



County of Santa Cruz



HEALTH SERVICES AGENCY

Behavioral Health Division

Quality Improvement

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MENTAL HEALTH PLAN

BHIN 26-008 — Required Authorization Reporting Metrics (CY 2025)

Required Metric	Type	Aggregation
1. List of all items and services that require prior authorization (medical services only, excluding drugs)	List	Catalog
a. Intensive Home-Based Services (IHBS)	X	X
b. Therapeutic Behavioral Services (TBS)	X	X
c. Therapeutic Foster Care (TFC)	X	X
d. Day Treatment Intensive (DTI)	X	X
e. Day Rehabilitation (DTR)	X	X
f. SUD Residential Treatment		
g. Residential Treatment: Eating Disorder	X	X
h. Day Treatment: Eating Disorder	X	X
i. Electroconvulsive Therapy (ECT)	X	X
j. Transcranial Magnetic Stimulation (TMS)	X	X
k. Partial Hospitalization Program (PHP)	X	X
l. Intensive Outpatient Services (IOS)	X	X
2. Total standard prior authorization requests received	Standard	225
3. Percentage of standard prior authorization requests approved	Standard	99.6%
4. Percentage of standard prior authorization requests denied	Standard	0.4%
5. Percentage of standard prior authorization requests approved after appeal	Standard	0%
6. Percentage of prior authorization requests where review timeframe was extended <i>and then approved</i>	Standard (and/or Expedited)	Extended = 0
7. Total expedited prior authorization requests received	Expedited	Expedited = 0
8. Percentage of expedited prior authorization requests approved	Expedited	Expedited = 0
9. Percentage of expedited prior authorization requests denied	Expedited	Expedited = 0

Required Metric	Type	Aggregation
10. Total standard + expedited prior authorization requests received	Combined	225
11. 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	Standard	Ave = 1 Day; Median = 1 Day
12. 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 service	Expedited	Expedited = 0