

**Massachusetts Department of Public Health**  
**Office of Patient Protection**  
**External Review Requests**  
**January – December 2008**

Appeal Type	Standard			Resolved	Expedited			Time-Frame Not Met	Case Ineligible	Total
	Upheld	Overturn	Partial Overturn		Upheld	Overturn	Partial Overturn			
Behavioral Health	25	11	4	5	22	28	3		14	<b>112</b>
Cosmetic / Reconstructive	16	5		1					2	<b>24</b>
Dental		3							7	<b>10</b>
Diagnostic Services	1	4		2					6	<b>13</b>
Durable Medical Equip.	1	3							6	<b>10</b>
Emergency Care									1	<b>1</b>
Excluded Services				1					12	<b>13</b>
Experimental	18	24		4		2			3	<b>51</b>
Infertility Care	16	6							10	<b>32</b>
Inpatient	2	6		3	8	4			2	<b>25</b>
Outpatient	6	7		4	1				16	<b>34</b>
Pharmacy	7	4		1					5	<b>17</b>
Rehab Services	2	8	1	5		1			14	<b>31</b>
Visual Services										<b>0</b>
<b>Totals</b>	<b>94</b>	<b>81</b>	<b>5</b>	<b>26</b>	<b>31</b>	<b>35</b>	<b>3</b>	<b>0</b>	<b>98</b>	<b>373</b>

**Number of External Review Requests Received by Type:  
January - December 2008**

