



**BlueCross BlueShield**  
of Illinois

A Division of Health Care Service Corporation, a Mutual Legal Reserve Company,  
an Independent Licensee of the Blue Cross and Blue Shield Association

## 2024 Prior Authorization Statistics – Behavioral Health Services

Health plan name:	Blue Cross Community Health Plans <sup>SM</sup>	Blue Cross Community MMAI (Medicare-Medicaid Plan) <sup>SM</sup>
Link to prior authorization requirements for medical services:	<a href="#">Prior Authorization Code List</a>	<a href="#">Prior Authorization Code List</a>
Total number of prior authorization requests for behavioral health services:	27,370	338
Percentage of claims payments for behavioral health services with prior authorization compared to all claim payments:	1.49%	0.37%
Total number of prior authorization requests denied for behavioral health services:	161	3
Total number of prior authorization denials for behavioral health compared to total number of services provided (ratio):	0.01%	0.003%
Total number of appeals for behavioral health:	103	4
Total number of appeals upheld for behavioral health:	88	4
Total number of appeals with decision overturned for behavioral health:	15	0
Top denial reasons for behavioral health prior authorization:	<ol style="list-style-type: none"> <li>1. Medical Necessity Criteria Not Met</li> <li>2. Benefit Denial</li> <li>3. Out of Network</li> </ol>	<ol style="list-style-type: none"> <li>1. Medical Necessity Criteria Not Met</li> <li>2. Out of Network</li> </ol>
Average number of days between submission of a completed prior authorization request and response for behavioral health [Expedited]:	0.1	0

Average number of days between submission of a completed prior authorization request and response for behavioral health [Standard]:	0.8	0.7
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