

**Massachusetts Department of Public Health**  
**Office of Patient Protection**  
**Summary of Cases Received**  
**By Health Plan**  
**January – December 2006**

AETNA	Did not go to External Review			External Review Decisions			Open	
Total Cases: 9	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overturned		Partially Overturned
January - December 2006								
Behavioral Health	1	1						
Cosmetic/Reconstructive	0							
Dental	0							
Diagnostic Services	1	1						
Durable Medical Equipment	0							
Emergency Care	0							
Excluded Services	1	1						
Experimental	1				1			
Infertility Care	0							
Inpatient	0							
Outpatient	3	1	1		1			
Pharmacy	0							
Rehab Services	2	1			1			
Visual Services	0							
<b>Totals</b>	<b>9</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>

Blue Cross & Blue Shield Total Cases: 105 January – December 2006	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	40	8	4	1	13	6	8
	Cosmetic/Reconstructive	8		3		5		
Dental	0							
Diagnostic Services	4	1			1	2		
Durable Medical Equipment	0							
Emergency Care	0							
Excluded Services	1	1						
Experimental	17	1			13	3		
Infertility Care	13	2	1		9	1		
Inpatient	8	1			5	1	1	
Outpatient	11	1			6	4		
Pharmacy	0							
Rehab Services	3				3			
Visual Services	0							
<b>Totals</b>	<b>105</b>	<b>15</b>	<b>8</b>	<b>1</b>	<b>55</b>	<b>17</b>	<b>9</b>	

Open

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Cigna Health Care of Massachusetts	Received	Did not go to External Review			External Review Decisions			Open
		Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overturned	Partially Overturned	
<b>Total Cases: 7</b>								
<b>January - December 2006</b>								
Behavioral Health	3		1		1	1		
Cosmetic/Reconstructive	0							
Dental	0							
Diagnostic Services	0							
Durable Medical Equipment	0							
Emergency Care	0							
Excluded Services	2	2						
Experimental	1	1						
Infertility Care	0							
Inpatient	1					1		
Outpatient	0							
Pharmacy	0							
Rehab Services	0							
<b>Totals</b>	<b>7</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>

Connecticare	Received	Did not go to External Review			External Review Decisions		
		Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured
<b>Total Cases: 2</b>							
<b>January - December 2006</b>							
Behavioral Health	0						
Cosmetic/Reconstructive	0						
Dental	0						
Diagnostic Services	0						
Durable Medical Equipment	0						
Emergency Care	0						
Excluded Services	0						
Experimental	0						
Infertility Care	0						
Inpatient	0						
Outpatient	0						
Pharmacy	1				1		
Visual Services	1					1	
Rehab Services	0						
<b>Totals</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>

Open

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Fallon Community 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: 20</b>							
<b>January - December 2006</b>							
Behavioral Health	5	1			2	2	
Cosmetic/Reconstructive	0						
Dental	1	1					
Diagnostic Services	0						
Durable Medical Equipment	0						
Emergency Care	0						
Excluded Services	1	1					
Experimental	4				3	1	
Infertility Care	2	2					
Inpatient	0						
Outpatient	2	2					
Pharmacy	5				3	2	
Rehab Services	0						
<b>Totals</b>	<b>20</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>5</b>	<b>0</b>

Open

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Harvard Pilgrim Health Care	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: 74</b>							
<b>January - December 2006</b>							
Behavioral Health	47	7	2		27	8	3
Cosmetic/Reconstructive	1	1					
Dental	3	3					
Diagnostic Services	0						
Durable Medical Equipment	1	1					
Emergency Care	0						
Excluded Services	2	2					
Experimental	7				5	2	
Infertility Care	2	2					
Inpatient	3	2				1	
Visual Services	0						
Outpatient	4	2			1	1	
Pharmacy	0						
Rehab Services	4	4					
<b>Totals</b>	<b>74</b>	<b>24</b>	<b>2</b>	<b>0</b>	<b>33</b>	<b>12</b>	<b>3</b>

Open

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Health New England	Did not go to External Review			External Review Decisions			Open
Total Cases: 17	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overturned	Partially Overturned
January - December 2006							
Behavioral Health	2		1		1		
Cosmetic/Reconstructive	2	1			1		
Dental	2	2					
Diagnostic Services	0						
Durable Medical Equipment	0						
Emergency Care	0						
Excluded Services	1				1		
Experimental	0						
Infertility Care	1	1					
Inpatient	0						
Outpatient	7	5			2		
Pharmacy	2	1			1		
Rehab Services	0						
Visual Services	0						
<b>Totals</b>	<b>17</b>	<b>10</b>	<b>1</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>

Neighborhood Health Plan	Did not go to External Review				External Review Decisions			Open
	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overturned	Partially Overturned	
<b>Total Cases: 6</b>								
<b>January - December 2006</b>								
Behavioral Health	0							
Cosmetic/Reconstructive	0							
Dental	2	2						
Diagnostic Services	0							
Durable Medical Equipment	0							
Emergency Care	0							
Excluded Services	1				1			
Experimental	1				1			
Infertility Care	0							
Inpatient	0							
Outpatient	1		1					
Pharmacy	0							
Rehab Services	1	1						
Visual Services	0							
<b>Totals</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>

<b>Tufts Health Plan</b>		<b>Did not go to External Review</b>			<b>External Review Decisions</b>		
<b>Total Cases: 54</b>	<b>Received</b>	<b>Ineligible</b>	<b>Resolved</b>	<b>Health Plan did not meet Time Frame</b>	<b>Upheld</b>	<b>Overturned</b>	<b>Partially Overturned</b>
<b>January - December 2006</b>							
Behavioral Health	15	3			9	2	1
Cosmetic/Reconstructive	4	1			3		
Dental	5	3	1			1	
Diagnostic Services	0						
Durable Medical Equipment	2	1			1		
Emergency Care	0						
Excluded Services	0						
Experimental	2	1			1		
Infertility Care	10	2			4	4	
Inpatient	5				4	1	
Outpatient	4				3	1	
Pharmacy	2				2		
Rehab Services	5		1		3	1	
Visual Services	0						
<b>Totals</b>	<b>54</b>	<b>11</b>	<b>2</b>	<b>0</b>	<b>30</b>	<b>10</b>	<b>1</b>

Open

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United Health Care of New England	Did not go to External Review				External Review Decisions			Open
	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured	
	January - December 2006							
Behavioral Health	24	4	5		9	4	2	
Cosmetic/Reconstructive	0							
Dental	0							
Diagnostic Services	1					1		
Durable Medical Equipment	0							
Emergency Care	0							
Excluded Services	0							
Experimental	2	1			1			
Infertility Care	0							
Inpatient	0							
Outpatient	1					1		
Pharmacy	0							
Rehab Services	0							
Visual Services	0							
<b>Totals</b>	<b>28</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>10</b>	<b>6</b>	<b>2</b>	<b>0</b>

UNICARE GIC	Did not go to External Review				External Review Decisions			Open
	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured	
<b>Total Cases: 1</b>								
<b>January - December 2006</b>								
Behavioral Health	0							
Cosmetic/Reconstructive	1	1						
Dental	0							
Diagnostic Services	0							
Durable Medical Equipment	0							
Emergency Care	0							
Excluded Services	0							
Experimental	0							
Infertility Care	0							
Inpatient	0							
Outpatient	0							
Pharmacy	0							
Rehab Services	0							
Visual Services	0							
<b>Totals</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<b>METLIFE</b>		<b>Did not go to External Review</b>			<b>External Review Decisions</b>		
<b>Total Cases: 1</b>	<b>Received</b>	<b>Ineligible</b>	<b>Resolved</b>	<b>Health Plan did not meet Time Frame</b>	<b>Upheld</b>	<b>Overtured</b>	<b>Partially Overtured</b>
<b>January - December 2006</b>							
Behavioral Health	0						
Cosmetic/Reconstructive	0						
Dental	1	1					
Diagnostic Services	0						
Durable Medical Equipment	0						
Emergency Care	0						
Excluded Services	0						
Experimental	0						
Infertility Care	0						
Inpatient	0						
Outpatient	0						
Pharmacy	0						
Rehab Services	0						
Visual Services	0						
<b>Totals</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Open

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Assurant Health	Did not go to External Review				External Review Decisions			Open
	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured	
<b>Total Cases: 1</b>								
<b>January - December 2006</b>								
Behavioral Health	0							
Cosmetic/Reconstructive	0							
Dental	0							
Diagnostic Services	0							
Durable Medical Equipment	0							
Emergency Care	0							
Excluded Services	0							
Experimental	0							
Infertility Care	0							
Inpatient	0							
Outpatient	1						1	
Pharmacy	0							
Rehab Services	0							
Visual Services	0							
<b>Totals</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>