

Massachusetts Department of Public Health
Office of Patient Protection
Summary of Cases Received
By Health Plan
January – June 2010

AETNA Total Cases: 2 January - June 2010	Received	Did not go to External Review		External Review Decisions			Open
		Ineligible	Resolved	Upheld	Overtured	Partially Overtured	
Behavioral Health	0						
Cosmetic/Reconstructive	0						
Dental	0						
Diagnostic Services	1			1			
Durable Medical Equipment	0						
Emergency Care	0						
Excluded Services	0						
Experimental	0						
Infertility Care	0						
Inpatient	0						
Outpatient	0						
Pharmacy	0						
Rehab Services	1				1		
Vision Services	0						
Totals	2	0	0	1	1	0	0

Assurant Total Cases: 1 January - June 2010	Received	Did not go to External Review		External Review Decisions			Open
		Ineligible	Resolved	Upheld	Overtured	Partially Overtured	
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					
Rehab Services	0						
Vision Services	0						
Totals	1	1	0	0	0	0	0

Blue Cross & Blue Shield of Massachusetts	Received	Did not go to External Review		External Review Decisions			Open
		Ineligible	Resolved	Upheld	Overturned	Partially Overturned	
Total Cases: 98 January - June 2010							
Behavioral Health	37	2	1	19	11	2	2
Cosmetic/Reconstructive	5	1		2	1		1
Dental	0						
Diagnostic Services	2			2			
Durable Medical Equipment	1				1		
Emergency Care	3		1				2
Excluded Services	1	1					
Experimental	16			10	4		2
Infertility Care	10	2		5	3		
Inpatient	3		1	2			
Outpatient	11	1		6	4		
Pharmacy	4			4			
Rehab Services	5	1		1	3		
Vision Services	0						
Totals	98	8	3	51	27	2	7

BMC Healthnet (Commonwealth Care)	Received	Did not go to External Review		External Review Decisions			Open
		Ineligible	Resolved	Upheld	Overtured	Partially Overtured	
Total Cases: 2 January - June 2010							
Behavioral Health	1	1					
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						
Vision Services	0						
Totals	2	0	0	1	0	0	0

CeltiCare (Commonwealth Care) Total Cases: 2 January - June 2010	Received	Did not go to External Review		External Review Decisions			Open
		Ineligible	Resolved	Upheld	Overtured	Partially Overtured	
Behavioral Health	2				2		
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	0						
Rehab Services	0						
Vision Services	0						
Totals	2	0	0	0	2	0	0

Comb. Health Insurance of America	Did not go to External Review		External Review Decisions			Open	
	Received	Ineligible	Resolved	Upheld	Overtured		Partially Overtured
Total Cases: 1 January - June 2010							
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						
Vision Services	0						
Totals	1	1	0	0	0	0	0

Fallon Community Health Plan Total Cases: 44 January - June 2010	Received	Did not go to External Review		External Review Decisions			Open
		Ineligible	Resolved	Upheld	Overtured	Partially Overtured	
Behavioral Health	10	1		3	5	1	
Cosmetic/Reconstructive	4	1		3			
Dental	0						
Diagnostic Services	4			1	2		1
Durable Medical Equipment	2	1		1			
Emergency Care	0						
Excluded Services	2	1					1
Experimental	3			1			2
Infertility Care	1						1
Inpatient	4	1		1	2		
Outpatient	5	3		1	1		
Pharmacy	9	3		3	2		1
Rehab Services	0						
Vision Services	0						
Totals	44	11	0	14	12	1	6

Fallon Community Health Plan (Commonwealth Care)	Received	Did not go to External Review		External Review Decisions			Open
		Ineligible	Resolved	Upheld	Overtured	Partially Overtured	
Total Cases: 4 January - June 2010							
Behavioral Health	0						
Cosmetic/Reconstructive	1						1
Dental	0						
Diagnostic Services	0						
Durable Medical Equipment	1	1					
Emergency Care	1	1					
Excluded Services	0						
Experimental	0						
Infertility Care	0						
Inpatient	0						
Outpatient	1		1				
Pharmacy	0						
Rehab Services	0						
Vision Services	0						
Totals	4	2	1	0	0	0	1

Harvard Pilgrim Health Care Total Cases: 31 January - June 2010	Received	Did not go to External Review		External Review Decisions			Open
		Ineligible	Resolved	Upheld	Overtured	Partially Overtured	
Behavioral Health	20	3		5	8	3	1
Cosmetic/Reconstructive	0						
Dental	0						
Diagnostic Services	1	1					
Durable Medical Equipment	1	1					
Emergency Care	0						
Excluded Services	0						
Experimental	2			2			
Infertility Care	3			2			1
Inpatient	0						
Outpatient	2	2					
Pharmacy	1		1				
Rehab Services	1			1			
Vision Services	0						
Totals	31	7	1	10	8	3	2

Health New England Total Cases: 4 January - June 2010	Received	Did not go to External Review		External Review Decisions			Open
		Ineligible	Resolved	Upheld	Overtured	Partially Overtured	
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	1				1		
Outpatient	1				1		
Pharmacy	0						
Rehab Services	1				1		
Vision Services	0						
Totals	4	0	0	0	4	0	0

Neighborhood Health Plan Total Cases: 4 January - June 2010	Received	Did not go to External Review		External Review Decisions			Open
		Ineligible	Resolved	Upheld	Overtured	Partially Overtured	
Behavioral Health	1			1			
Cosmetic/Reconstructive	0						
Dental	0						
Diagnostic Services	1		1				
Durable Medical Equipment	0						
Emergency Care	0						
Excluded Services	0						
Experimental	0						
Infertility Care	0						
Inpatient	0						
Outpatient	2	1					1
Pharmacy	0						
Rehab Services	0						
Vision Services	0						
Totals	4	1	1	1	0	0	1

Neighborhood Health Plan (Commonwealth Care)	Received	Did not go to External Review		External Review Decisions			Open
		Ineligible	Resolved	Upheld	Overturned	Partially Overturned	
Total Cases: 3 January - June 2010							
Behavioral Health	1			1			
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	1						1
Rehab Services	0						
Vision Services	0						
Totals	3	0	0	1	1	0	1

Network Health (Commonwealth Care)	Received	Did not go to External Review		External Review Decisions			Open
		Ineligible	Resolved	Upheld	Overtured	Partially Overtured	
Total Cases: 2 January - June 2010							
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	1			1			
Rehab Services	0						
Vision Services	0						
Totals	2	0	0	1	1	0	0

Tufts Health Plan Total Cases: 22 January - June 2010	Received	Did not go to External Review		External Review Decisions			Open
		Ineligible	Resolved	Upheld	Overtured	Partially Overtured	
Behavioral Health	11	2		4	2	1	2
Cosmetic/Reconstructive	1			1			
Dental	0						
Diagnostic Services	1	1					
Durable Medical Equipment	1						1
Emergency Care	0						
Excluded Services	0						
Experimental	4			1	2		1
Infertility Care	2			2			
Inpatient	1			1			
Outpatient	0						
Pharmacy	1		1				
Rehab Services	0						
Vision Services	0						
Totals	22	3	1	9	4	1	4

United Health Care Total Cases: 2 January June 2010	Received	Did not go to External Review		External Review Decisions			Open
		Ineligible	Resolved	Upheld	Overtured	Partially Overtured	
Behavioral Health	0						
Cosmetic/Reconstructive	0						
Dental	1	1					
Diagnostic Services	0						
Durable Medical Equipment	0						
Emergency Care	0						
Excluded Services	0						
Experimental	1						1
Infertility Care	0						
Inpatient	0						
Outpatient	0						
Pharmacy	0						
Rehab Services	0						
Vision Services	0						
Totals	2	1	0	0	0	0	1

UNICARE (GIC) Total Cases: 7 January - June 2010	Received	Did not go to External Review		External Review Decisions			Open
		Ineligible	Resolved	Upheld	Overtured	Partially Overtured	
Behavioral Health	0						
Cosmetic/Reconstructive	0						
Dental	0						
Diagnostic Services	3	1		2			
Durable Medical Equipment	1	1					
Emergency Care	1						1
Excluded Services	0						
Experimental	2	1	1				
Infertility Care	0						
Inpatient	0						
Outpatient	0						
Pharmacy	0						
Rehab Services	0						
Vision Services	0						
Totals	7	3	1	2	0	0	1

United Behavioral Health Total Cases: 1 January - June 2010	Received	Did not go to External Review		External Review Decisions			Open
		Ineligible	Resolved	Upheld	Overtured	Partially Overtured	
Behavioral Health	1	1					
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	0						
Rehab Services	0						
Vision Services	0						
Totals	1	1	0	0	0	0	0