	Percent
Total Standard Prior Authorization Requests Received	2,368	-
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%
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	-	-

MENTAL HEALTH PLAN PRIOR AUTHORIZATION PROCESSING TIMELINES

CY 2025 Prior Authorization Processing Timelines	Number	Percent
Total Standard Prior Authorization Requests Received	3,260	-
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%
Expedited Prior Authorization Requests Received	1	
Approved (aggregated)	1	100%
Denied (aggregated)	-	-
Total Standard and Expedited Prior Authorization Requests	3,261	-
Average and Median Processing Timelines*:	Median	Average
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.*