

MSO KPI: Authorization Sheets Guide

No Protected Health Information (PHI) is contained in this document.

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SAPC utilizes two types of authorizations for the contracted treatment provider network, Provider Authorizations (PAUTH) and Member Authorizations. PAUTHs are provided for select benefit plans, such as Recovery Services, where an agency or specific set of sites within an agency may use them to bill any client receiving the applicable services. PAUTHs are typically granted for the full fiscal year (FY). Member Authorizations are client specific and are required for most benefit plans.

Service Authorization Requests are submitted by providers to SAPC’s Utilization Management (UM) team for review to determine if all required elements have been submitted and the client meets medical necessity for the level of care (LOC) requested based on the benefit plan. While multiple clients may be billed against a single PAUTH number, Member Authorizations have a unique authorization number per client, per authorization.

The following set of sheets are intended to help users identify authorization usage or lack thereof as well as metrics regarding approvals/denials. MSO KPI client data is based on billed data. If there is an authorization but billing has not been submitted, a client will not be associated with the authorization in MSO KPI.

PAUTH Usage

The PAUTH Usage sheet focuses only on Provider Authorizations. It provides key performance indicators (KPI), general PAUTH details, as well as Client usage if applicable.

PAUTH Usage

Clear any filters or selections, then change the Date Sort to 'Authorizations.Begin Date of Auth.'

Total PAUTHs: 6

Billed PAUTHs: 2

Clients with Billed PAUTHs: 2

PAUTHs with 0 billing: 4

PAUTH Overview									
Provider Name	PAUTH Number	Auth Begin Date	Auth End Date	Auth LOC	Unused Auth?	Client Count	Procedure Count		
Totals						2	4		
Recovery, Inc.	P9888	2023-07-01	2024-06-30	ASAM 1.0	True	0	0		
Recovery, Inc.	P10094	2024-07-01	2025-06-30	ASAM 3.1	False	2	3		
Recovery, Inc.	P10246	2025-07-01	2026-01-11	FBS-Transportation	True	0	0		
Recovery, Inc.	P10245	2025-07-01	2026-06-30	CENS	True	0	0		
Recovery, Inc.	P10097	2025-07-01	2026-06-30	Recovery Services	False	1	1		
Recovery, Inc.	P10244	2025-07-01	2026-06-30	Recovery Services Perinatal	True	0	0		

PAUTH Client Detail									
Provider Name	Client Name	PAUTH Number	Auth Start Date	Auth End Date	Auth LOC	Client Count	Procedure Count		
Totals						2	4		
Recovery, Inc.	TEST CARLA MRS (148387)	P10094	2024-07-01	2025-06-30	ASAM 3.1	1	2		
Recovery, Inc.	TEST ADMISSION (171926)	P10094	2024-07-01	2025-06-30	ASAM 3.1	1	1		
Recovery, Inc.	TEST CARLA MRS (148387)	P10097	2025-07-01	2026-06-30	Recovery Services	1	1		

Authorizations.Begin Date of Auth: 2023-07-01 to 2026-07-01



Instructions

As not all authorizations have been billed against, the default Date Sort must be updated to get a true count of authorization usage. If the user navigated to this sheet from a different sheet with filters, those filters should first be cleared and then the Date Sort changed to “Authorizations.Begin Date of Auth.” Existing filters that are associated with billing data prevent the Date Sort from appropriately updating.

Clear any filters or selections, then change the Date Sort to “Authorizations.Begin Date of Auth.”

Filters

The Common Selector pane was updated and removed additional filters to focus on appropriate options.

Additionally, the Authorization Number, Calendar Year, and Calendar Year-Month filters were positioned at the top of the sheet for quick access.

Provider Name
Contracting Provider Program
Authorization Status
<i>General</i>
Calendar Year
Calendar Quarter
▽ ▾
<i>Calendar</i>
Fiscal Year
▽ ▾
<i>Fiscal</i>
Date Sort
Authorizations.Begin Date ... ▾
Authorizations.Begin Date of Auth 2023-07-01 to 2026-07-01

Authorization Number	Calendar Year	Calendar Year-Month
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KPIs

Four (4) KPIs were included on this sheet.

Total PAUTHs
6

Billed PAUTHs
2

Clients with Billed PAUTHs
2

PAUTHs with 0 billing
4

KPI	Description
Total PAUTHs	The total number of Provider Authorizations.
Billed PAUTHs	The total number of Provider Authorizations that have associated billed services.
Clients with Billed PAUTHs	Number of clients billed.
PAUTHs with 0 billing	The total number of unused Provider Authorizations.

PAUTH Overview

The PAUTH Overview object provides details of the authorization such as the LOC and the approved date range of the authorization. This object does not include any client information.

PAUTH Overview									
Provider Name	PAUTH Number	Auth Begin Date	Auth End Date	Auth LOC	Unused Auth?	Client Count	Procedure Count		
Totals						2	4		
Recovery, Inc.	P9880	2023-07-01	2024-06-30	ASAM 1.0	True	0	0		
Recovery, Inc.	P10094	2024-07-01	2025-06-30	ASAM 3.1	False	2	3		
Recovery, Inc.	P10246	2025-07-01	2026-01-11	FBS-Transportation	True	0	0		
Recovery, Inc.	P10245	2025-07-01	2026-06-30	CENS	True	0	0		
Recovery, Inc.	P10097	2025-07-01	2026-06-30	Recovery Services	False	1	1		
Recovery, Inc.	P10244	2025-07-01	2026-06-30	Recovery Services Perinatal	True	0	0		

KPI	Description
Provider Name	Name of agency.
PAUTH Number	Provider Authorization number. <i>*Note: PAUTHs begin with a "P."</i>
Auth Begin Date	The start date of the authorization.

KPI	Description
Auth End Date	The end date of the authorization. <i>*Note: Typically, PAUTHs span a full fiscal year but if a set of services is no longer offered or a new one is initiated, the authorization range may be less than a full fiscal year. In the example noted above, FBS-Transportation is end-dated in 1/11/2026 as that program ended.</i>
Auth LOC	The level of care or benefit plan.
Unused Auth?	This indicates if there is no associated billing against the PAUTH. <ul style="list-style-type: none"> • True = no billing • False = there are claims against the auth
Client Count	The number of clients billed. If "0," then there is no billing.
Procedure Count	The number of services billed. If "0," then there is no billing.

PAUTH Client Detail

This object is similar to the above but includes client data.

PAUTH Client Detail									
Provider Name	Client Name	PAUTH Number	Auth Start Date	Auth End Date	Auth LOC	Client Count	Procedure Count		
Totals						2	4		
Recovery, Inc.	TEST,CARLA MRS (148387)	P10094	2024-07-01	2025-06-30	ASAM 3.1	1	2		
Recovery, Inc.	TEST,ADMISSION (171926)	P10094	2024-07-01	2025-06-30	ASAM 3.1	1	1		
Recovery, Inc.	TEST,CARLA MRS (148387)	P10097	2025-07-01	2026-06-30	Recovery Services	1	1		

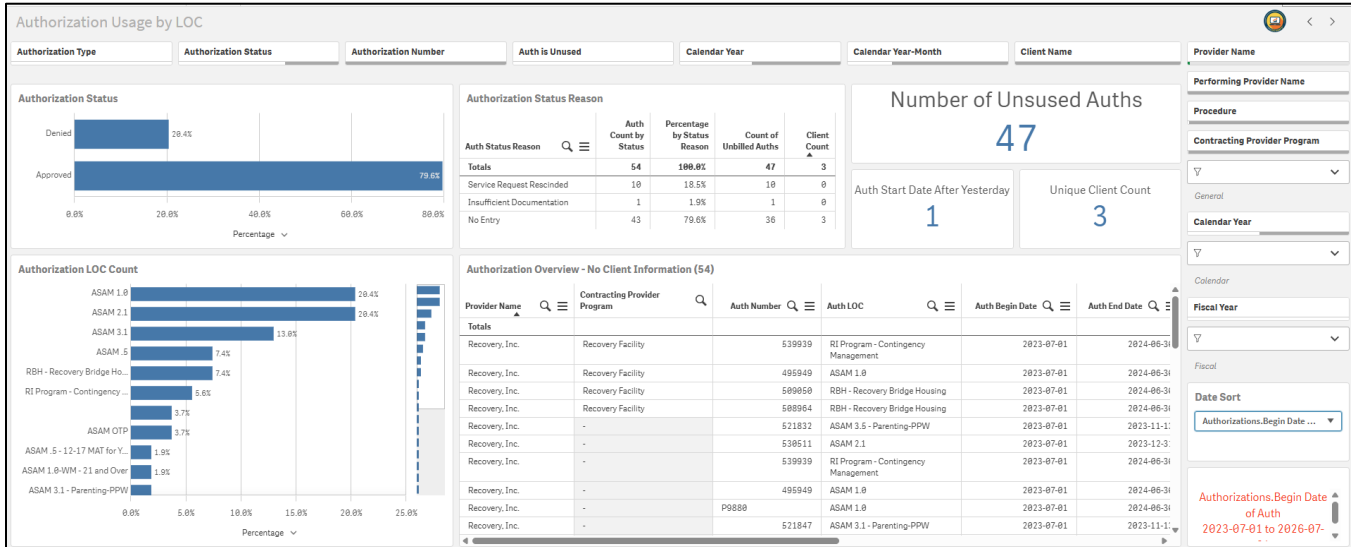
KPI	Description
Provider Name	Name of agency.
Client Name	Client's name and Sage PATID.
PAUTH Number	Provider Authorization number. <i>*Note: PAUTHs begin with a "P."</i>

KPI	Description
Auth Begin Date	The start date of the authorization.
Auth End Date	The end date of the authorization. <i>*Note: Typically, PAUTHs span a full fiscal year but if a set of services is no longer offered or a new one is initiated, the authorization range may be less than a full fiscal year. In the example noted above, FBS-Transportation is end-dated 1/11/2026 as that program ended.</i>
Auth LOC	The level of care or benefit plan.
Client Count	The number of clients billed. If "0," then there is no billing.
Procedure Count	The number of services billed. If "0," then there is no billing.

Authorization Usage by LOC

The Authorization Usage by LOC sheet allows users to see quick metrics on the use of both provider and member authorizations. This sheet provides general status information of the authorizations including detailed reasons for why an authorization may be pending or denied. Additionally, this sheet allows the drill down and breakdown of authorizations by the benefit plan selected on the Service Authorization Request form to indicate the level of care. This sheet does NOT contain any client information.

Users may filter this sheet by authorization to determine which authorizations are unused.



Filters

Common Selector

As with other sheets, the standard common selector panel is on the right-hand side for quick filtering options.

Ensure the Date Sort is changed to Authorizations.Begin Date prior to making other selections. As not all authorizations have been billed against, the default Date Sort must be updated to get a true count of authorization usage. If the user navigated to this sheet from a different sheet with filters, those filters should first be cleared and then the Date Sort changed to "Authorizations.Begin Date of Auth. Existing filters that are associated with billing data prevent the Date Sort from appropriately updating.

Provider Name

Performing Provider Name

Procedure

Contracting Provider Pro...

Authorization Status

Authorization Type

General

Client

Calendar

Fiscal

Date Sort

Procedures.Date Of ...

Procedures.Date Of Service
2023-07-01 to 2026-03-20

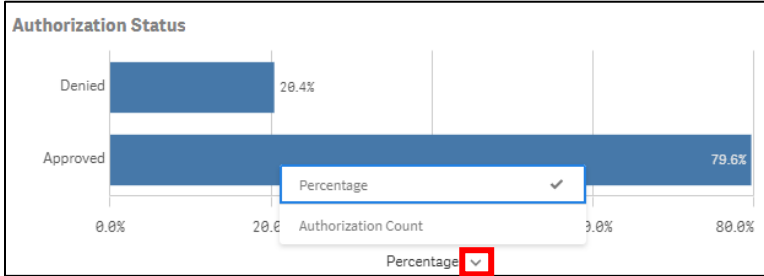
Additional Filters were added to the top of the sheet for quick access.

Authorization Type	Authorization Status	Authorization Number	Auth is Unused	Calendar Year	Calendar Year-Month	Client Name
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Filter	Description
Authorization Type	<p>Values:</p> <ul style="list-style-type: none"> Contracting Provider Authorizations Member Authorizations
Authorization Status	<p>Values:</p> <ul style="list-style-type: none"> Approved Denied Pending
Authorization Number	The authorization number. Provider authorizations (PAUTHs) will begin with a “P” while member authorizations begin with a number.
Auth is Unused	<p>This indicates if there is no associated billing against the authorization.</p> <ul style="list-style-type: none"> True = no billing False = there are claims against the auth
Calendar Year	The Date Sort should be set to Authorizations.Begin Date and this filter will reduce the number of auths based on the calendar year regardless of if there is billing or not.
Calendar Year-Month	Filters to a specific month and calendar year regardless of whether there is billing or not.
Client Name	The client’s name or Sage ID.

Authorization Status

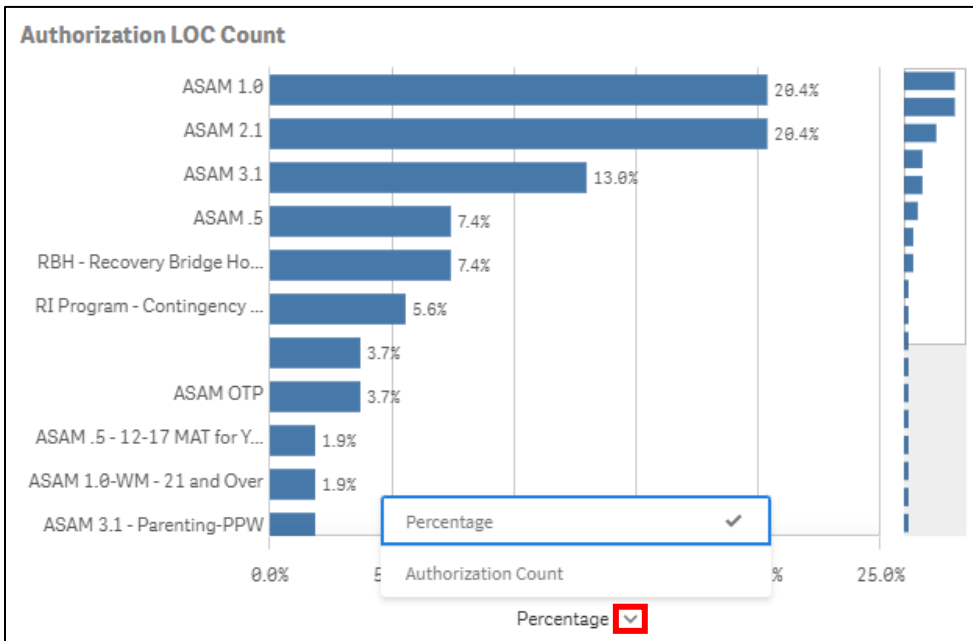
This provides a graphic of an authorization’s adjudication status.



Measure	Description
Percentage	The default view will show the percentage of approved, pending, or denied authorizations.
Authorization Count	If users click the down arrow, the graphic updates to show the count of authorizations what were approved, pending, or denied.

Authorization LOC Count

This provides a breakdown of the number or percentage of authorizations by benefit plan selected in the Service Authorization Request.



Measure	Description
Percentage	The default view will show the percentage of authorizations broken down by level of care/benefit plan.
Authorization Count	If users click the down arrow, the graphic updates to show the count of authorizations by level of care.

Authorization Status Reason

This object provides the adjudication reason for authorizations in pending and denied states.

Authorization Status Reason				
Auth Status Reason	Auth Count by Status	Percentage by Status Reason	Count of Unbilled Auths	Client Count
Totals	54	100.0%	47	3
Service Request Rescinded	10	18.5%	10	0
Insufficient Documentation	1	1.9%	1	0
No Entry	43	79.6%	36	3

Column	Description
Auth Status Reason	The reason the authorization is in pending or denied status. <i>*Note: "No Entry" means the authorization was approved.</i>
Auth Count by Status	Number of authorizations by status reason.
Percentage by Status Reason	The percentage of authorizations by status reason.
Count of Unbilled Auths	The number of authorizations that have not been billed against.
Client Count	The number of clients with authorizations by status reason. <i>*Note: Only "No Entry" should have clients listed. Having a count on any other reason means the provider billed against a pending or denied authorization.</i>

KPIs

Number of Unused Auths 47	
Auth Start Date After Yesterday 1	Unique Client Count 3

KPI	Description
Number of Unused Auths	The number of member and provider authorizations that have not been billed against.
Auth Start Date After Yesterday	The number authorizations with a future start date. This can occur if reauthorization occurs early or if a split authorization is generated.
Unique Client Count	Number of clients with billed services against an authorization.

Authorization Overview- No Client Information

Based on the selected filters this provides a listing of authorizations and indicates whether they have been billed against or not.

Authorization Overview - No Client Information (54)						
Provider Name	Contracting Provider Program	Auth Number	Auth LOC	Auth Begin Date	Auth End Date	
Totals						
Recovery, Inc.	Recovery Facility	539939	RI Program - Contingency Management	2023-07-01	2024-06-30	
Recovery, Inc.	Recovery Facility	495949	ASAM 1.0	2023-07-01	2024-06-30	
Recovery, Inc.	Recovery Facility	509050	RBH - Recovery Bridge Housing	2023-07-01	2024-06-30	
Recovery, Inc.	Recovery Facility	508964	RBH - Recovery Bridge Housing	2023-07-01	2024-06-30	
Recovery, Inc.	-	521832	ASAM 3.5 - Parenting-PPW	2023-07-01	2023-11-11	
Recovery, Inc.	-	530511	ASAM 2.1	2023-07-01	2023-12-31	
Recovery, Inc.	-	539939	RI Program - Contingency Management	2023-07-01	2024-06-30	
Recovery, Inc.	-	495949	ASAM 1.0	2023-07-01	2024-06-30	
Recovery, Inc.	-	P9880	ASAM 1.0	2023-07-01	2024-06-30	
Recovery, Inc.	-	521847	ASAM 3.1 - Parenting-PPW	2023-07-01	2023-11-11	

Column	Description
Provider Name	Name of agency.
Contracting Provider Program	Site location associated with billing. If the authorization has not been billed, then this will be blank.
Auth Number	The authorization number. <i>*Note: Provider authorizations (PAUTHs) begin with a letter P. Member authorizations begin with a number.</i>
Auth LOC	The level of care or benefit plan.
Auth Begin Date	The start date of the authorization.
Auth End Date	The end date of the authorization.
Authorization Status	Values: <ul style="list-style-type: none"> • Approved • Denied • Pending
Auth Status Reason	The reason the authorization is in pending or denied status. <i>*Note: "No Entry" means the authorization was approved.</i>

Column	Description
Auth is Unused	<p>This indicates if there is no associated billing against the authorization.</p> <ul style="list-style-type: none"> • True = no billing • False = there are claims against the auth
Auth Funding Source	<p>Funding source identified in the Service Authorization Request.</p> <p>Values:</p> <ul style="list-style-type: none"> • DMC • Non-DMC <p><i>*Note: The Funding Source is not the same as the guarantor listed on the Financial Eligibility form.</i></p>
Procedure Count	<p>The number of services billed. If “0,” then there is no billing.</p>

Authorization Detail

The Authorization Detail sheet provides granular data on authorization metrics including client information. As a reminder, in MSO KPI client information is associated with an authorization after billing has occurred. This sheet may be used to determine the utilization of authorizations as well as how many services have been billed against an authorization.

Authorization Detail

Authorization Number: _____ Client Name: _____ Calendar Year-Month: _____ Provider Name: _____

Authorization Type: _____ Calendar Year: _____

Funding Source: DMC, Non-DMC

Authorization Status: Approved, Denied, Pending

Authorization Count: 242

Auth Status Percentage: 100.0%

Number of Unused Auths: 108

Auth Begin Date After Yesterday: 0

Clear any filters or selections, then change the Date Sort to "Authorizations.Begin Date of Auth."

Authorization Overview - No Client Information (242)

Provider Name	Contracting Provider Program	Authorization Number	Auth LOC	Auth Begin Date	Auth End Date	Authorization Status	Auth Status Reason	Auth is Unused	Auth Funding Source
Totals									
Recovery, Inc.	Recovery Facility	P18994	ASAM 3.1	2024-07-01	2025-06-30	Approved	No Entry	False	DMC
Recovery, Inc.	Recovery Facility	P18997	Recovery Services	2025-07-01	2026-06-30	Approved	No Entry	False	DMC
Recovery, Inc.	-	P18997	Recovery	2025-07-01	2026-06-30	Approved	No Entry	False	DMC

Billed Auths with Client Information (134)

Contracting Provider Program	Client Name	Authorization Number	Auth LOC	Auth Begin Date	Auth End Date	Authorization Status	Auth Status Reason	Auth Funding Source	Procedure Count
Totals									1,936
Recovery Facility	ADAMS, GOMEZ L (289327)	636643	ASAM 1.0	2024-07-01	2025-06-30	Approved	No Entry	DMC	26
Recovery Facility	ADAMS, GOMEZ (289311)	636644	ASAM OTP	2024-07-01	2025-06-30	Approved	No Entry	DMC	36
Recovery Facility	MEDFORD, TEST (289328)	636645	WM 3.7 Perinatal	2024-07-01	2025-06-30	Approved	No Entry	DMC	16
Recovery Facility	OTTAWA, TEST (288379)	636650	WM 4.0	2024-07-01	2025-06-30	Approved	No Entry	DMC	16

Date Sort: Procedures.Date Of Service 2023-07-01 to 2026-03-20

Instructions

As not all authorizations have been billed against, the default Date Sort must be updated to get a true count of authorization usage. If the user navigated to this sheet from a different sheet with filters, those filters should first be cleared and then the Date Sort changed to "Authorizations.Begin Date of Auth. Existing filters that are associated with billing data prevent the Date Sort from appropriately updating.

Clear any filters or selections, then change the Date Sort to "Authorizations.Begin Date of Auth."

Filters

Common Selector

As with other sheets, the standard common selector panel is on the right-hand side for quick filtering options.

Ensure the Date Sort is changed to Authorizations.Begin Date prior to making other selections.

The selector panel includes the following sections:

- Provider Name**
- Performing Provider Name**
- Procedure**
- Contracting Provider Pro...**
- Authorization Status**
- Authorization Type** (dropdown menu)
- General** (dropdown menu)
- Client** (dropdown menu)
- Calendar** (dropdown menu)
- Fiscal** (dropdown menu)
- Date Sort** (dropdown menu showing "Procedures.Date O...")

Below the dropdowns, the text reads: "Procedures.Date Of Service 2023-07-01 to 2026-03-20"

Authorization Number	Authorization Type	Client Name	Calendar Year	Calendar Year-Month
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Filter	Description
Authorization Number	The authorization number. Provider authorizations (PAUTHs) will begin with a "P" while member authorizations begin with a number.
Authorization Type	Values: <ul style="list-style-type: none"> Contracting Provider Authorizations Member Authorizations
Client Name	The client's name and Sage PATID.
Calendar Year	The Date Sort should be set to Authorizations.Begin Date and this filter will reduce the number of auths based on the calendar year regardless of whether there is billing or not.

Filter	Description
Calendar Year-Month	Filters to a specific month and calendar year regardless of whether there is billing or not.

<input type="text" value="Funding Source"/>
DMC
Non-DMC

Filter	Description
Funding Source	Funding source identified in the Service Authorization Request. Values: <ul style="list-style-type: none"> • DMC • Non-DMC <i>*Note: The Funding Source is not the same as the guarantor listed on the Financial Eligibility form.</i>

Authorization Status

This provides a graphic of an authorization’s adjudication status.

Authorization Status	Authorization Count	Auth Status Percentage
Totals	242	100.0%
Approved	221	91.3%
Denied	18	7.4%
Pending	3	1.2%

Column	Description
Authorization Status	Values: <ul style="list-style-type: none"> • Approved

Column	Description
	<ul style="list-style-type: none"> • Denied • Pending
Authorization Count	The number of authorizations by status.
Auth Status Percentage	The percentage of authorizations by status.

KPIs

Authorization Count	242
Number of Unused Auths	108
Auth Begin Date After Yesterday	0

KPI	Description
Authorization Count	The total number of authorizations.
Number of Unused Auths	The number of member and provider authorizations that have not been billed against.
Auth Begin Date After Yesterday	The number authorizations with a future start date. This can occur if reauthorization occurs early or if a split authorization is generated.

Authorization Overview – No Client Information

Based on the selected filters this provides a listing of authorizations and indicates whether they have been billed against or not.

Provider Name	Contracting Provider Program	Authorization Number	Auth LOC	Auth Begin Date	Auth End Date	Authorization Status	Auth Status Reason	Auth is Unused	Auth Funding Source	Authorization Count	
Totals											242
Recovery, Inc.	Recovery Facility	P10094	ASAM 3.1	2024-07-01	2025-06-30	Approved	No Entry	False	DMC	1	
Recovery, Inc.	Recovery Facility	P10097	Recovery Services	2025-07-01	2026-06-30	Approved	No Entry	False	DMC	1	
Recovery, Inc.	-	P10097	Recovery Services	2025-07-01	2026-06-30	Approved	No Entry	False	DMC	1	
Recovery, Inc.	Recovery Facility	P10148	CENS	2025-07-01	2026-06-30	Approved	No Entry	False	DMC	1	
Recovery, Inc.	Recovery Facility	P10295	Recovery Services	2024-07-01	2025-06-30	Approved	No Entry	False	DMC	1	
Recovery, Inc.	Recovery Facility	P10296	Recovery Services Perinatal	2024-07-01	2025-06-30	Approved	No Entry	False	DMC	1	
Recovery, Inc.	Recovery Facility	P10297	CENS	2024-07-01	2025-06-30	Approved	No Entry	False	DMC	1	
Recovery, Inc.	Recovery Facility	P10298	FBS-Transportation	2024-07-01	2025-06-30	Approved	No Entry	False	Non-DMC	1	
Recovery, Inc.	Recovery Facility	P10312	ASAM 1.0	2025-07-01	2026-06-30	Approved	No Entry	False	DMC	1	
Recovery, Inc.	Recovery Facility	495949	ASAM 1.0	2023-07-01	2024-06-30	Approved	No Entry	False	DMC	1	

Column	Description
Provider Name	Name of agency.
Contracting Provider Program	Site location associated with billing. If the authorization has not been billed, then this will be blank.
Authorization Number	The authorization number. <i>*Note: Provider authorizations (PAUTHs) begin with a letter P. Member authorizations begin with a number.</i>
Auth LOC	The level of care or benefit plan.
Auth Begin Date	The start date of the authorization.
Auth End Date	The end date of the authorization.
Authorization Status	Values: <ul style="list-style-type: none"> • Approved • Denied • Pending
Auth Status Reason	The reason the authorization is in pending or denied status. <i>*Note: "No Entry" means the authorization was approved.</i>
Auth is Unused	This indicates if there is no associated billing against the authorization. <ul style="list-style-type: none"> • True = no billing • False = there are claims against the auth
Auth Funding Source	Funding source identified in the Service Authorization Request.



Column	Description
	<p>Values:</p> <ul style="list-style-type: none"> • DMC • Non-DMC <p><i>*Note: The Funding Source is not the same as the guarantor listed on the Financial Eligibility form.</i></p>
Authorization Count	Number of authorizations.

Billed Auths with Client Information

Based on the selected filters this provides a list of authorizations that have been billed against. The number next to the object's title, e.g., "(134)", refers to the number of authorizations which have associated billing.

Contracting Provider Program	Client Name	Authorization Number	Auth LOC	Auth Begin Date	Auth End Date	Authorization Status	Auth Status Reason	Auth Funding Source	Procedure Count	Provider Name
Totals									1,936	
Recovery Facility (289327)	ADDAMS,GOMEZ (289311)	636643	ASAM 1.8	2024-07-01	2025-06-30	Approved	No Entry	DMC	20	Recovery, Inc.
Recovery Facility (289311)	ADDAMS,GOMEZ (289311)	636644	ASAM OTP	2024-07-01	2025-06-30	Approved	No Entry	DMC	30	Recovery, Inc.
Recovery Facility (289328)	MEDFORD,TEST (289328)	636645	WM 3.7 Perinatal	2024-07-01	2025-06-30	Approved	No Entry	DMC	10	Recovery, Inc.
Recovery Facility (289329)	OTTAWA,TEST (289329)	636650	WM 4.8	2024-07-01	2025-06-30	Approved	No Entry	DMC	10	Recovery, Inc.
Recovery Facility (289331)	BURLINGHAM,JANE (289331)	636651	WM 4.8 Perinatal	2024-07-01	2025-06-30	Approved	No Entry	DMC	10	Recovery, Inc.

Column	Description
Contracting Provider Program	Site location associated with billing.
Client Name	Client's name and Sage PATID.
Authorization Number	<p>The authorization number.</p> <p><i>*Note: Provider authorizations (PAUTHs) begin with a letter P. Member authorizations begin with a number.</i></p>
Auth LOC	The level of care or benefit plan.
Auth Begin Date	The start date of the authorization.
Auth End Date	The end date of the authorization.

Column	Description
Authorization Status	<p>Values:</p> <ul style="list-style-type: none"> • Approved • Denied • Pending
Auth Status Reason	<p>The reason the authorization is in pending or denied status. <i>*Note: "No Entry" means the authorization was approved.</i></p>
Authorization Funding Source	<p>Funding source identified in the Service Authorization Request.</p> <p>Values:</p> <ul style="list-style-type: none"> • DMC • Non-DMC <p><i>*Note: the Funding Source is not the same as the guarantor listed on the Financial Eligibility form.</i></p>
Procedure Count	<p>The number of services billed. If "0," then there is no billing.</p>
Provider Name	<p>Name of agency.</p>