

Massachusetts Department of Public Health
Office of Patient Protection
Summary of Cases Received
By Health Plan
January – December 2009

AETNA	Received	Did not go to External Review		External Review Decisions		
		Ineligible	Resolved	Upheld	Overtured	Partially Overtured
Total Cases: 7 January - December 2009						
Behavioral Health	1	1				
Cosmetic/Reconstructive	0					
Dental	0					
Diagnostic Services	0					
Durable Medical Equipment	0					
Emergency Care	1	1				
Excluded Services	0					
Experimental	2	1				1
Infertility Care	0					
Inpatient	0					
Outpatient	2	1			1	
Pharmacy	0					
Rehab Services	1			1		
Vision Services	0					
Totals	7	4	0	1	1	1

Blue Cross & Blue Shield of Massachusetts	Received	Did not go to External Review		External Review Decisions		
		Ineligible	Resolved	Upheld	Overtured	Partially Overtured
Total Cases: 155 January - December 2009						
Behavioral Health	41	5	6	20	9	1
Cosmetic/Reconstructive	8		1	6	1	
Dental	3	3				
Diagnostic Services	2			2		
Durable Medical Equipment	3			1	2	
Emergency Care	3			1	1	1
Excluded Services	2	2				
Experimental	19	1	2	7	9	
Infertility Care	26	7		15	4	
Inpatient	8	3	1	2	2	
Outpatient	22	4		9	8	1
Pharmacy	1				1	
Rehab Services	17			5	12	
Vision Services	0					
Totals	155	25	10	68	49	3

BMC Healthnet (Commonwealth Care)	Received	Did not go to External Review		External Review Decisions		
		Ineligible	Resolved	Upheld	Overtured	Partially Overtured
Total Cases: 5 January - December 2009						
Behavioral Health	0					
Cosmetic/Reconstructive	0					
Dental	2	1		1		
Diagnostic Services	0					
Durable Medical Equipment	1			1		
Emergency Care	0					
Excluded Services	0					
Experimental	1	1				
Infertility Care	0					
Inpatient	0					
Outpatient	1	1				
Pharmacy	0					
Rehab Services	0					
Vision Services	0					
Totals	5	3	0	2	0	0

CIGNA		Did not go to External Review		External Review Decisions		
Total Cases: 5 January - December 2009	Received	Ineligible	Resolved	Upheld	Overtured	Partially Overtured
Behavioral Health	4	3		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	1	1				
Pharmacy	0					
Rehab Services	0					
Vision Services	0					
Totals	5	4	0	1	0	0

Fallon Community Health Plan Total Cases: 69 January - December 2009	Received	Did not go to External Review		External Review Decisions		
		Ineligible	Resolved	Upheld	Overtured	Partially Overtured
Behavioral Health	28		5	10	10	3
Cosmetic/Reconstructive	2		1	1		
Dental	3	2		1		
Diagnostic Services	3	1	1	1		
Durable Medical Equipment	2	2				
Emergency Care	0					
Excluded Services	0					
Experimental	2			2		
Infertility Care	2		1	1		
Inpatient	1		1			
Outpatient	12	8	1		3	
Pharmacy	12	1		11		
Rehab Services	1	1				
Vision Services	1		1			
Totals	69	15	11	27	13	3

Fallon Community Health Plan (Commonwealth Care)	Received	Did not go to External Review		External Review Decisions		
		Ineligible	Resolved	Upheld	Overturned	Partially Overturned
Total Cases: 2 January - December 2009						
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	1				1	
Outpatient	3	2	1			
Pharmacy	0					
Rehab Services	0					
Vision Services	0					
Totals	4	2	1	0	1	0

Guardian		Did not go to External Review		External Review Decisions		
Total Cases: 1 January -December 2009	Received	Ineligible	Resolved	Upheld	Overtured	Partially Overtured
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	0					
Rehab Services	0					
Vision Services	0					
Totals	1	0	0	0	1	0

Harvard Pilgrim Health Care Total Cases: 71 January - December 2009	Received	Did not go to External Review		External Review Decisions		
		Ineligible	Resolved	Upheld	Overtured	Partially Overtured
Behavioral Health	49	5		23	14	7
Cosmetic/Reconstructive	2		1	1		
Dental	1	1				
Diagnostic Services	1			1		
Durable Medical Equipment	0					
Emergency Care	0					
Excluded Services	0					
Experimental	1				1	
Infertility Care	1				1	
Inpatient	6			6		
Outpatient	5	3		1		1
Pharmacy	0					
Rehab Services	5	4	1			
Vision Services	0					
Totals	71	13	2	32	16	8

Health New England Total Cases: 12 January - December 2009	Received	Did not go to External Review		External Review Decisions		
		Ineligible	Resolved	Upheld	Overtured	Partially Overtured
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	1	1				
Inpatient	2			1	1	
Outpatient	6	2		1	3	
Pharmacy	0					
Rehab Services	2	1			1	
Vision Services	0					
Totals	12	5	0	2	5	0

Neighborhood Health Plan Total Cases: 11 January - December 2009	Received	Did not go to External Review		External Review Decisions		
		Ineligible	Resolved	Upheld	Overtured	Partially Overtured
Behavioral Health	3	1			2	
Cosmetic/Reconstructive	0					
Dental	0					
Diagnostic Services	2	2				
Durable Medical Equipment	0					
Emergency Care	0					
Excluded Services	0					
Experimental	0					
Infertility Care	0					
Inpatient	0					
Outpatient	6	3	2	1		
Pharmacy	0					
Rehab Services	0					
Vision Services	0					
Totals	11	6	2	1	2	0

Neighborhood Health Plan (Commonwealth Care)	Received	Did not go to External Review		External Review Decisions		
		Ineligible	Resolved	Upheld	Overtured	Partially Overtured
Total Cases: 7 January - December 2009						
Behavioral Health	5		1	2	2	
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	1	1				
Outpatient	0					
Pharmacy	0					
Rehab Services	0					
Vision Services	0					
Totals	7	1	1	2	3	0

Network Health (Commonwealth Care)	Received	Did not go to External Review		External Review Decisions		
		Ineligible	Resolved	Upheld	Overtured	Partially Overtured
Total Cases: 2 January - December 2009						
Behavioral Health	0					
Cosmetic/Reconstructive	0					
Dental	1				1	
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					
Vision Services	0					
Totals	2	0	0	1	1	0

Tufts Health Plan Total Cases: 48 January - December 2009	Received	Did not go to External Review		External Review Decisions		
		Ineligible	Resolved	Upheld	Overturned	Partially Overturned
Behavioral Health	8	1		4	3	
Cosmetic/Reconstructive	4			3	1	
Dental	2	2				
Diagnostic Services	4	1	1	1	1	
Durable Medical Equipment	1				1	
Emergency Care	0					
Excluded Services	0					
Experimental	8			3	5	
Infertility Care	5	1		2	2	
Inpatient	5			1	3	1
Outpatient	5		1	4		
Pharmacy	2				2	
Rehab Services	4	1			3	
Vision Services	0					
Totals	48	6	2	18	21	1

United Health Care Total Cases: 3 January - December 2009	Received	Did not go to External Review		External Review Decisions		
		Ineligible	Resolved	Upheld	Overtured	Partially Overtured
Behavioral Health	2	1		1		
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	0					
Rehab Services	0					
Vision Services	0					
Totals	3	2	0	1	0	0

UNICARE (GIC)		Did not go to External Review		External Review Decisions		
Total Cases: 3 January - December 2009	Received	Ineligible	Resolved	Upheld	Overtured	Partially Overtured
Behavioral Health	0					
Cosmetic/Reconstructive	0					
Dental	0					
Diagnostic Services	0					
Durable Medical Equipment	3	1	1		1	
Emergency Care	0					
Excluded Services	0					
Experimental	0					
Infertility Care	0					
Inpatient	0					
Outpatient	0					
Pharmacy	0					
Rehab Services	0					
Vision Services	0					
Totals	3	1	1	0	1	0

CeltiCare (Commonwealth Care)	Received	Did not go to External Review		External Review Decisions		
		Ineligible	Resolved	Upheld	Overturned	Partially Overturned
Total Cases: 1 January - December 2009						
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					
Vision Services	0					
Totals	1	0	1	0	0	0