
Southwest Behavioral Health Center (SBHC)

Behavioral Health Prior Authorization Report

Southwest Behavioral Health Center is committed to transparency and delivering high-quality, client-centered care. Prior Authorization is required for Inpatient Hospitalizations and Residential Treatment services. Below is a summary of our recent performance metrics regarding service authorizations and access to care, as required by the CMS Interoperability and Prior Authorization Final Rule (CMS-0057-F).

Prior Authorization Outcomes

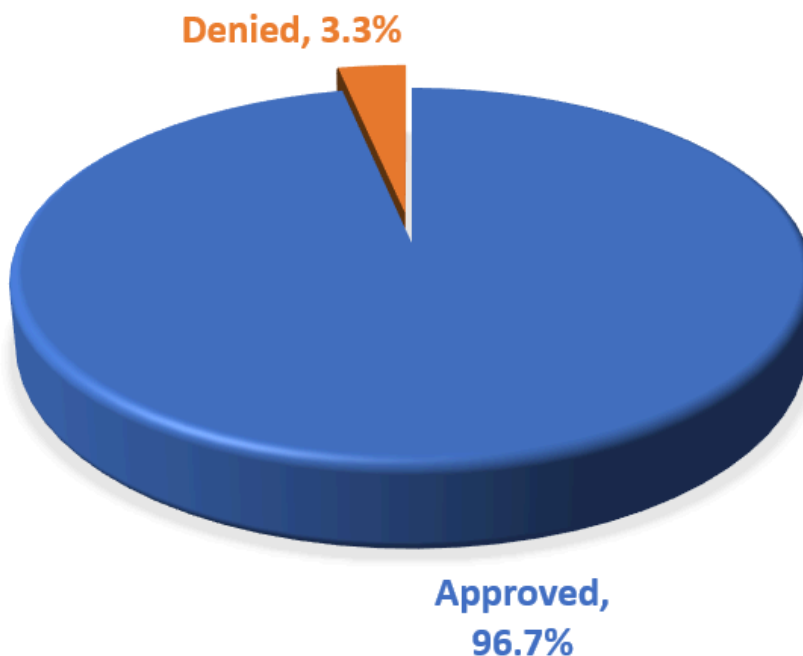
Our goal is to ensure that clients receive the right care at the right time without unnecessary administrative delays. The following metrics represent our commitment to authorizing essential behavioral health services.

This report provides Authorization rates for **Calendar Year 2025**.

Service Category	Total Requests	Approved	Denied	Approval Rate
Inpatient Hospitalizations	301	291	10	96.7%
Residential Treatment Admissions (from an external provider; does not include internal referrals to SBHC Residential Treatment Programs of SBHC clients by SBHC staff)	4	4	0	100.0%

Overall Authorization Rate

Combined, our prior authorization approval rate stands at **96.7%**, demonstrating our commitment to facilitating the care our clients need.



Prior Authorization Timeframe

Prior authorization requests are typically processed and decisions rendered within 24 hours, no determination to exceed 7 days.

Important Policy Note: Easy Access to Outpatient Care

To ensure timely support and reduce barriers to treatment, **General Outpatient Services** provided by the SBHC Provider Network **do not require prior authorization** from the SBHC Managed Care Organization (MCO). This allows you to begin your recovery journey with fewer delays.

Our Commitment to Quality

- **Client-Centered Care:** We put you in the "driver's seat" of your treatment, focusing on your individual goals and strengths.
- **Evidence-Based Practices:** We utilize proven clinical strategies (such as DBT and EMDR) and validated assessment tools (like the DLA-20 or OQ/YOQ) to track and ensure your progress.
- **Coordinated Support:** For those with complex needs, we offer Case Management and multi-agency coordination to ensure a stable environment and continued health.

474 West 200 North, St. George, UT 84770 (435) 634-5600 www.sbhc.us