

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

**Decisions for Cases Eligible for External Review
By External Review Agency
January –December 2008**

	Total #	STANDARD			EXPEDITED		
	of Cases	Upheld	Overturn	Partial Overturn	Upheld	Overturn	Partial Overturn
External Review Agency							
Center for Health Dispute Resolution (CHDR)	81	27	31	2	12	9	
Island Peer Review Organization (IPRO)	85	35	22	2	8	16	2
Hayes Plus	83	32	28	1	11	10	1
Total	249	94	81	5	31	35	3

Percentage of External Review Agency Decisions Upheld and Overturned in 2008

*Overturned category includes those cases that were partially overturned

	Total Decisions	Overturned	Upheld
Behavioral Health	93	50%	50%
Cosmetic / Reconstructive	21	61%	39%
Dental	3	100%	0%
Diagnostic Services	5	80%	20%
Durable Medical Equip.	4	75%	25%
Emergency Care	0	0%	0%
Excluded Services	0	0%	0%
Experimental	44	59%	41%
Infertility Care	22	27%	73%
Inpatient	20	50%	50%
Outpatient	14	50%	50%
Pharmacy	11	42%	58%
Rehab Services	12	83%	17%
Visual Services	0	0%	0%
Totals	249	50%	50%