

External Appeals Program				
Decisions	2008		2009 (To date)	
Affirmed	97	56%	107	61%
Reversed	64	37%	62	35%
Revised	11	6%	6	3%
	172		175	
Pending	0		9	
Ineligible/Incomplete/Withdrawn	37		86	
Total	381		445	
Medical Necessity Complaints				
Complaints	2008		2009	
Pre-authorization Denials	102		96	
Retrospective Claims Denials	28		32	
Total	130		128	