

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

**Number of Requests Received by Type and Health Plan  
January – December 2008**

	<b>Tufts</b>	<b>Blue Cross &amp; Blue Shield</b>	<b>Harvard Pilgrim</b>	<b>United</b>	<b>Cigna</b>	<b>Connec- ticare</b>	<b>Health NE</b>	<b>Fallon</b>
<b>Appeal Type</b>								
Behavioral Health	14	40	33	12	2			7
Cosmetic / Reconstructive	7	10	2		1			
Dental	3		2					3
Diagnostic Services	4	3	1	1			1	1
Durable Medical Equipment	3	2	2	1				1
Emergency Care								
Excluded Services		4	6		1			2
Experimental	5	42	1					2
Infertility Care	8	21	2					1
Inpatient	5	18	1	1				
Outpatient	2	11	3	1		2		7
Pharmacy	2		2	2			1	9
Rehab Services	5	9	9					6
Visual Services								
<b>Totals</b>	<b>58</b>	<b>160</b>	<b>64</b>	<b>18</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>39</b>

Continue....



	Fallon	Unicare	Neigh -	Neigh -	First Health	Aenta	Value	Guardian	BMC
<b>Appeal Type</b>	<b>(CCHP)</b>	<b>GIC</b>	<b>borhood</b>	<b>Borhood (CCHP)</b>			<b>Option</b>		<b>Healthnet</b>
Behavioral Health		1	2				1		
Cosmetic / Reconstructive				1				1	1
Dental	1		1						
Diagnostic Services			1						1
Durable Medical Equipment		1							
Emergency Care			1						
Excluded Services									
Experimental					1				
Infertility Care									
Inpatient									
Outpatient	1	1	1	2		3			
Pharmacy	1								
Rehab Services						1			
Visual Services									
<b>Totals</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>2</b>

**Number of Eligible External Review Requests:  
January - December 2008**

