

**Massachusetts Department of Public Health**  
**Office of Patient Protection**  
**Summary of Cases Received**  
**By Health Plan**  
**January 2002 – December 2002**

Aetna/US Health Care	Received	Did not go to External Review			External Review Decisions		
		Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overturned	Partially Overturned
<b>Total Cases: 3</b>							
<b>January - December 2002</b>							
Behavioral Health	1					1	
Cosmetic/Reconstructive							
Dental							
Diagnostic Services	1	1					
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient							
Outpatient	1				1		
Pharmacy							
Rehab Services							
<b>Totals</b>	<b>3</b>	<b>1</b>			<b>1</b>	<b>1</b>	

American International Group	Did not go to External Review			External Review Decisions			
Total Cases: 1	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overturned	Partially Overturned
January - December 2002							
Behavioral Health							
Cosmetic/Reconstructive							
Dental							
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services	1	1					
Experimental							
Infertility Care							
Inpatient							
Outpatient							
Pharmacy							
Rehab Services							
<b>Totals</b>	<b>1</b>	<b>1</b>					

Ameritas Life Insurance	Did not go to External Review				External Review Decisions		
	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured
<b>Total Cases: 2</b>							
<b>January - December 2002</b>							
Behavioral Health							
Cosmetic/Reconstructive							
Dental	2	2					
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient							
Outpatient							
Pharmacy							
Rehab Services							
<b>Totals</b>	<b>2</b>	<b>2</b>					

Blue Cross & Blue Shield	Did not go to External Review			External Review Decisions			
	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overturned	Partially Overturned
<b>Total Cases: 135</b>							
<b>January - December 2002</b>							
Behavioral Health	106	11	6		35	31	23
Cosmetic/Reconstructive	3				2	1	
Dental							
Diagnostic Services	1				1		
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental	14	1	1		8	4	
Infertility Care	2	2					
Inpatient	3				1	2	
Outpatient							
Pharmacy							
Rehab Services	6				5		1
<b>Totals</b>	<b>135</b>	<b>14</b>	<b>7</b>		<b>52</b>	<b>38</b>	<b>24</b>

Cigna Health Care of Massachusetts	Did not go to External Review			External Review Decisions			
	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured
<b>Total Cases: 15</b>							
<b>January - December 2002</b>							
Behavioral Health	11	3	2	1	3	2	
Cosmetic/Reconstructive							
Dental							
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental	2	1			1		
Infertility Care							
Inpatient	1						1
Outpatient	1					1	
Pharmacy							
Rehab Services							
<b>Totals</b>	<b>15</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>1</b>

Fallon Community Health Plan	Did not go to External Review			External Review Decisions			
	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overturned	Partially Overturned
<b>Total Cases: 11</b>							
<b>January - December 2002</b>							
Behavioral Health	3		1			1	1
Cosmetic/Reconstructive							
Dental	2	2					
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental	2				2		
Infertility Care	1	1					
Inpatient							
Outpatient	2	1				1	
Pharmacy	1				1		
Rehab Services							
<b>Totals</b>	<b>11</b>	<b>4</b>	<b>1</b>		<b>3</b>	<b>2</b>	<b>1</b>

Fortis Benefits Life Insurance	Did not go to External Review			External Review Decisions			
	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured
<b>Total Cases: 3</b>							
<b>January - December 2002</b>							
Behavioral Health	1				1		
Cosmetic/Reconstructive							
Dental							
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient	1		1				
Outpatient							
Pharmacy							
Rehab Services	1				1		
<b>Totals</b>	<b>3</b>		<b>1</b>		<b>2</b>		

General Electric Group Life Assurance Company (self-funded)	Did not go to External Review				External Review Decisions		
	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured
<b>Total Cases: 1</b>							
<b>January - December 2002</b>							
Behavioral Health	1	1					
Cosmetic/Reconstructive							
Dental							
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient							
Outpatient							
Pharmacy							
Rehab Services							
<b>Totals</b>	<b>1</b>	<b>1</b>					

Guardian Life Insurance Company of America	Did not go to External Review				External Review Decisions		
	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overturned	Partially Overturned
<b>Total Cases: 1</b>							
<b>January - December 2002</b>							
Behavioral Health							
Cosmetic/Reconstructive							
Dental							
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient							
Outpatient							
Pharmacy							
Rehab Services							
Visual Services	1	1					
<b>Totals</b>	<b>1</b>	<b>1</b>					

Harvard Pilgrim Health Care Total Cases: 44 January - December 2002	Did not go to External Review			External Review Decisions			
	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overturned	Partially Overturned
Behavioral Health	12	5	1		5	1	
Cosmetic/Reconstructive	4	1			3		
Dental	3	3					
Diagnostic Services	1	1					
Durable Medical Equipment	1				1		
Emergency Care							
Excluded Services							
Experimental							
Infertility Care	3	1			2		
Inpatient	5	1			4		
Visual Services	1		1				
Outpatient							
Pharmacy	5	3	1				1
Rehab Services	9	7	1		1		
<b>Totals</b>	<b>44</b>	<b>22</b>	<b>4</b>		<b>16</b>	<b>1</b>	<b>1</b>

Health New England	Did not go to External Review				External Review Decisions		
	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overturned	Partially Overturned
<b>Total Cases: 10</b>							
<b>January - December 2002</b>							
Behavioral Health	2				2		
Cosmetic/Reconstructive							
Dental	1	1					
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental	2		1		1		
Infertility Care							
Inpatient							
Visual Services	2				2		
Outpatient	1				1		
Pharmacy	1				1		
Rehab Services	1	1					
<b>Totals</b>	<b>10</b>	<b>2</b>	<b>1</b>		<b>7</b>		

Neighborhood Health Plan	Did not go to External Review				External Review Decisions		
	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured
<b>Total Cases: 2</b>							
<b>January - December 2002</b>							
Behavioral Health	2	1			1		
Cosmetic/Reconstructive							
Dental							
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient							
Outpatient							
Pharmacy							
Rehab Services							
<b>Totals</b>	<b>2</b>	<b>1</b>			<b>1</b>		



<b>Tufts Health Plan</b>		<b>Did not go to External Review</b>			<b>External Review Decisions</b>		
<b>Total Cases: 92</b>	<b>Received</b>	<b>Ineligible</b>	<b>Resolved</b>	<b>Health Plan</b>	<b>Upheld</b>	<b>Overturned</b>	<b>Partially</b>
<b>January - December 2002</b>				<b>did not meet</b>			<b>Overturned</b>
				<b>Time Frame</b>			
Behavioral Health	27	5	4		14	3	1
Cosmetic/Reconstructive	15	3			9	2	1
Dental	7	4			1	2	
Diagnostic Services	1				1		
Durable Medical Equipment	6	3	1		1	1	
Emergency Care							
Excluded Services							
Experimental	9		1		7	1	
Infertility Care	6	1			3	2	
Inpatient	1				1		
Outpatient	2	2					
Pharmacy	5	1			4		
Visual Services	1	1					
Rehab Services	12		1		8	3	
<b>Totals</b>	<b>92</b>	<b>20</b>	<b>7</b>		<b>49</b>	<b>14</b>	<b>2</b>

United Health Care of New England	Did not go to External Review			External Review Decisions			
	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overturned	Partially Overturned
<b>Total Cases: 14</b>							
<b>January - December 2002</b>							
Behavioral Health	8	7	1				
Cosmetic/Reconstructive	1	1					
Dental							
Diagnostic Services							
Durable Medical Equipment							
Emergency Care	2	2					
Excluded Services	1	1					
Experimental	1				1		
Infertility Care							
Inpatient	1				1		
Outpatient							
Pharmacy							
Rehab Services							
<b>Totals</b>	<b>14</b>	<b>11</b>	<b>1</b>		<b>2</b>		

Unicare-GIC	Did not go to External Review				External Review Decisions		
	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overturned	Partially Overturned
<b>Total Cases: 1</b>							
<b>January - December 2002</b>							
Behavioral Health							
Cosmetic/Reconstructive							
Dental							
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient	1				1		
Outpatient							
Pharmacy							
Rehab Services							
<b>Totals</b>	<b>1</b>				<b>1</b>		

Value Options (self-funded)	Did not go to External Review				External Review Decisions		
	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured
<b>Total Cases: 1</b>							
<b>January - December 2002</b>							
Behavioral Health	1	1					
Cosmetic/Reconstructive							
Dental							
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient							
Outpatient							
Pharmacy							
Rehab Services							
<b>Totals</b>	<b>1</b>	<b>1</b>					