

CalViva Health

Medi-Cal Prior Authorization Metrics Summary

Effective December 31, 2025



Important Notice Regarding Prior Authorization Data

The prior authorization information posted here may differ from data submitted to state or federal regulators, which may be compiled using different methodologies, reporting periods, data sources, or validation processes. This information is provided for transparency and informational purposes only and should not be relied upon as a complete or definitive representation of all prior authorization activity.

Additionally, the data presented on this website is derived from multiple operational systems and reflects information available at the time of publication. Due to system limitations, data integration constraints, and ongoing process enhancements, certain prior authorization requests, determinations, or attributes may not be fully captured or reflected in this dataset.

5917985CA_6PCADWEBE_ABHN
Internal Approved 03312026
26-400

Prior Authorization Metrics Summary - Medicaid : State Code Derived : CA-CalViva

Standard Prior Authorizations:

Metric Name	How many times this happened	Out of total requests	Percentage
Requests Approved	290,654	310,319	93.66%
Requests Denied	19,665	310,319	6.34%
Request Approved Only After Time for Review was extended	897	310,319	0.29%
Request Approved Only After Appeal	238	493	48.28%

Metric Name	Average Time	Median Time
Standard (non-urgent) Prior Authorization Requests	3 days	0 days

Expedited Prior Authorizations:

Metric Name	How many times this happened	Out of total requests	Percentage
Requests Approved	40,299	42,465	94.90%
Requests Denied	2,166	42,465	5.10%
Request Approved Only After Time for Review was extended	99	42,465	0.23%
Request Approved Only After Appeal	36	76	47.37%

Metric Name	Average Time	Median Time
Expedited (urgent) Prior Authorization Requests	1 days	0 days

In 2025, Medicaid: State Code Derived: CA-CalViva received a total of 310,319 standard (non-urgent) prior authorization requests for our covered patients.

93.66% of those requests were approved:



- Requests Approved - 290,654
- Requests Denied- 19,665
- Request Approved Only After Time for Review was extended - 897
- Request Approved Only After Appeal - 238
- Prior Authorization Requests - Average (Days) - 3
- Prior Authorization Requests - Median (Days) - 0

In 2025, Medicaid: State Code Derived: CA-CalViva received a total of 42,465 expedited (urgent) prior authorization requests for our covered patients.

94.90% of those requests were approved:



- Request Approved - 40,299
- Request Denied - 2,166
- Request Approved Only After Time for Review was extended - 99
- Request Approved Only After Appeal - 36
- Prior Authorization Requests - Average (Days) - 1
- Prior Authorization Requests - Median (Days) - 0