

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

**Decisions for Cases Eligible for External Review
By External Review Agency
January –December 2009**

	Total # of Cases	STANDARD			EXPEDITED		
		Upheld	Overtured	Partially Overtured	Upheld	Overtured	Partially Overtured
External Review Agency							
Maximus	71	37	23	4	5	2	0
Island Peer Review Organization (IPRO)	107	44	29	3	11	16	4
IMEDECS	108	47	34	4	12	10	1
Total	286	128	86	11	28	28	5

Percentage of External Review Agency Decisions Upheld and Overturned in 2009

*Overturned category includes those cases that were partially overturned

	Total Decisions	Overturned	Upheld
Behavioral Health	113	45%	55%
Cosmetic / Reconstructive	13	15%	85%
Dental	4	50%	50%
Diagnostic Services	8	25%	75%
Durable Medical Equip.	6	67%	33%
Emergency Care	3	67%	33%
Experimental	28	57%	43%
Infertility Care	31	23%	77%
Inpatient	11	64%	36%
Outpatient	33	52%	48%
Pharmacy	14	21%	79%
Rehab Services	22	79%	27%
Totals	286	45%	55%