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Ineligible/Incomplete/Withdrawn	37		86	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**