

## PRIOR AUTHORIZATION METRICS (2025)

San Francisco Health Plan (SFHP) must comply with the [CMS Interoperability and Prior Authorization Final Rule \(2024\)](#). This means that SFHP must report total prior authorization (pre-approval) metrics on our website each year.

This includes:

- A list of all medical items and services (excluding drugs) that need pre-approval
- Data (like the number of approvals and denials) on pre-approval requests for those items and services over the last calendar year

We publicly report these metrics to:

- Promote transparency and accountability
- Help patients understand how pre-approval works
- Help providers evaluate payer performance
- Make it easy to compare plans, programs, and payers

### Reporting Period: Calendar Year 2025

<p>SFHP requires pre-approval for these medical items and services (excluding drugs)</p>	<ul style="list-style-type: none"> <li>• <a href="#">Code Lookup</a></li> <li>• <a href="#">Services that need pre-approval</a></li> </ul>
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Before January 1, 2026, California Medi-Cal managed care plans had to send pre-approval decisions within:

- 72 hours for urgent requests
- 5 business days (starting from the time the plan received all information reasonably needed to decide)
  - No more than 14 calendar days after getting a non-urgent request

Starting January 1, 2026, the CMS Interoperability and Prior Authorization Final Rule requires all California Medi-Cal managed care plans to send pre-approval decisions within:

- 72 hours for urgent requests
- 7 calendar days for standard requests (non-urgent)

### Pre-Approval Summary (Standard & Urgent)

Metric	Standard Requests	Urgent Requests
Total Requests	62,848	15,523
Approval Rate	98.02%	97.44%
% Meeting Decision TAT	<b>98.58%</b>	<b>99.37%</b>
Average Time to Decision	4.66 days	10.85 hours
Median Time to Decision	6.04 days	7.5 hours

### Standard (Non-Urgent) Pre-Approval Requests

During Calendar Year 2025, SFHP processed 62,848 standard (non-urgent) pre-approval requests.

#### Disposition

- 61,606 requests (98.02%) were approved
- 1,242 requests (1.98%) were denied, either fully or partially

#### Timeliness of Decisions

- 98.58% of standard pre-approval requests met required turnaround timeframes
- Average time to decision: 4.66 calendar days
- Median time to decision: 6.04 calendar days

### Distribution of Standard (Non-Urgent) Decision Timeframes

Authorization Outcome	0 – 14 Days	15 – 28 Days ( <i>extension</i> )	Total Requests
Approved	61,569 (97.96%)	37 (0.06%)	61,606
Denied	1,220 (1.94%)	22 (0.04%)	1,242
<b>Total Standard (Non-Urgent) PA Requests</b>			<b>62,848</b>

#### Appeals

- Of the 1,242 denied requests, 130 (9.55%) were appealed
- 71 of the 130 appeals (54.62%) were overturned and approved after appeal
- 59 of the 130 appeals (45.38%) were upheld

#### Urgent Pre-Approval Requests

During Calendar Year 2025, SFHP processed 15,523 urgent pre-approval requests, where a response was due to the provider within 72 hours.

#### Disposition

- 15,125 requests (97.44%) were approved
- 398 requests (2.56%) were denied, either fully or partially

#### Timeliness of Decisions

- 99.37% of urgent requests met required turnaround timeframes
- Average time to decision: 10.85 hours
- Median time to decision: 7.5 hours

### Distribution of Urgent Decision Timeframes

Authorization Outcome	0 – 72 Hours	4 – 14 Days (extension)	Total Requests
Approved	15,122 (97.42%)	3 (0.02%)	15,125
Denied	398 (2.56%)	0	398
<b>Total Urgent PA Requests</b>			<b>15,523</b>

### Appeals

- Of the 398 denied requests, 42 denials (10.55%) were appealed
- 31 of the 42 appeals (73.8%) were overturned and approved after appeal
- 11 of the 42 appeals (26.2%) were upheld