

Massachusetts Department of Public Health
Office of Patient Protection
External Review Requests
January – December 2009

Appeal Type	Standard			Resolved	Expedited			Case Ineligible	Total
	Upheld	Overturned	Partially Overturned		Upheld	Overturned	Partially Overturned		
Behavioral Health	35	19	7	13	26	22	4	17	143
Cosmetic / Reconstructive	11	2		3					16
Dental	2	2						10	14
Diagnostic Services	5	2		2	1			5	15
Durable Medical Equip.	2	4		1				3	10
Emergency Care	1	1	1					1	4
Excluded Services								2	2
Experimental	12	14	1	2		1		3	33
Infertility Care	24	7		1				9	41
Inpatient	3	2		2	1	4	1	4	17
Outpatient	16	14	2	5		1		25	63
Pharmacy	11	3						1	15
Rehab Services	6	16		1				7	30
Vision Services				1					1
Totals	128	86	11	31	28	28	5	87	404

Number of External Review Requests Received by Type: January - December 2009

