

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

**Number of Requests Received by Type and Health Plan  
January – December 2005**

<b>Appeal Type</b>	<b>Tufts</b>	<b>Harvard Pilgrim</b>	<b>Blue Cross &amp; Blue Shield</b>	<b>United</b>	<b>Cigna</b>	<b>Aetna</b>	<b>Guardian</b>	<b>Fallon</b>
Behavioral Health	20	38	24	26	4	2		7
Cosmetic / Reconstructive	16	1	7	1	1			
Dental	2		2					1
Diagnostic Services	1	1	1	4		1		
Durable Medical Equipment	4	1	1		1			1
Emergency Care								1
Excluded Services		1	4					
Experimental	2	4	5	1	1			
Infertility Care	9	7	10					
Inpatient	1	1	2					
Outpatient	14	6	9		1	2	2	
Pharmacy	4	2	1	4	1			4
Rehab Services	11	10	6					
Visual Services	3		1					
<b>Totals</b>	<b>87</b>	<b>72</b>	<b>73</b>	<b>36</b>	<b>9</b>	<b>5</b>	<b>2</b>	<b>14</b>

Continue....



	Health NE	New England	Connec	Fortis	John	Pioneer	Neigh-
Appeal Type		Life	ticare		Alden	Mangement	borhood
Behavioral Health	2				1		3
Cosmetic / Reconstructive							1
Dental		1					1
Diagnostic Services	4						
Durable Medical Equipment							
Emergency Care						1	
Excluded Services	2						
Experimental							
Infertility Care							
Inpatient			1				
Outpatient	4	1	1		1	1	
Pharmacy			1				
Rehab Services	1	2	1	1			
Visual Services							1
<b>Totals</b>	<b>13</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>6</b>

## Number of Eligible External Review Requests: January - December 2005

