

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

**Decisions for Cases Eligible for External Review  
By External Review Agency  
January –December 2005**

	Total # of Cases	Upheld	Overturn	Partial Overturn	Expedited			Open
					Upheld	Overturn	Partial	
<b>External Review Agency</b>	71	39	17	3	6	3	3	
Center for Health Dispute Resolution (CHDR)	69	35	16	1	9	6	2	
Island Peer Review Organization (IPRO)	64	30	13	3	9	6	3	
Hayes Plus	<b>204</b>	<b>104</b>	<b>46</b>	<b>7</b>	<b>24</b>	<b>15</b>	<b>8</b>	
<b>Total</b>	71	39	17	3	6	3	3	

# Percentage of External Review Agency Decisions Upheld and Overturned in 2005

\*Overturned category includes those cases that were partially overturned

	Total Decisions	Overturned	Upheld
Behavioral Health	87	50%	50%
Cosmetic/Reconstructive	24	8%	92%
Dental Care	1	100%	0%
Diagnostic Services	6	17%	83%
Durable Med. Equipment	4	75%	25%
Emergency Care	1	0%	100%
Excluded Services	0	0%	0%
Experimental	12	42%	58%
Infertility Care	16	25%	75%
Inpatient Care	2	0%	100%
Outpatient Care	23	35%	65%
Pharmacy	11	18%	82%
Rehabilitative Services	14	43%	57%
Visual Services	3	0%	100%
Totals	204	37%	63%