

COMMONWEALTH OF MASSACHUSETTS
HEALTH POLICY COMMISSION

Office of Patient Protection
Chart Book

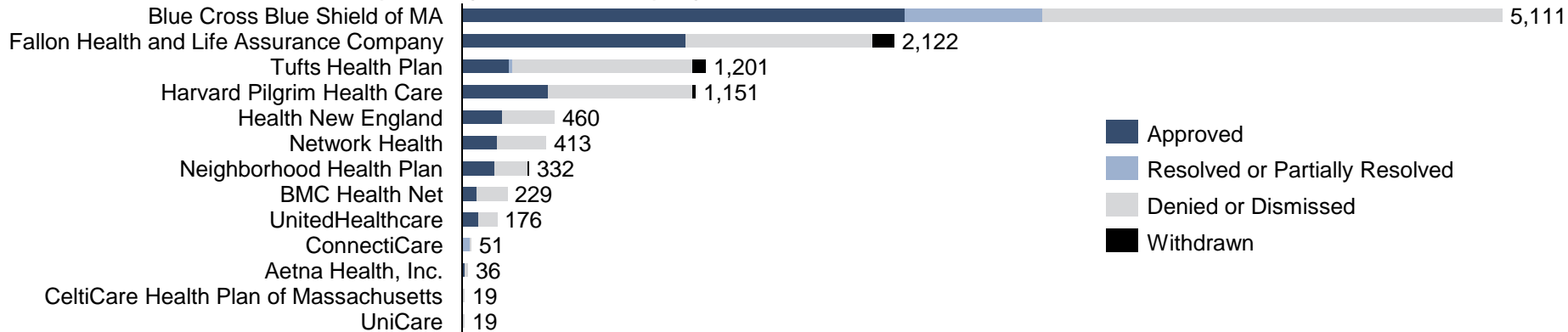
November 10, 2014



Many factors influence the number of internal review requests reported by each insurance company, including size of membership

Internal Review

Number of internal reviews reported by insurance company, 2013



Total Number of Internal Reviews Filed: 11,334

HEALTH PLAN	APPROVED	RESOLVED	DENIED	WITHDRAWN	UNKNOWN DISPOSITION	TOTAL FILED	TOTAL ENROLLMENT
Blue Cross Blue Shield of MA	2,180	671	2,260	0	0	5,111	11,648,834
Fallon Health and Life Assurance Company	1,102	0	916	104	0	2,122	1,374,825
Tufts Health Plan	231	22	885	63	0	1,201	3,847,843
Harvard Pilgrim Health Care	425	0	708	18	0	1,151	7,326,611
Health New England	202	0	254	4	0	460	1,302,753
Network Health	177	0	236	0	0	413	--
Neighborhood Health Plan	164	0	158	10	0	332	699,581
BMC Health Net	72	2	152	3	0	229	--
UnitedHealthcare	80	0	96	0	-1	175	849,579
ConnectiCare	12	29	10	0	0	51	1,188,114
Aetna Health, Inc.	14	0	22	0	7	43	1,089,631
CeltiCare Health Plan of Massachusetts	12	0	7	0	8	27	4,054
UniCare	9	0	10	0	0	19	--
Total	4,680	724	5,714	202	14	11,334	

Note: All data in this Chart Book are for health plans subject to M.G.L. c. 176D

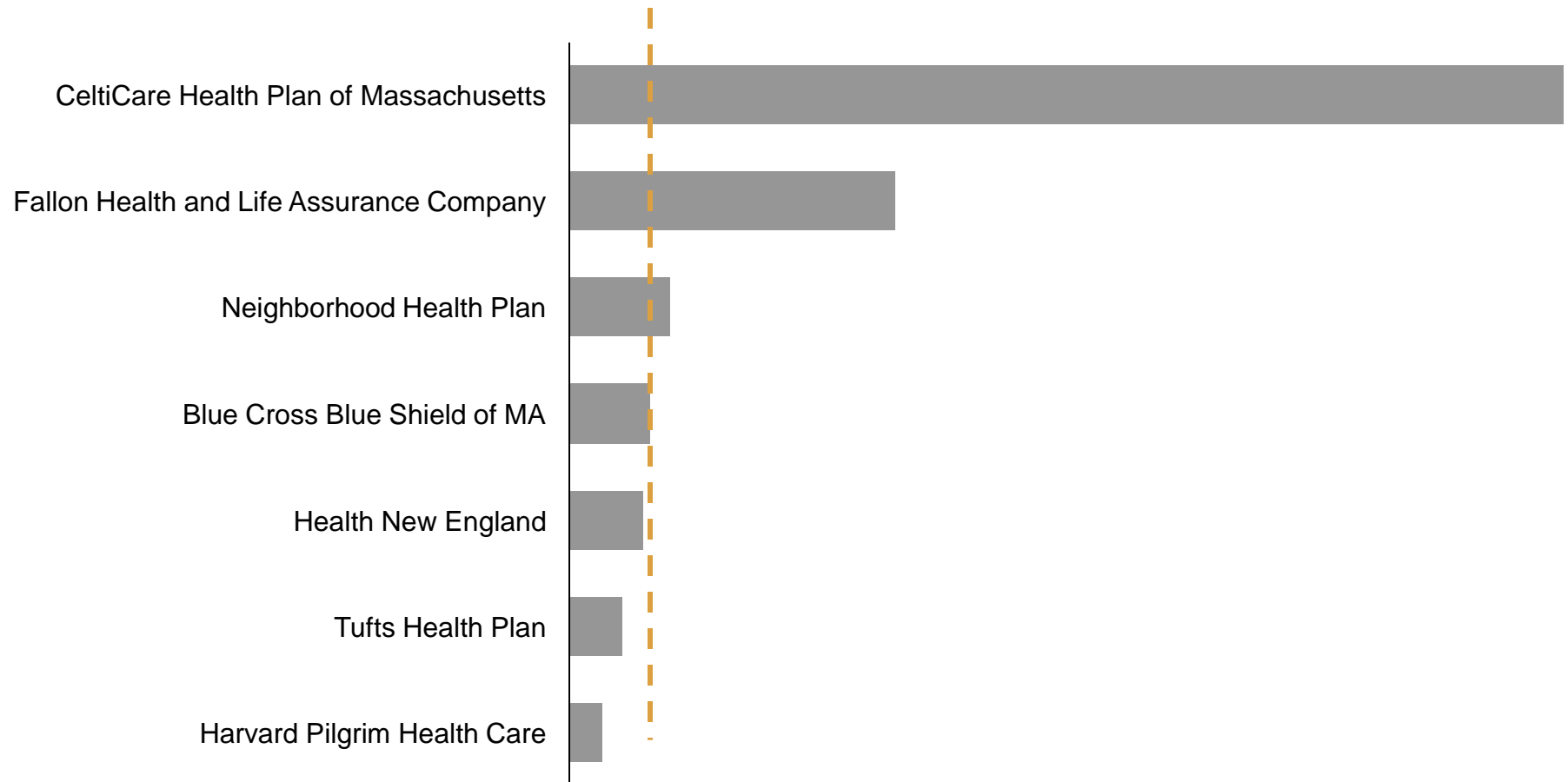
Source: 2014 Insurance carrier reports to the Office of Patient Protection, pursuant to 958 CMR 3.600, Enrollment data from CHIA, 2012

When weighted for the number of members in each plan, CeliCare and Fallon reported the highest proportions of internal reviews requested by their members during 2013

Internal Review

Number of internal reviews reported by insurance company, 2013, weighted by reported member months by insurance company

State average



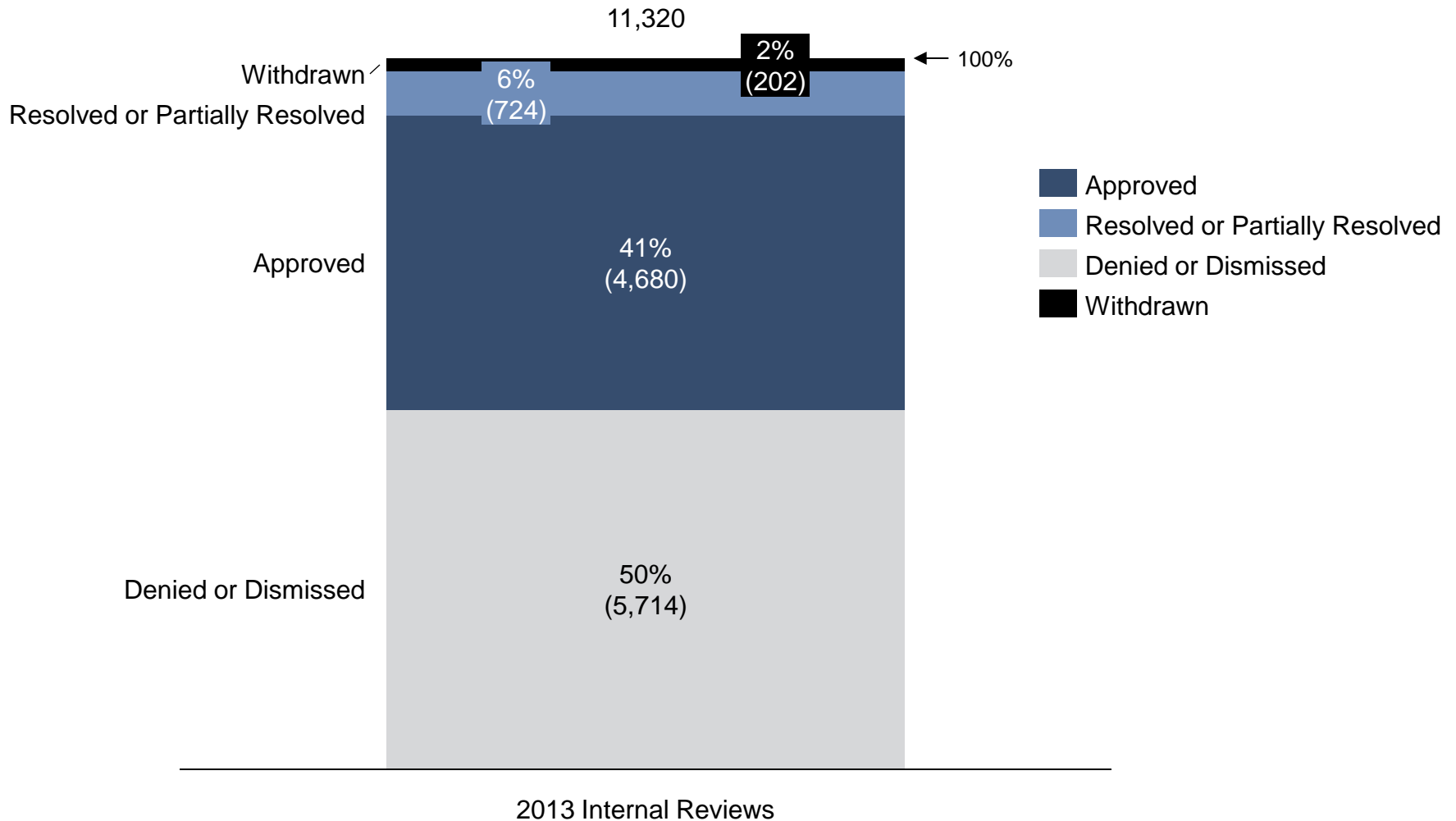
Source: 2014 Insurance carrier reports to the Office of Patient Protection, pursuant to 958 CMR 3.600.

Weighted by dividing number of internal reviews by most recent health plan reported member month data. Center for Health Information and Analysis, 2012

During 2013, the insurance companies upheld their original decisions in 51% of internal reviews sought by members

Internal Review

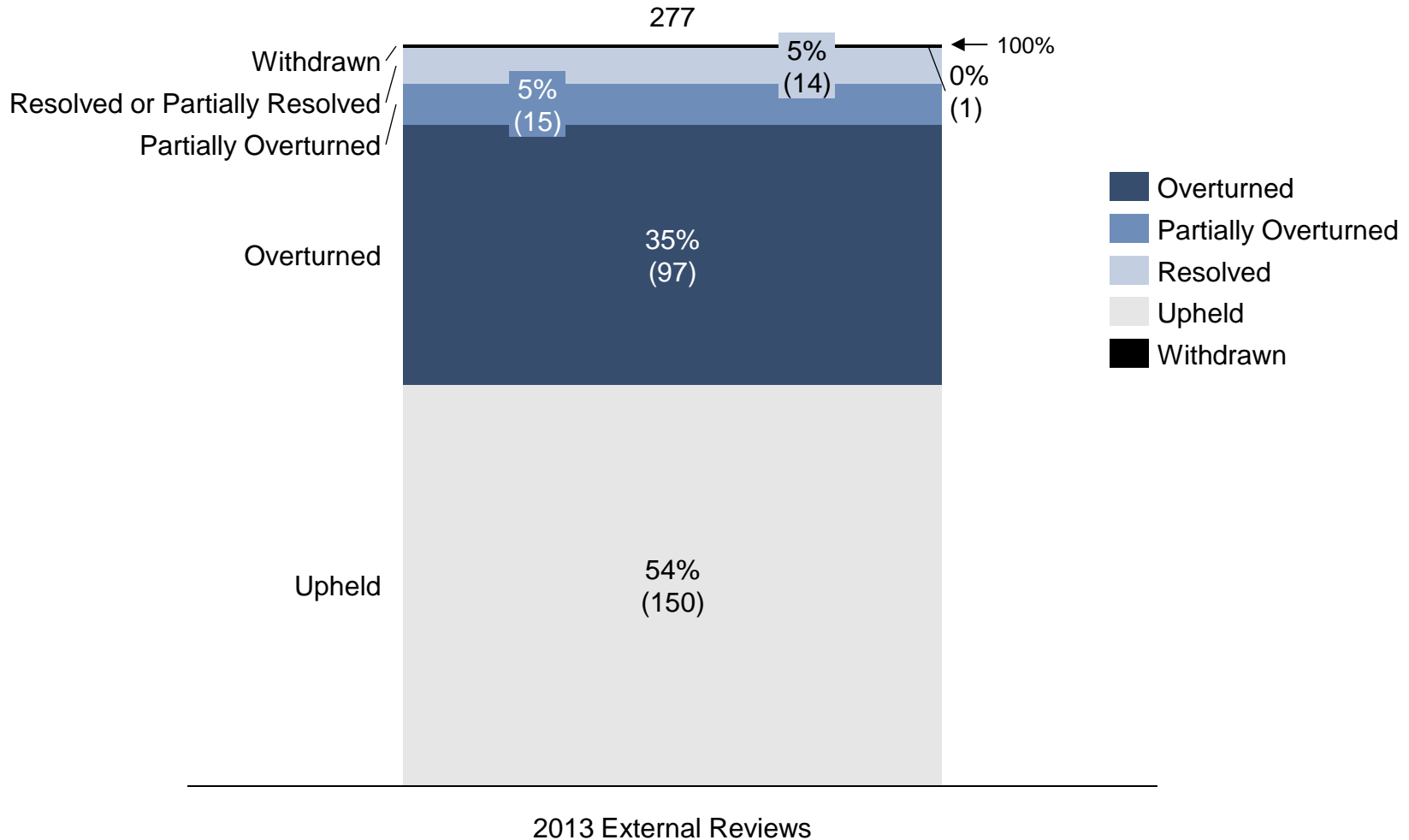
Percentage of internal reviews with known disposition by decision outcome, 2013



OPP received 277 eligible requests for external review during 2013. Similar to past years, nearly half were decided in favor of the patient.

External Review

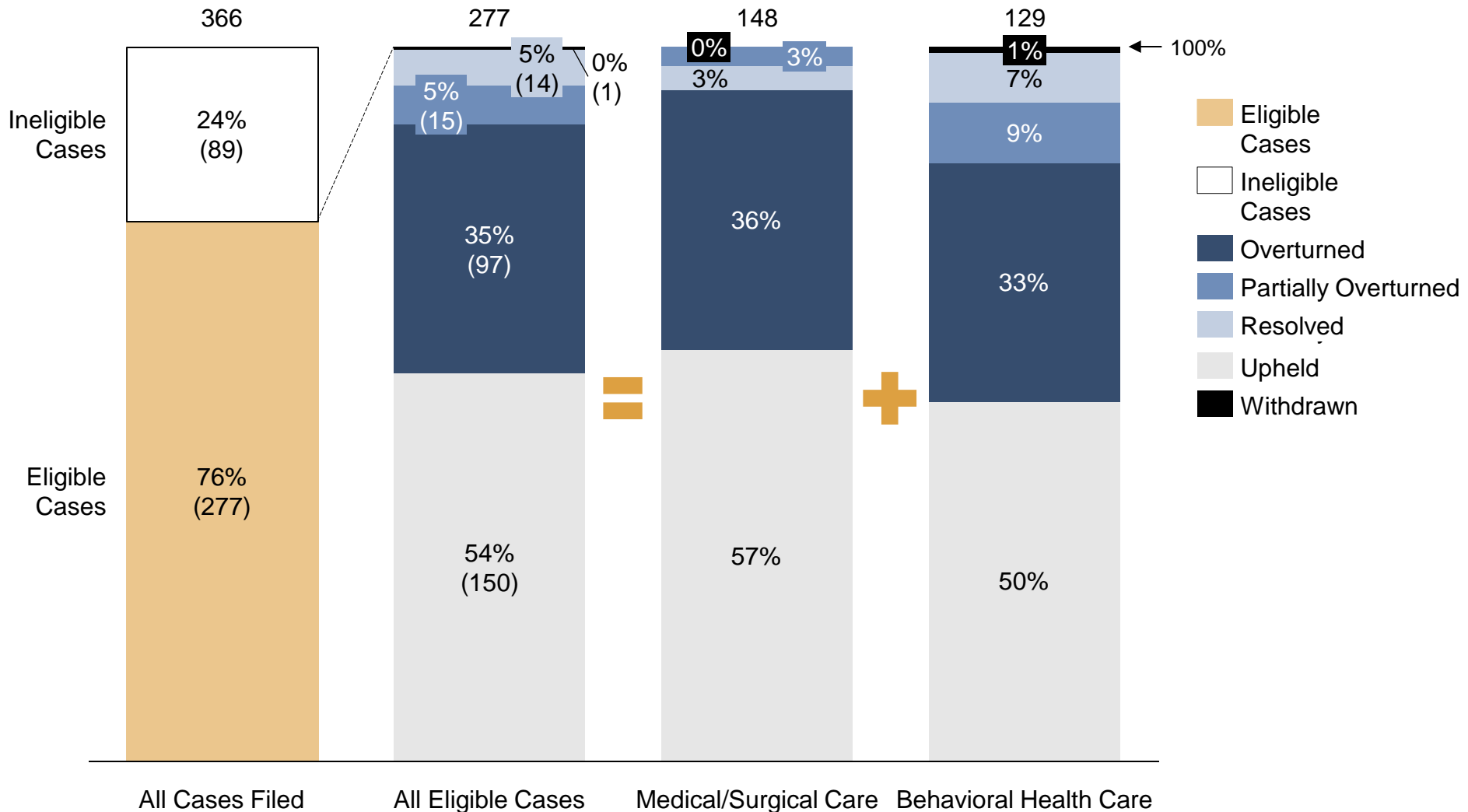
Percentage of external review cases by outcome, 2013



Of the 277 eligible external review requests filed during 2013, OPP received 148 external review requests for medical/surgical treatment and 129 external review requests for behavioral health treatment.

External Review

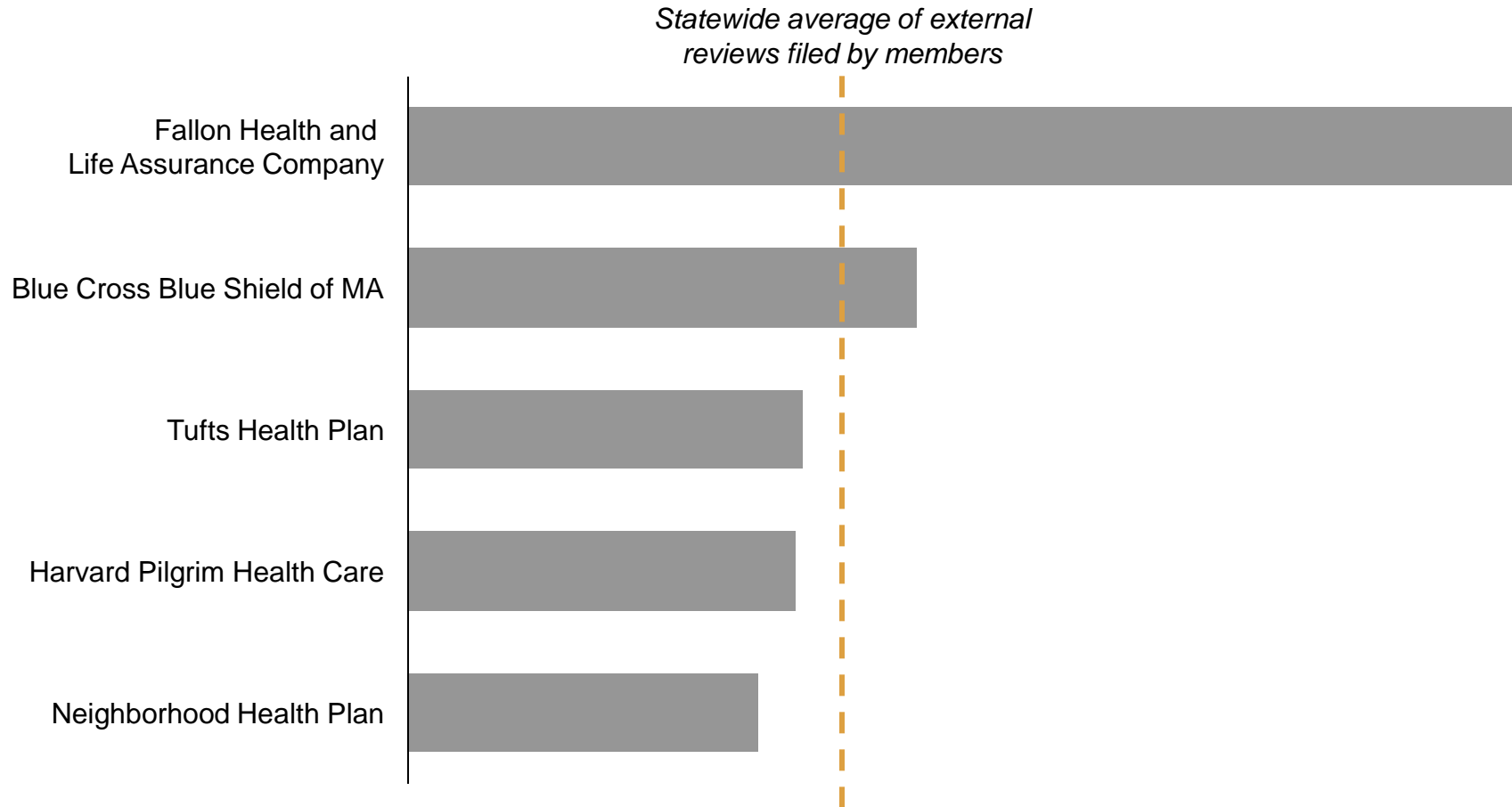
Percentage of external review cases by disposition, by type of case (Medical/Surgical Care vs. Behavioral Health Care), 2013



When weighted by number of members, Fallon and Blue Cross Blue Shield members sought a higher than average number of external reviews

External Review

Number of external reviews (2013) weighted by number of enrolled member months



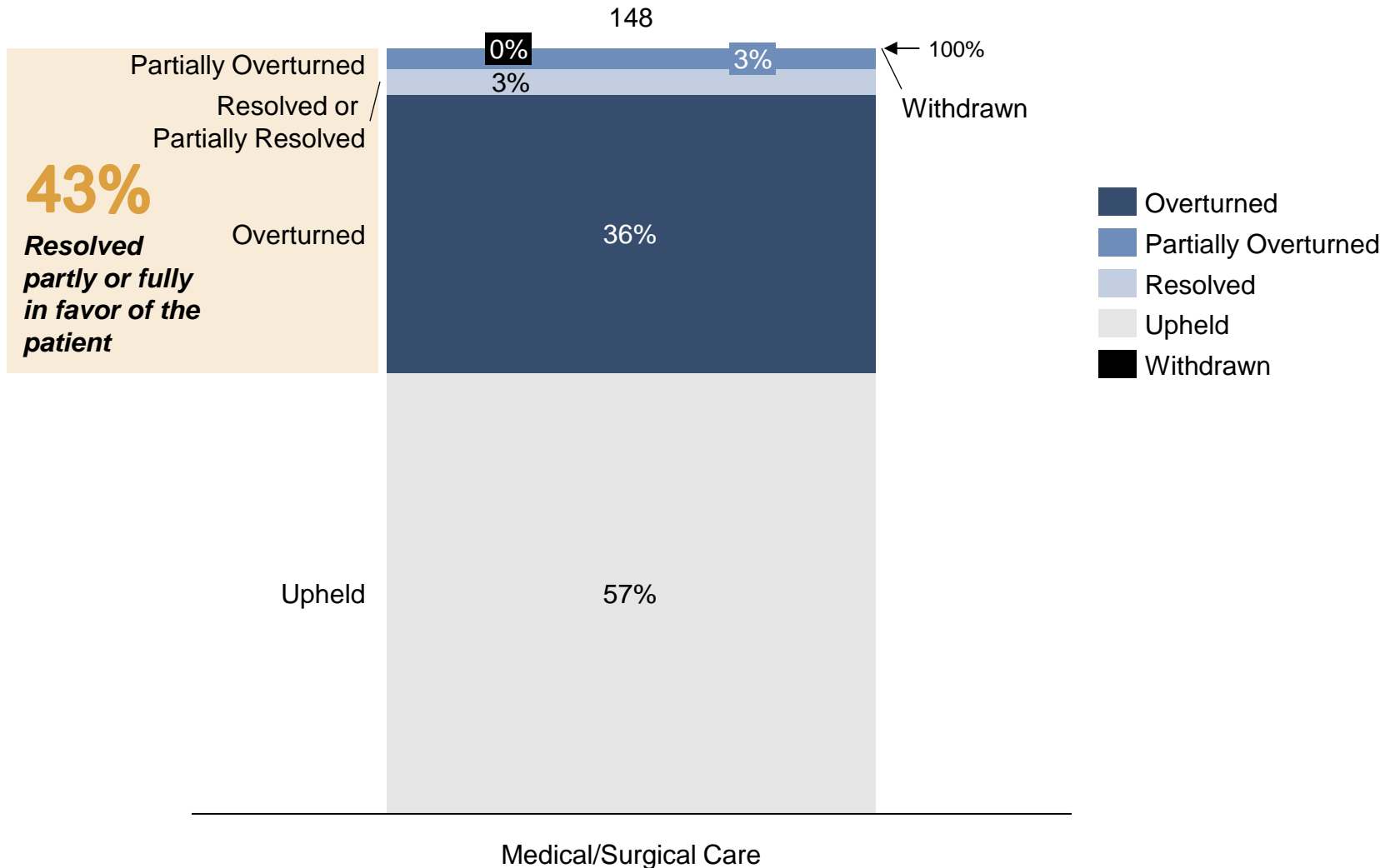
Note: Weighted by dividing number of external reviews by most recent health plan reported member month data. Center for Health Information and Analysis, 2012

Source: 2013 Office of Patient Protection external review data, Member months from Center for Health Information and Analysis, 2012

Almost half of medical or surgical external reviews were resolved fully or partly in favor of the patient. This includes categories such as pharmacy, infertility care and durable medical equipment.

External Review, Medical/Surgical

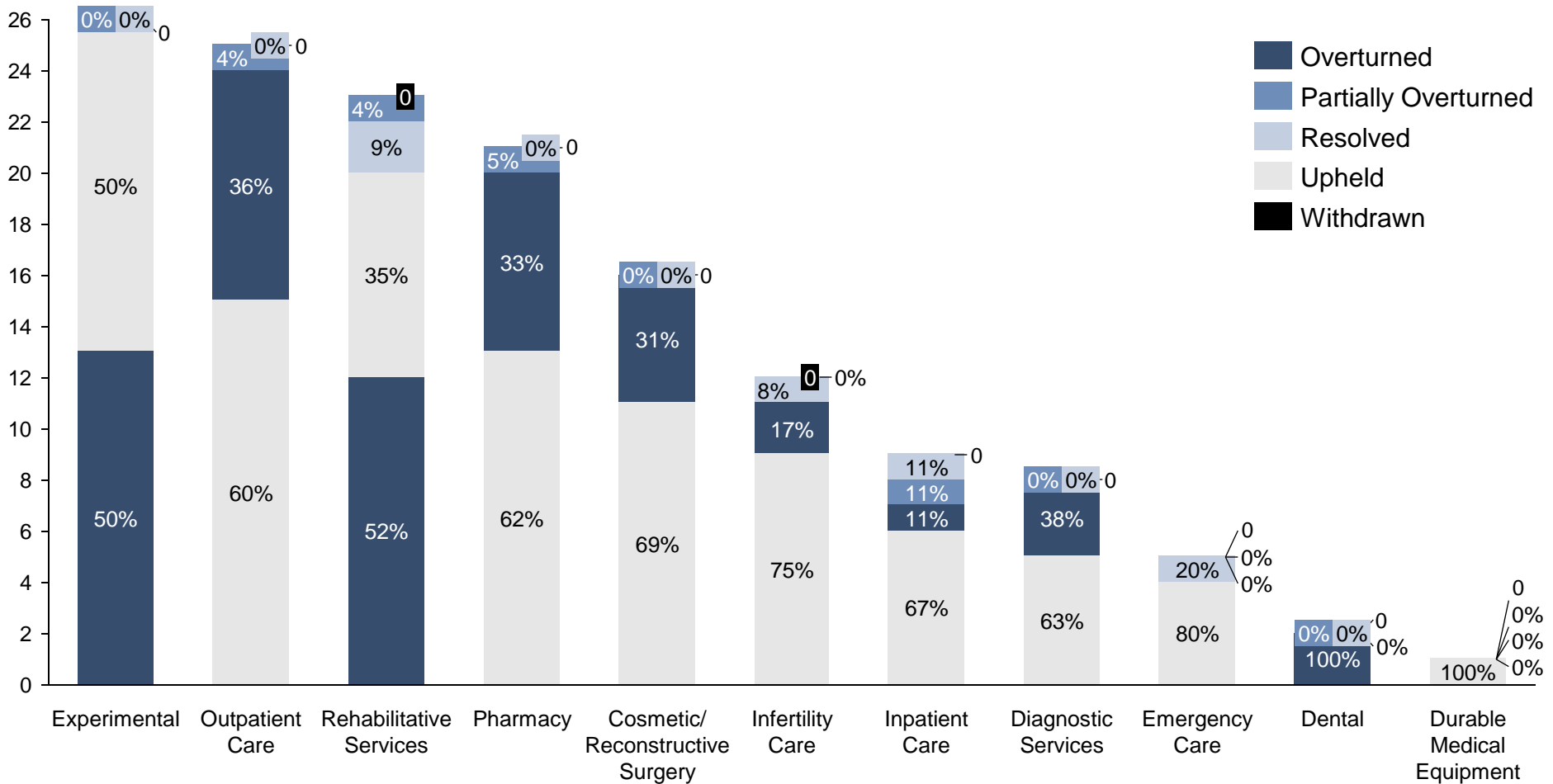
Number of eligible external reviews for Medical/Surgical Care (2013)



In 2013, patients filed requests for external review for the following types of medical or surgical treatment.

External Review, Medical/Surgical

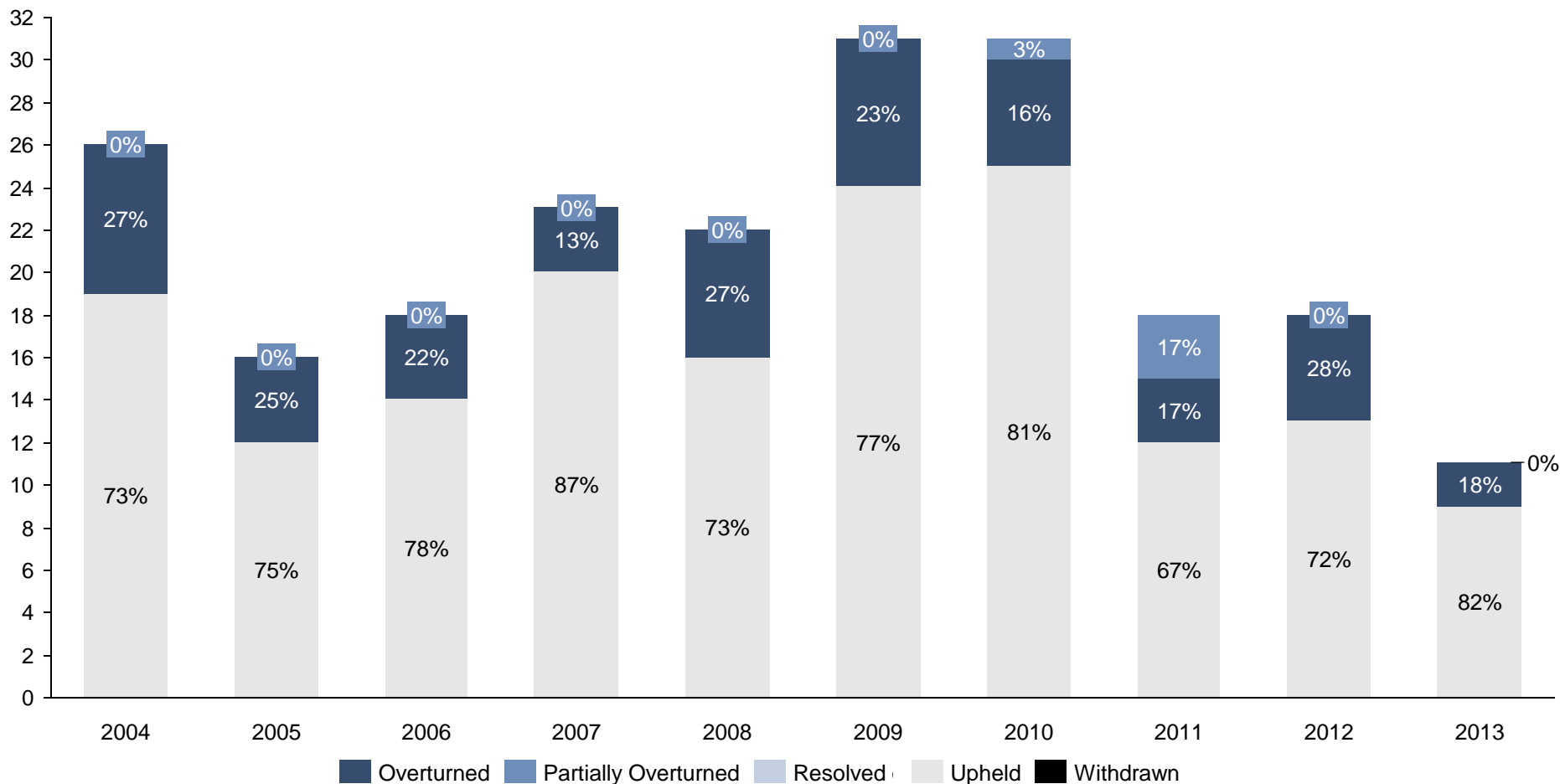
Proportion of eligible external reviews in Medical/Surgical Care by category of treatment (2013)



The number of external reviews for infertility cases has been declining over the past several years. Most external reviews for infertility treatment were decided in favor of the insurance company.

External Review, Infertility

Number of infertility-related external reviews, over time, 2004 to 2013



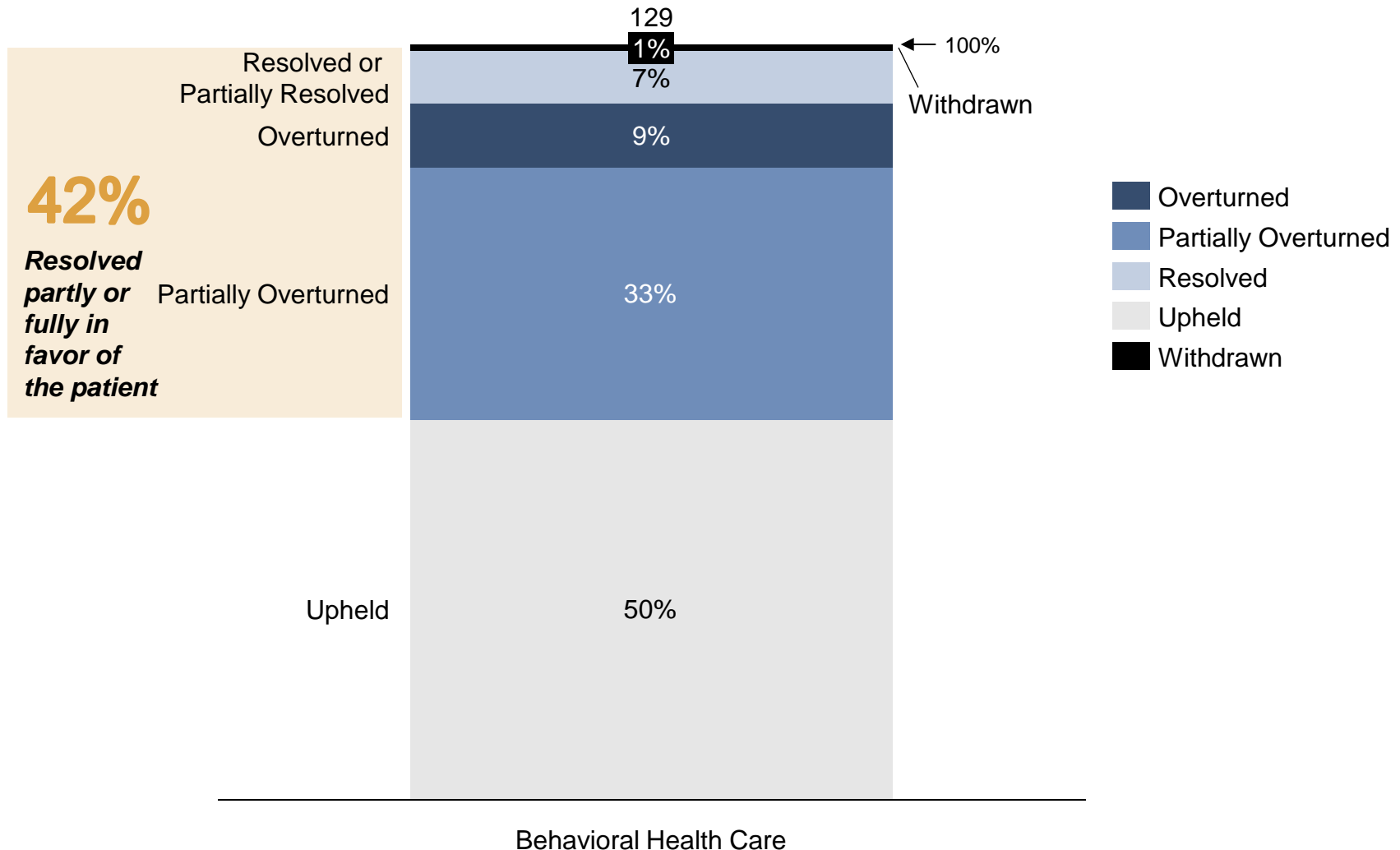
Note: Data on external reviews related to infertility were not recorded in a consistent manner prior to 2004.

Source: 2004-2013 Office of Patient Protection external review data

42% of eligible external review cases for behavioral health treatment were decided fully or partly in favor of the patient.

External Review, Behavioral Health

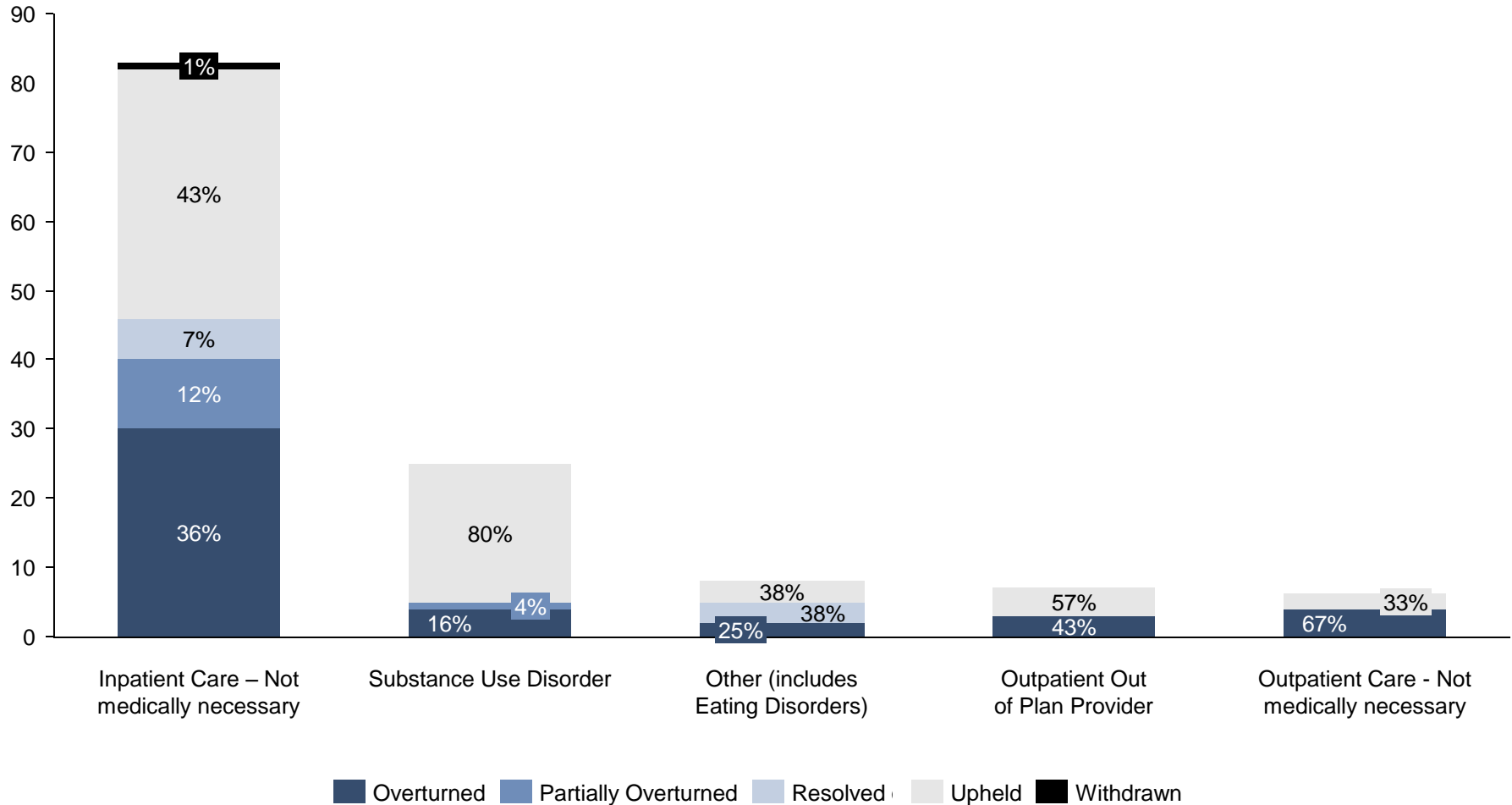
Eligible external reviews related to behavioral health treatment by outcome, 2013



Inpatient mental health care [or “Inpatient Care (not medically necessary)”] was the largest category within eligible behavioral health cases, accounting for almost 65% of behavioral health external reviews.

External Review, Behavioral Health

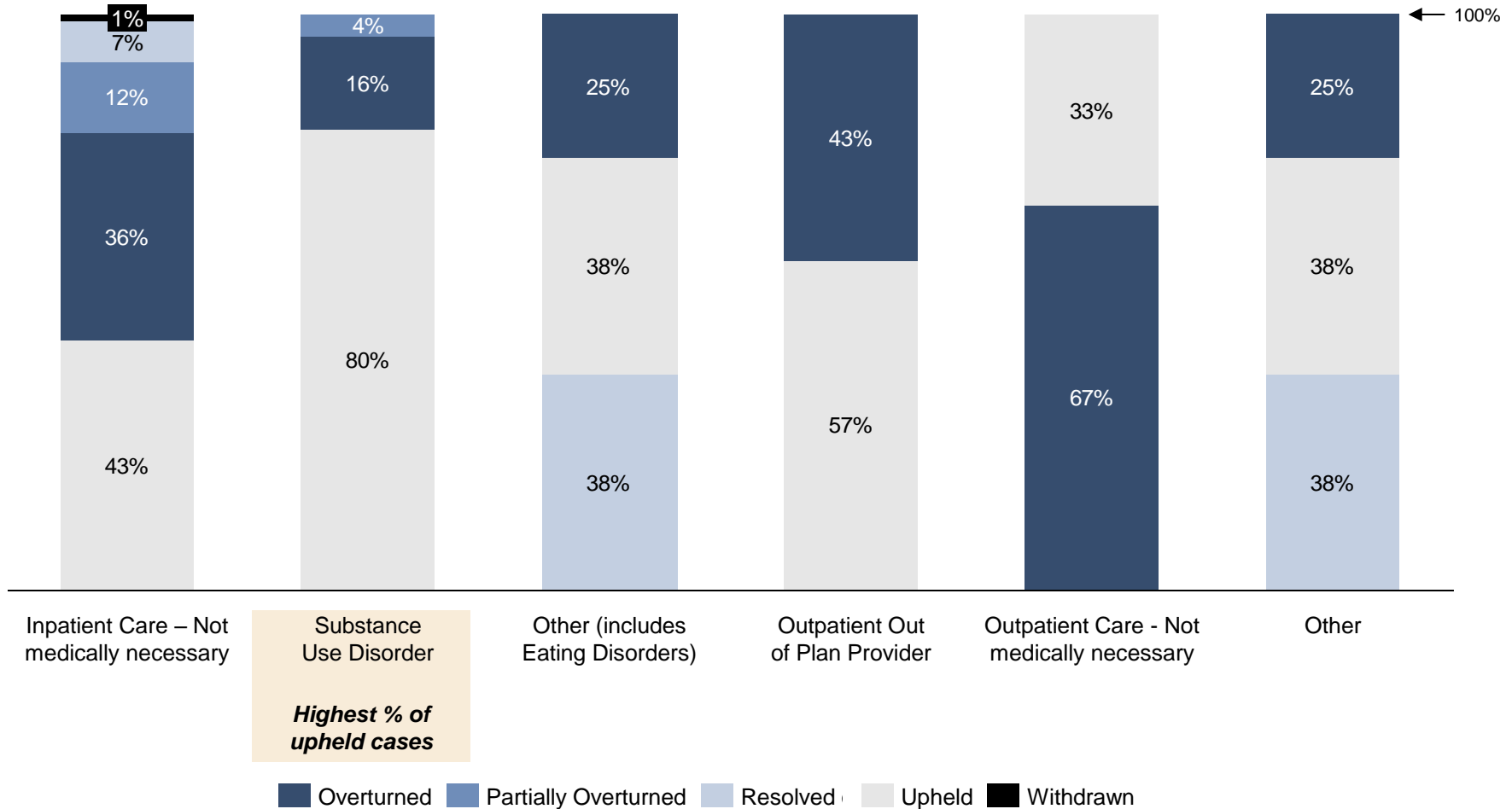
Eligible external reviews related to behavioral health treatment by outcome and type of case, 2013



During 2013, the disposition of external reviews within different behavioral health categories varied.

External Review, Behavioral Health

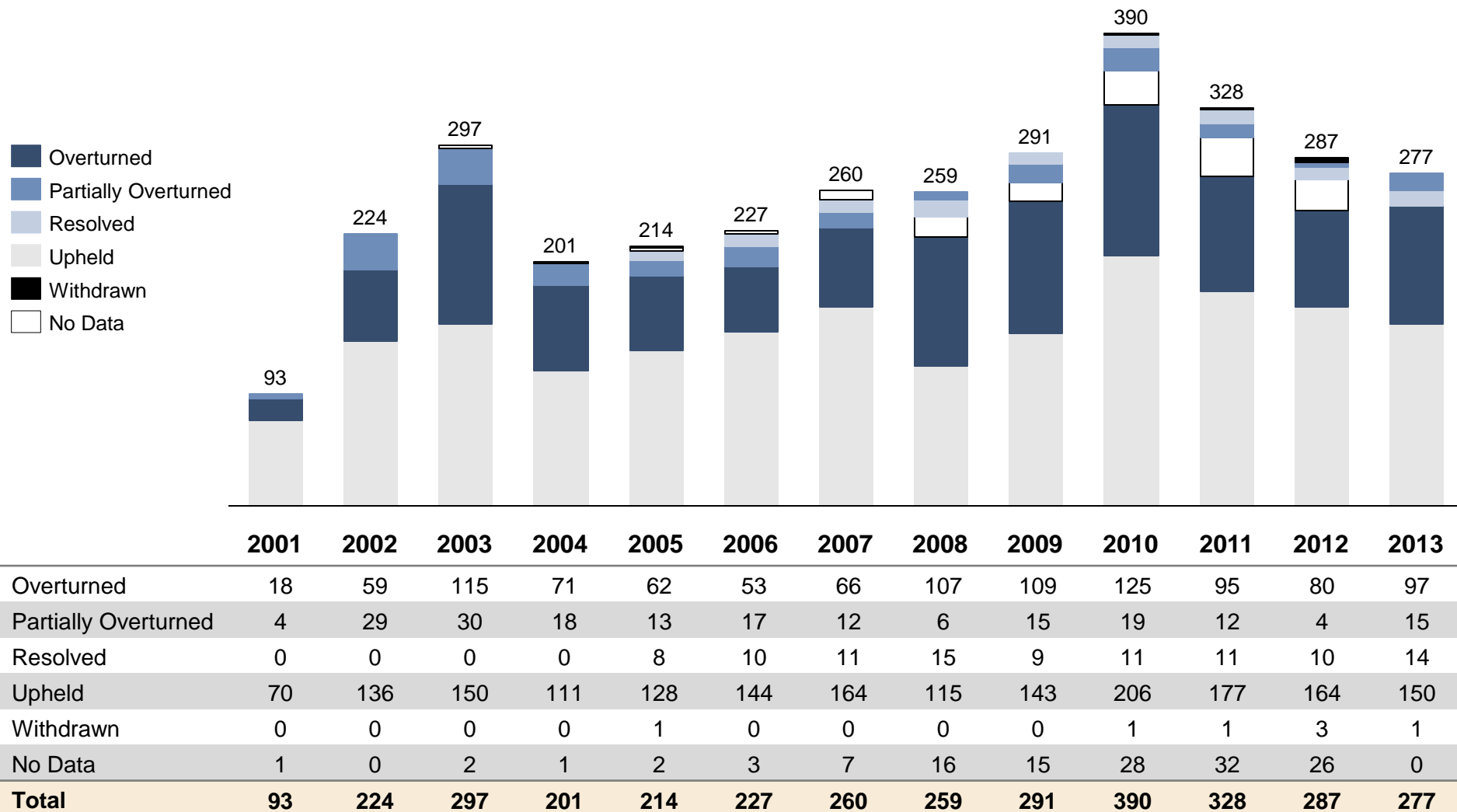
Eligible external reviews related to behavioral health treatment by outcome and type of case, 2013



The number of external review cases has varied, but the proportion of cases resolved in favor of the patient has remained relatively constant.

External Review

Number of eligible external review cases over time, by disposition, 2001 to 2013



From 2004 to the present, OPP has received a greater number of medical/surgical external review requests than behavioral health external review requests.

External Review

Number of all external review requests (ineligible and eligible) over time, by type of service, 2001 to 2013

