



Prior Authorization Metrics Report

Southwest Michigan Behavioral Health

Prior Authorization Metrics for Services (Excluding Drugs)

Some services and treatments must be approved before you can receive them. This is called “prior authorization.” It means Southwest Michigan Behavioral Health reviews the service to make sure it is medically necessary. This process helps members get the right care and helps prevent fraud, waste, and abuse.

Southwest Michigan Behavioral Health is required to publish yearly prior authorization information on our website. Sharing this information helps members and providers better understand the prior authorization process and shows how we are performing. This reporting is part of the CMS Interoperability and Prior Authorization [Final Rule](#) CMS-0057-F.

Reporting Period: 2025

Services requiring prior authorization (excluding drugs):

SWMBH provides specialty behavioral health services and requires prior authorization for all services, with the exception of screening, emergency/crisis services, medication injections, and prevention.

Standard (Non-Urgent) Prior Authorization Requests

Response due to provider within 14 calendar days

In 2025, Southwest Michigan Behavioral Health received a total of **99,782** standard (non-urgent) prior authorization requests, **97.7%** of those requests were approved.

Metric	How many times this happened	Out of total requests	Percentage
Request approved	97,464	99,782	97.7%
Request denied	2,318	99,782	2.3%

Of the **99,782** standard (non-urgent) prior authorization requests, **0.5%** of those requests were approved after time for review was extended.

Metric	How many times this happened	Out of total requests	Percentage
Request approved after timeframe was extended	482	99,782	0.5%

In 2025, there were a total of **183** standard (non-urgent) appeals, **49.7%** of those appeals were approved.

Metric	How many times this happened	Out of total requests	Percentage
Request approved after appeal	91	183	49.7%

Expedited (Urgent) Prior Authorization Requests

Response due to provider within 72 hours

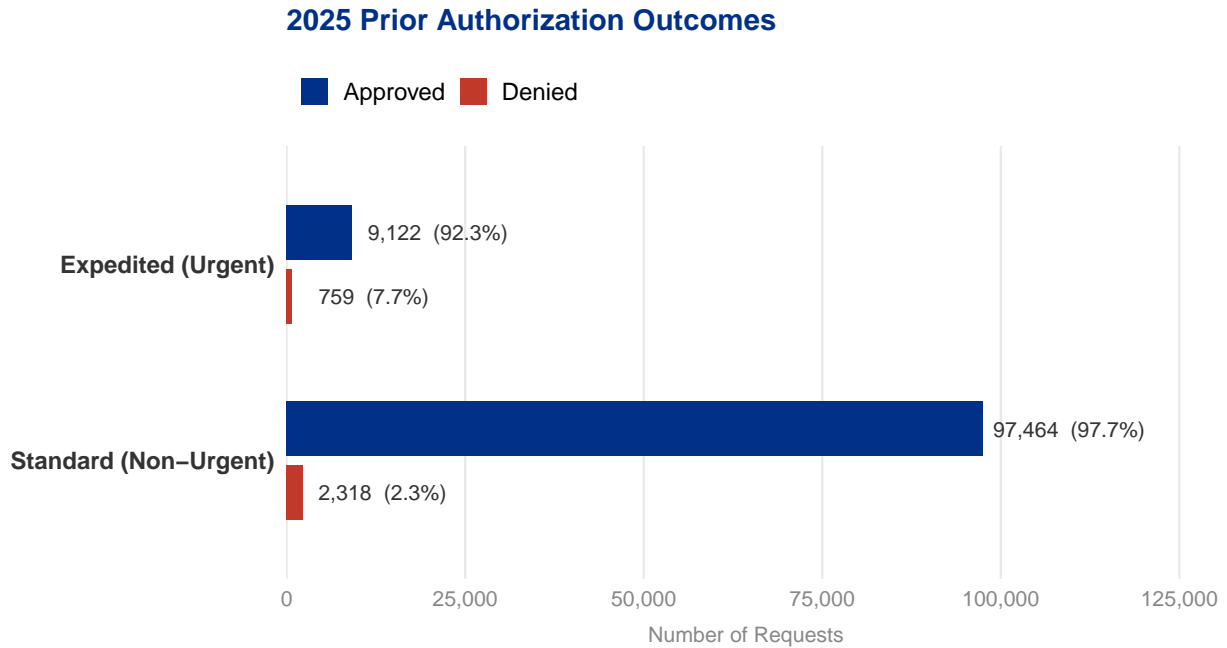
In 2025, Southwest Michigan Behavioral Health received a total of **9,881** expedited (urgent) prior authorization requests, **92.3%** of those requests were approved.

Metric	How many times this happened	Out of total requests	Percentage
Request approved	9,122	9,881	92.3%
Request denied	759	9,881	7.7%

Of the **9,881** expedited (urgent) prior authorization requests, **0.1%** of those requests were approved after time for review was extended (longer than 14 days).

Metric	How many times this happened	Out of total requests	Percentage
Request approved after timeframe was extended	11	9,881	0.1%

Approval vs. Denial Rates at a Glance



Time Between Receiving a Request and Sending a Decision

For standard (non-urgent) requests, decisions were typically sent the same day the request was received. The average response time was **1.66** days.

For expedited (urgent) requests, the average response time was **0.2** days, and most decisions were made the same day.

Request Type	Mean (Average) Time	Median (Middle) Time
Standard (Non-Urgent) - response due within 14 calendar days	1.66 days	0 days
Expedited (Urgent) - response due within 72 hours	0.2 days	0 days