Massachusetts Department of Public Health
Office of Patient Protection

Number of Requests Received by Type and Health Plan
January – June 2010

	Tufts	Blue Cross Blue Shield	Harvard Pilgrim	United	Health NE	Fallon
Appeal Type						
Behavioral Health	11	37	20			10
Cosmetic / Reconstructive	1	5				4
Dental				1	1	
Diagnostic Services	1	2	1			4
Durable Medical Equipment	1	1	1			2
Emergency Care		3				
Excluded Services		1				2
Experimental	4	16	2	1		3
Infertility Care	2	10	3			1
Inpatient	1	3			1	4
Outpatient		11	2		1	5
Pharmacy	1	4	1			9
Rehab Services		5	1		1	
Vision Services						
Totals	**22**	**98**	**31**	**2**	**4**	**44**

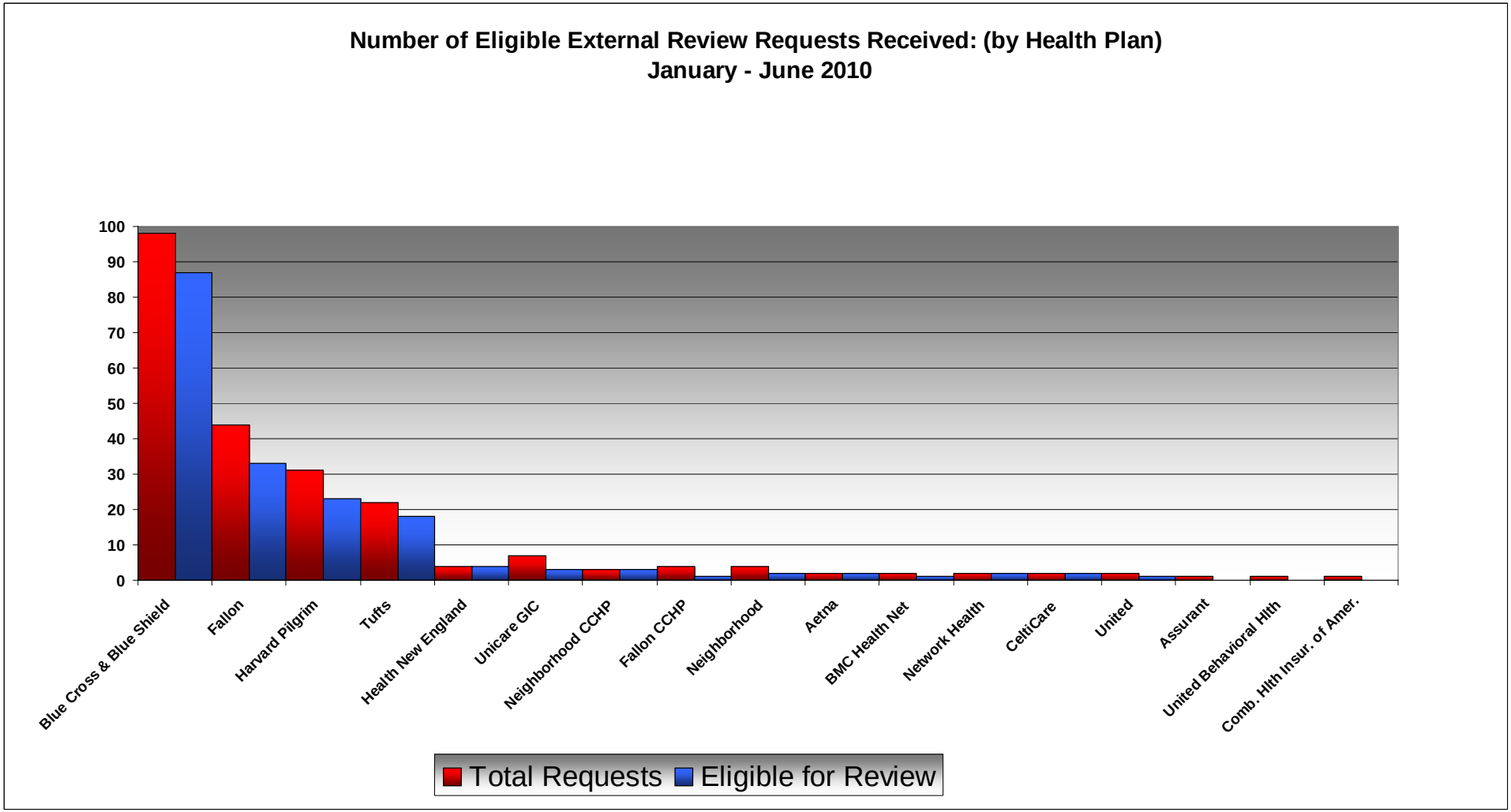
Continue….

	Unicare (GIC)	Neighborhood	Aetna	Assurant	United Behavioral Health	Combined Health Insurance of Amer.
Appeal Type						
Behavioral Health		1			1	
Cosmetic / Reconstructive						1
Dental						
Diagnostic Services	3	1	1			
Durable Medical Equipment	1					
Emergency Care	1					
Excluded Services						
Experimental	2					
Infertility Care						
Inpatient						
Outpatient		2				
Pharmacy				1		
Rehab Services			1			
Vision Services						
Totals	**7**	**4**	**2**	**1**	**1**	**1**

Massachusetts Department of Public Health
Office of Patient Protection

Number of Commonwealth Care Requests Received by Type and Health Plan
January – June 2010

	BMC HealthNet	CeltiCare	Fallon CCHP	Neighborhood CCHP	Network Health
Appeal Type					
Behavioral Health	1	2		1	
Cosmetic / Reconstructive			1		
Dental				1	1
Diagnostic Services					
Durable Medical Equipment			1		
Emergency Care			1		
Excluded Services					
Experimental					
Infertility Care					
Inpatient					
Outpatient	1		1		
Pharmacy				1	1
Rehab Services					
Vision Services					
Totals	**2**	**2**	**4**	**3**	**2**


Number of Eligible External Review Requests Received: (by Health Plan)
January - June 2010
100
90
80
70
60
50
40
30
20
10
0
Blue Cross & Blue Shield
Fallon
Harvard Pilgrim
Tufts
Health New England
Unicare GIC
Neighborhood CCHP
Fallon CCHP
Neighborhood
Aetna
BMC Health Net
Network Health
CeltiCare
United
Assurant
United Behavioral Hlth
Comb. Hlth Insur. of Amer.
Total Requests
Eligible for Review