

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

**Decisions for Cases Eligible for External Review
By External Review Agency
January – June 2010**

External Review Agency	Total # of Cases	Standard			Expedited			Open
		Upheld	Overtured	Partially Overtured	Upheld	Overtured	Partially Overtured	
MAXIMUS	35	4	8	2	6	1	0	14
Island Peer Review Organization (IPRO)	75	19	26	1	8	15	1	5
IMEDECS	70	36	14	3	11	3	0	3
Total	180	59	48	6	25	19	1	22

Percentage of External Review Agency Decisions Upheld and Overturned in 2010

*Overturned category includes those cases that were partially overturned

	Total Decisions	Overturned	Upheld
Behavioral Health	69	49%	51%
Cosmetic / Reconstructive	7	14%	86%
Dental	3	100%	0%
Diagnostic Services	8	25%	75%
Durable Medical Equip.	2	50%	50%
Emergency Care	0	0%	0%
Excluded Services	0	0%	0%
Experimental	20	30%	70%
Infertility Care	12	25%	75%
Inpatient	7	43%	57%
Outpatient	8	43%	57%
Pharmacy	10	20%	80%
Rehab Services	7	71%	29%
Vision Services	0	0%	0%
Totals	159	42%	58%