

Massachusetts Department of Public Health
Office of Patient Protection
Summary of Cases Received
By Health Plan
January – December 2008

AETNA		Did not go to External Review			External Review Decisions		
Total Cases: 5	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overturned	Partially Overturned
January -December 2008							
Behavioral Health	0						
Cosmetic/Reconstructive	0						
Dental	0						
Diagnostic Services	0						
Durable Medical Equipment	0						
Emergency Care	0						
Excluded Services	0						
Experimental	0						
Infertility Care	0						
Inpatient	0						
Outpatient	3	3					
Pharmacy	0						
Rehab Services	2	1			1		
Visual Services	0						
Totals	5	4	0	0	1	0	0

Blue Cross & Blue Shield	Received	Did not go to External Review			External Review Decisions		
		Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overturned	Partially Overturned
Total Cases: 160							
January -December 2008							
Behavioral Health	40	6			16	14	4
Cosmetic/Reconstructive	10		1		6	3	
Dental	0						
Diagnostic Services	3	1	2				
Durable Medical Equipment	2	1				1	
Emergency Care	0						
Excluded Services	4	4					
Experimental	42	1	4		15	22	
Infertility Care	21	6			12	3	
Inpatient	18	1	3		7	7	
Outpatient	11		1		5	5	
Pharmacy	0						
Rehab Services	9	1	2		1	4	1
Visual Services	0						
Totals	160	21	13	0	62	59	5

Cigna Health Care of Massachusetts	Did not go to External Review				External Review Decisions		
	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured
Total Cases: 4							
January -December 2008							
Behavioral Health	2	2					
Cosmetic/Reconstructive	1	1					
Dental	0						
Diagnostic Services	0						
Durable Medical Equipment	0						
Emergency Care	0						
Excluded Services	1	1					
Experimental	0						
Infertility Care	0						
Inpatient	0						
Outpatient	0						
Pharmacy	0						
Rehab Services	0						
Visual Services	0						
Totals	4	4	0	0	0	0	0

Connecticare	Received	Did not go to External Review			External Review Decisions		
		Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured
Total Cases: 2							
January -December 2008							
Behavioral Health	0						
Cosmetic/Reconstructive	0						
Dental	0						
Diagnostic Services	0						
Durable Medical Equipment	0						
Emergency Care	0						
Excluded Services	0						
Experimental	0						
Infertility Care	0						
Inpatient	0						
Outpatient	2	1				1	
Pharmacy	0						
Rehab Services	0						
Visual Services	0						
Totals	2	1	0	0	0	1	0

Fallon Community Health Plan Total Cases: 39 January -December 2008	Did not go to External Review				External Review Decisions			
	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured	
	Behavioral Health	7				2	5	
	Cosmetic/Reconstructive	0						
Dental	3	3						
Diagnostic Services	1					1		
Durable Medical Equipment	1	1						
Emergency Care	0							
Excluded Services	2	2						
Experimental	2	1			1			
Infertility Care	1	1						
Inpatient	0							
Outpatient	7	4	3					
Pharmacy	9	2			5	2		
Rehab Services	6	5				1		
Visual Services	0							
Totals	39	19	3	0	8	9	0	

Fallon Community Health Plan (CCHP)	Did not go to External Review				External Review Decisions		
	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overturned	Partially Overturned
Total Cases: 3							
January -December 2008							
Behavioral Health	0						
Cosmetic/Reconstructive	0						
Dental	1	1					
Diagnostic Services	0						
Durable Medical Equipment	0						
Emergency Care	0						
Excluded Services	0						
Experimental	0						
Infertility Care	0						
Inpatient	0						
Outpatient	1	1					
Pharmacy	1					1	
Rehab Services	0						
Visual Services	0						
Totals	3	2	0	0	0	1	0

BMC Healthnet		Did not go to External Review			External Review Decisions		
Total Cases: 3	Received	Ineligible	Resolved	Health Plan	Upheld	Overturned	Partially
January -December 2008				did not meet			Overturned
				Time Frame			
Behavioral Health	0						
Cosmetic/Reconstructive	2				2		
Dental	0						
Diagnostic Services	1	1					
Durable Medical Equipment	0						
Emergency Care	0						
Excluded Services	0						
Experimental	0						
Infertility Care	0						
Inpatient	0						
Outpatient	0						
Pharmacy	0						
Rehab Services	0						
Visual Services	0						
Totals	3	1	0	0	2	0	0

Harvard Pilgrim Health Care Total Cases: 64 January -December 2008	Did not go to External Review				External Review Decisions		
	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured
	Behavioral Health	33	1	3		14	12
Cosmetic/Reconstructive	2	1			1		
Dental	2	2					
Diagnostic Services	1					1	
Durable Medical Equipment	2	2					
Emergency Care	0						
Excluded Services	6	5	1				
Experimental	1				1		
Infertility Care	2	1				1	
Inpatient	1	1					
Outpatient	3	3					
Pharmacy	2	1			1		
Rehab Services	9	6	3				
Visual Services	0						
Totals	64	23	7	0	17	14	3

Health New England		Did not go to External Review			External Review Decisions		
Total Cases: 2	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overturned	Partially Overturned
January -December 2008							
Behavioral Health	0						
Cosmetic/Reconstructive	0						
Dental	0						
Diagnostic Services	1	1					
Durable Medical Equipment	0						
Emergency Care	0						
Excluded Services	0						
Experimental	0						
Infertility Care	0						
Inpatient	0						
Outpatient	0						
Pharmacy	1	1					
Rehab Services	0						
Visual Services	0						
Totals	2	2	0	0	0	0	0

Neighborhood Health Plan	Did not go to External Review				External Review Decisions		
	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured
Total Cases: 6							
January -December 2008							
Behavioral Health	2		1		1		
Cosmetic/Reconstructive	0						
Dental	1	1					
Diagnostic Services	1	1					
Durable Medical Equipment	0						
Emergency Care	1	1					
Excluded Services	0						
Experimental	0						
Infertility Care	0						
Inpatient	0						
Outpatient	1	1					
Pharmacy	0						
Rehab Services	0						
Visual Services	0						
Totals	6	4	1	0	1	0	0

Neighborhood Health Plan (CCHP)	Received	Did not go to External Review			External Review Decisions		
		Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overturned	Partially Overturned
Total Cases: 3							
January -September 2008							
Behavioral Health	0						
Cosmetic/Reconstructive	1				1		
Dental	0						
Diagnostic Services	0						
Durable Medical Equipment	0						
Emergency Care	0						
Excluded Services	0						
Experimental	0						
Infertility Care	0						
Inpatient	0						
Outpatient	2	1				1	
Pharmacy	0						
Rehab Services	0						
Visual Services	0						
Totals	3	1	0	0	1	1	0

Tufts Health Plan		Did not go to External Review			External Review Decisions		
Total Cases: 58	Received	Ineligible	Resolved	Health Plan	Upheld	Overturned	Partially
January -December 2008				did not meet			Overturned
				Time Frame			
Behavioral Health	14	1	1		7	5	
Cosmetic/Reconstructive	7				5	2	
Dental	3					3	
Diagnostic Services	4	1			1	2	
Durable Medical Equipment	3				1	2	
Emergency Care	0						
Excluded Services	0						
Experimental	5	1			1	3	
Infertility Care	8	2			4	2	
Inpatient	5				2	3	
Outpatient	2	1			1		
Pharmacy	2		1		1		
Rehab Services	5	1				4	
Visual Services	0						
Totals	58	7	2	0	23	26	0

United Health Care of New England	Did not go to External Review				External Review Decisions		
	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured
Total Cases: 18							
January -December 2008							
Behavioral Health	12	2			7	3	
Cosmetic/Reconstructive	0						
Dental	0						
Diagnostic Services	1	1					
Durable Medical Equipment	1	1					
Emergency Care	0						
Excluded Services	0						
Experimental	0						
Infertility Care	0						
Inpatient	1				1		
Outpatient	1	1					
Pharmacy	2	1				1	
Rehab Services	0						
Visual Services	0						
Totals	18	6	0	0	8	4	0

UNICARE GIC	Received	Did not go to External Review			External Review Decisions		
		Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overturned	Partially Overturned
Total Cases: 3							
January -December 2008							
Behavioral Health	1	1					
Cosmetic/Reconstructive	0						
Dental	0						
Diagnostic Services	0						
Durable Medical Equipment	1	1					
Emergency Care	0						
Excluded Services	0						
Experimental	0						
Infertility Care	0						
Inpatient	0						
Outpatient	1				1		
Pharmacy	0						
Rehab Services	0						
Visual Services	0						
Totals	3	2	0	0	1	0	0

Value Option	Received	Did not go to External Review			External Review Decisions		
		Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overturned	Partially Overturned
Total Cases: 1							
January -December 2008							
Behavioral Health	1	1					
Cosmetic/Reconstructive	0						
Dental	0						
Diagnostic Services	0						
Durable Medical Equipment	0						
Emergency Care	0						
Excluded Services	0						
Experimental	0						
Infertility Care	0						
Inpatient	0						
Outpatient	0						
Pharmacy	0						
Rehab Services	0						
Visual Services	0						
Totals	1	1	0	0	0	0	0

First Health		Did not go to External Review			External Review Decisions		
Total Cases: 1	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured
January -December 2008							
Behavioral Health	0						
Cosmetic/Reconstructive	0						
Dental	0						
Diagnostic Services	0						
Durable Medical Equipment	0						
Emergency Care	0						
Excluded Services	0						
Experimental	1					1	
Infertility Care	0						
Inpatient	0						
Outpatient	0						
Pharmacy	0						
Rehab Services	0						
Visual Services	0						
Totals	1	0	0	0	0	1	0

Guardian	Received	Did not go to External Review			External Review Decisions		
		Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured
Total Cases: 1							
January -December 2008							
Behavioral Health	0						
Cosmetic/Reconstructive	1				1		
Dental	0						
Diagnostic Services	0						
Durable Medical Equipment	0						
Emergency Care	0						
Excluded Services	0						
Experimental	0						
Infertility Care	0						
Inpatient	0						
Outpatient	0						
Pharmacy	0						
Rehab Services	0						
Visual Services	0						
Totals	1	0	0	0	1	0	0