

## Massachusetts Department of Public Health Office of Patient Protection

### Number of Requests Received by Type and Health Plan January – December 2009

	Tufts	Blue Cross Blue Shield	Harvard Pilgrim	United	Cigna	Health NE
<b>Appeal Type</b>						
Behavioral Health	8	41	49	2	4	
Cosmetic / Reconstructive	4	8	2			
Dental	2	3	1			1
Diagnostic Services	4	2	1	1		
Durable Medical Equipment	1	3				
Emergency Care		3				
Excluded Services		2				
Experimental	8	19	1			
Infertility Care	5	26	7			1
Inpatient	5	8				2
Outpatient	5	22	5		1	6
Pharmacy	2	1				
Rehab Services	4	17	5			2
Vision Services						
<b>Totals</b>	<b>48</b>	<b>155</b>	<b>71</b>	<b>3</b>	<b>5</b>	<b>12</b>

Continue....



	<b>Fallon</b>	<b>Unicare (GIC)</b>	<b>Neighborhood</b>	<b>Aetna</b>	<b>Guardian</b>
<b>Appeal Type</b>					
Behavioral Health	28		3	1	
Cosmetic / Reconstructive	2				
Dental	3				
Diagnostic Services	3		2		1
Durable Medical Equipment	2	3			
Emergency Care				1	
Excluded Services					
Experimental	2			2	
Infertility Care	2				
Inpatient	1				
Outpatient	12		6	2	
Pharmacy	12				
Rehab Services	1			1	
Vision Services	1				
<b>Totals</b>	<b>69</b>	<b>3</b>	<b>11</b>	<b>7</b>	<b>1</b>

## Massachusetts Department of Public Health Office of Patient Protection

### Number of Commonwealth Care Requests Received by Type and Health Plan January – December 2009

	Fallon	Neighborhood	Network Health	BMC HealthNet	CeltiCare
<b>Appeal Type</b>					
Behavioral Health	1	5			1
Cosmetic / Reconstructive					
Dental		1	1	2	
Diagnostic Services			1		
Durable Medical Equipment				1	
Emergency Care					
Excluded Services					
Experimental				1	
Infertility Care					
Inpatient		1			
Outpatient	3			1	
Pharmacy					
Rehab Services					
Vision Services					
<b>Totals</b>	<b>4</b>	<b>7</b>	<b>2</b>	<b>5</b>	<b>1</b>

Number of Eligible External Review Requests Received: (by Health Plan)  
January - December 2009

