

**Massachusetts Department of Public Health
Office of Patient Protection**

**Decisions for Cases Eligible for External Review
By External Review Agency
January –December 2006**

| | Total # of Cases | Upheld | Overturn | Partial Overturn | Expedited | | |
|---------------------------------------------|---------------------|------------|-----------|---------------------|-----------|-----------|---------------------|
| | | | | | Upheld | Overturn | Partial Overturn |
| External Review Agency | | | | | | | |
| Center for Health Dispute Resolution (CHDR) | 73 | 40 | 11 | 1 | 14 | 5 | 2 |
| Island Peer Review Organization (IPRO) | 71 | 30 | 12 | 2 | 14 | 6 | 7 |
| IMEDECS *(formerly Hayes) | 74 | 40 | 13 | | 11 | 6 | 4 |
| Total | 218 | 110 | 36 | 3 | 39 | 17 | 13 |

Open

0

Percentage of External Review Agency Decisions Upheld and Overturned in 2006

*Overturned category includes those cases that were partially overturned

| | Total Decisions | Overturned | Upheld |
|-------------------------|-----------------|------------|--------|
| Behavioral Health | 99 | 37% | 63% |
| Outpatient | 21 | 38% | 62% |
| Rehab Services | 8 | 12% | 88% |
| Cosmetic/Reconstructive | 9 | 0% | 100% |
| Infertility Care | 18 | 28% | 72% |
| Diagnostic Services | 1 | 100% | 0% |
| Experimental | 31 | 19% | 81% |
| Pharmacy | 9 | 12% | 78% |
| Dental | 1 | 100% | 0% |
| Durable Med.Equip. | 4 | 50% | 50% |
| Excluded Services | 2 | 0% | 100% |
| Inpatient | 14 | 36% | 64% |
| Visual Services | 1 | 100% | 0% |
| Emergency Care | | | |
| Totals | 218 | 32% | 68% |