

Fact Sheet

Part C Reconsideration Appeals Data – Q4 2024

Part C Appeals Process

An appeal is the process by which a party (which includes individuals enrolled in a Medicare Health Plan (enrollees), their representatives, or certain providers) may challenge a plan's organization determination. Appeals begin with a request by a party for reconsideration by the plan of an "organization determination" made by the plan about furnishing, covering, or paying for a benefit. If the plan's reconsideration decision continues to uphold its original denial, in whole or in part, the plan must forward the reconsideration to the Part C Independent Review Entity (also called the Part C Qualified Independent Contractor or "Part C QIC"). A party that is dissatisfied with the Independent Review Entity's decision may appeal to an Administrative Law Judge when the amount in controversy limits are met. If the party continues to be dissatisfied with the decision, additional appeal levels include the Medicare Appeals Council and federal judicial review, if additional amount in controversy limits are met.

The following data summarizes and highlights some of the key data on Part C reconsiderations from Q4 of 2024.

Reconsideration Volume

The Part C QIC received 68,155 reconsideration requests during Q4 of 2024. This represents a rate of 7.88 reconsiderations for each 1,000 Medicare beneficiaries enrolled¹.

Standard Pre-Service cases represented 14.28% of all appeals received and resulted in a rate of 1.13 reconsiderations for each 1,000 beneficiaries enrolled.

Standard Pre-Service Part B drug cases represented 2.06% of all appeals received and resulted in a rate of 0.16 reconsiderations for each 1,000 beneficiaries enrolled.

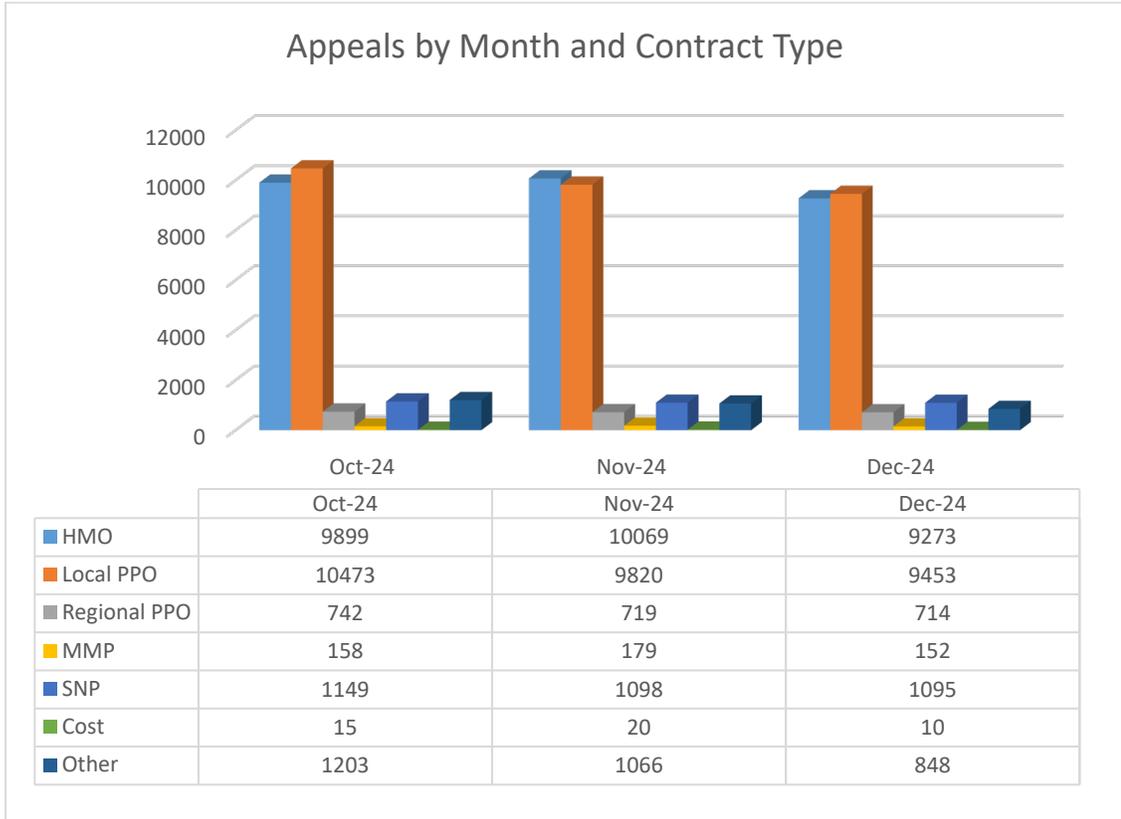
Standard Retrospective cases represented 57.35% of all appeals received and resulted in a rate of 4.52 reconsiderations for each 1,000 beneficiaries enrolled.

Expedited cases represented 26.31% of all appeals received and resulted in a rate of 2.07 expedited cases for each 1,000 beneficiaries enrolled.

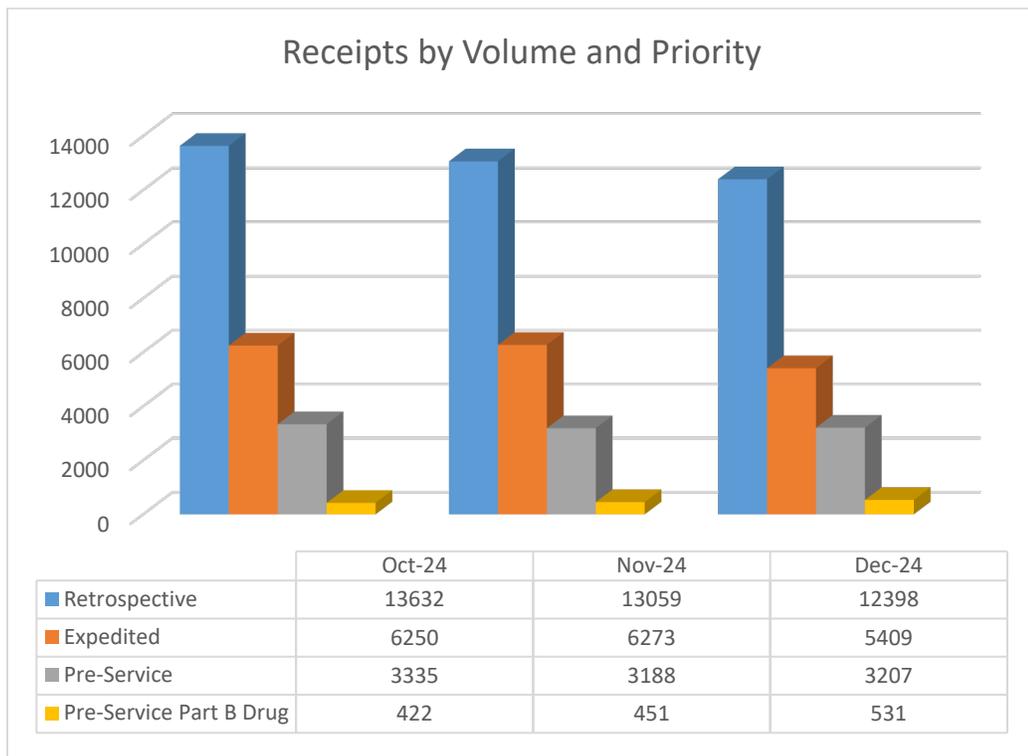
¹ Annual volume, divided by quarter-year enrollment (times 1,000) is used to calculate the annual rate of appeals per 1,000 enrollees.

Reconsideration Volume

Appeal Receipts with Contract Type

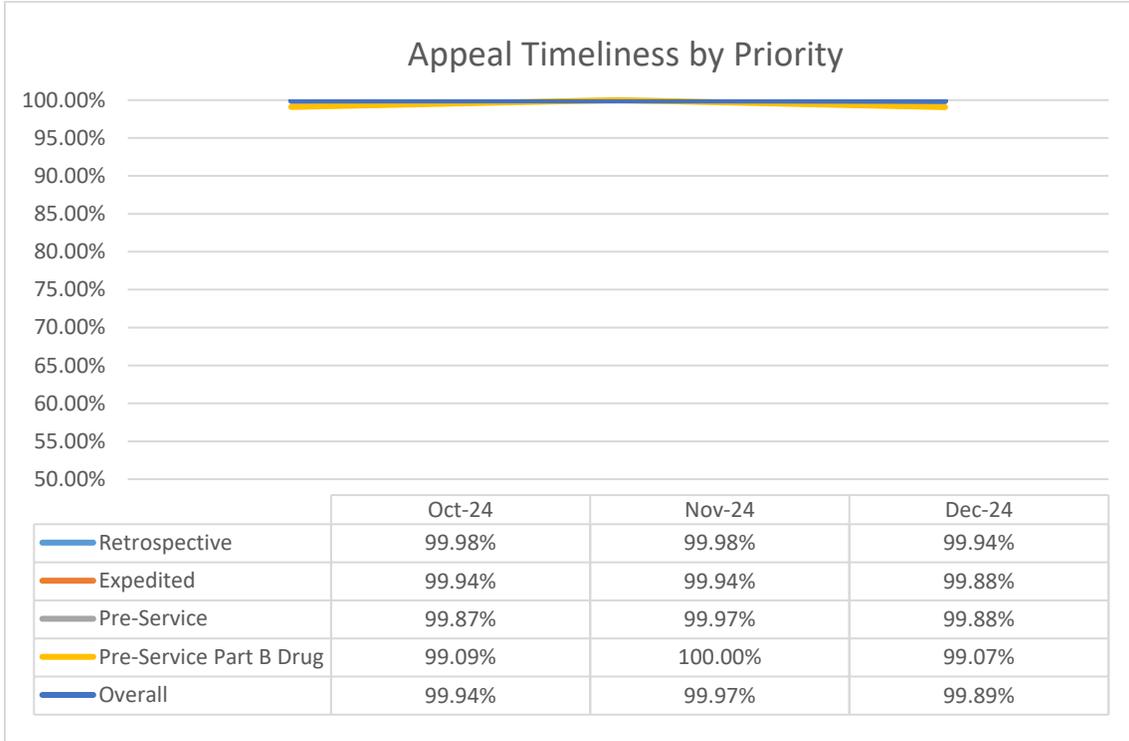


Appeal Receipts by Priority

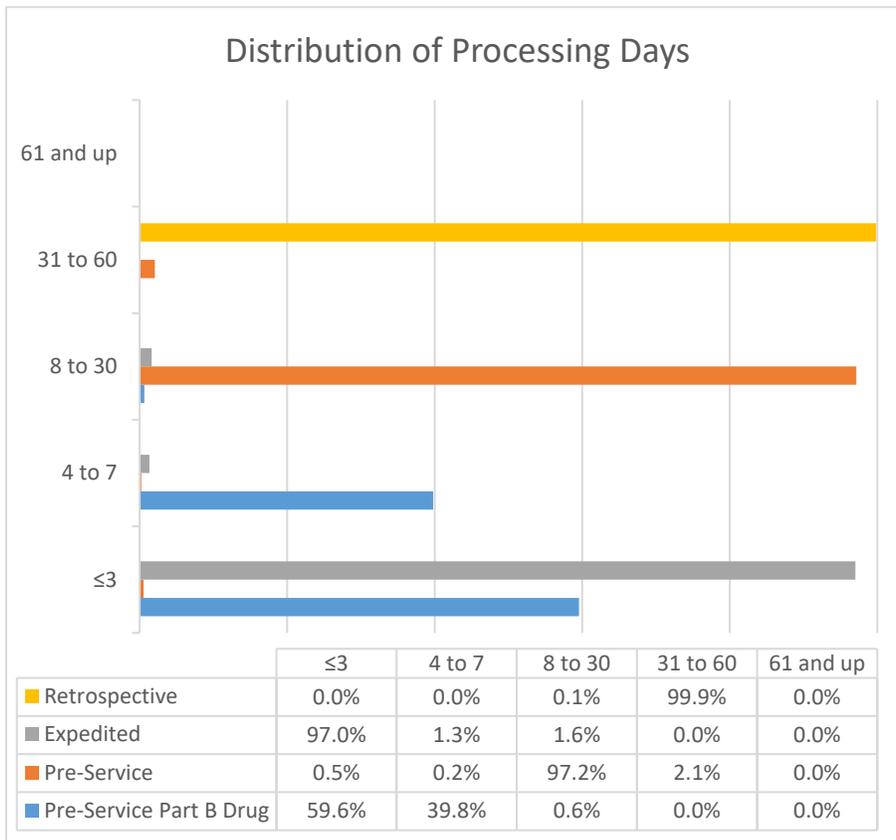


Timeliness of Reconsideration Cases

Timeliness of Decisions by Priority

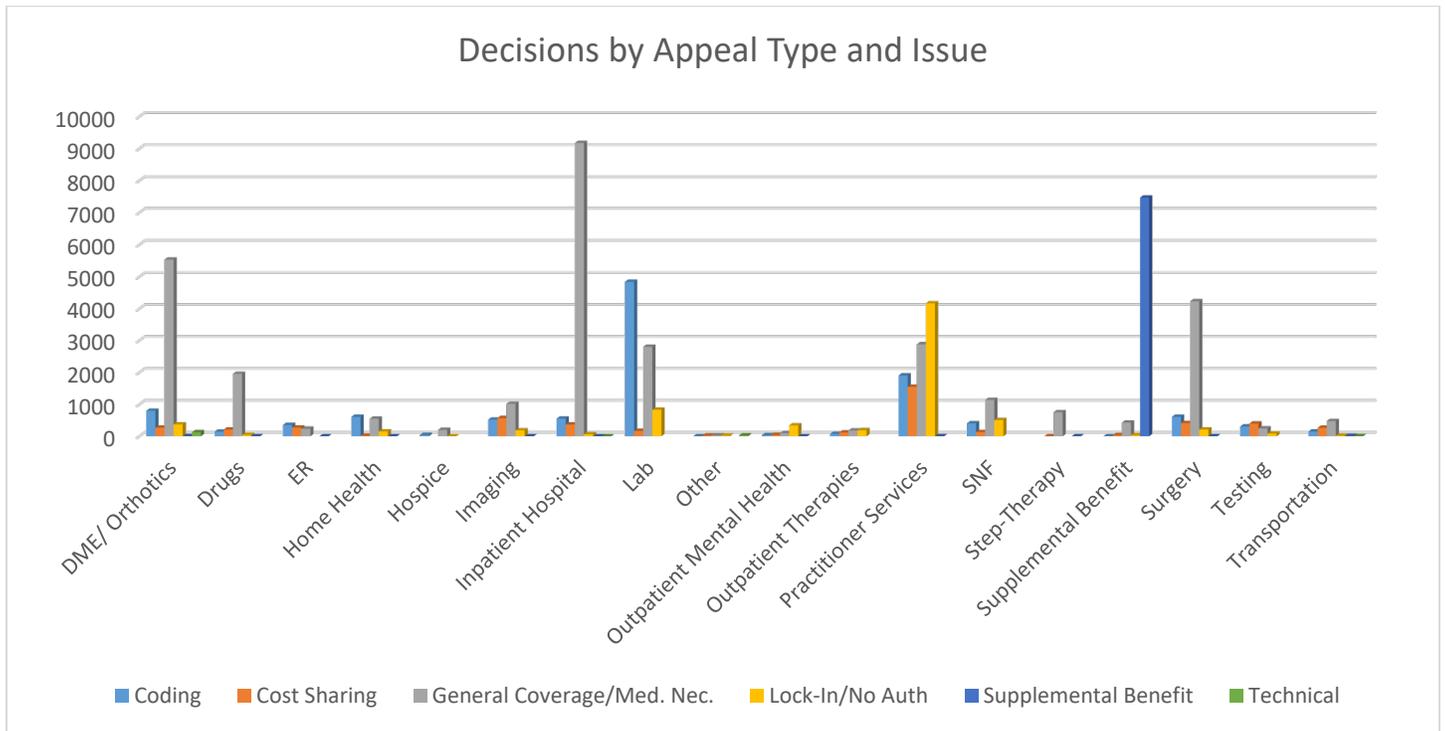


Days to Decision



Appeal Details

Substantive Decisions by Appeal Type and Appeal Issue²



² Substantive cases include appeals where Part C QIC rendered a decision on the merits of the request. This includes unfavorable, favorable, and partially favorable decisions. It does not include Appellant Dismissals or cases that were dismissed or withdrawn.

Decisions by Appeal Type and Appeal Issue

Appeal Type	Substantive Cases												All
	Coding		Cost Sharing		General Coverage/Med. Nec.		Lock-In/No Auth		Supplemental Benefit		Technical		
	N.	%	N.	%	N.	%	N.	%	N.	%	N.	%	
DME/ Orthotics	796	11.2%	265	3.7%	5532	78.0%	368	5.2%	7	0.1%	122	1.7%	7090
Drugs	143	6.1%	208	8.9%	1952	83.2%	39	1.7%	4	0.2%	0	0.0%	2346
ER	354	41.2%	270	31.4%	234	27.2%		0.0%	1	0.1%	0	0.0%	859
Home Health	608	46.1%	15	1.1%	547	41.5%	148	11.2%	1	0.1%	0	0.0%	1319
Hospice	40	16.7%		0.0%	199	82.9%	1	0.4%	0	0.0%	0	0.0%	240
Imaging	520	22.8%	566	24.8%	1015	44.4%	181	7.9%	2	0.1%	0	0.0%	2284
Inpatient Hospital	551	5.4%	367	3.6%	9171	90.3%	60	0.6%	1	0.0%	1	0.0%	10151
Lab	4839	56.1%	164	1.9%	2801	32.5%	826	9.6%	0	0.0%	0	0.0%	8630
Other	2	2.1%	23	24.0%	26	27.1%	19	19.8%	0	0.0%	26	27.1%	96
Outpatient Mental Health	34	6.7%	42	8.2%	97	19.0%	336	65.9%	1	0.2%	0	0.0%	510
Outpatient Therapies	74	13.4%	116	21.0%	178	32.2%	184	33.3%	0	0.0%	0	0.0%	552
Practitioner Services	1902	18.1%	1548	14.7%	2878	27.4%	4163	39.7%	5	0.0%	0	0.0%	10496
SNF	402	18.5%	131	6.0%	1137	52.3%	502	23.1%	0	0.0%	0	0.0%	2172
Step-Therapy	0	0.0%	2	0.3%	751	99.5%	0	0.0%	2	0.3%	0	0.0%	755
Supplemental Benefit	4	0.1%	35	0.4%	426	5.3%	31	0.4%	7467	93.8%	0	0.0%	7963
Surgery	608	11.1%	412	7.5%	4229	77.5%	208	3.8%	3	0.1%	0	0.0%	5460
Testing	304	29.7%	396	38.7%	243	23.8%	80	7.8%	0	0.0%	0	0.0%	1023
Transportation	147	15.9%	264	28.6%	475	51.5%	15	1.6%	13	1.4%	8	0.9%	922
Grand Total	11328	18.0%	4824	7.7%	31891	50.7%	7161	11.4%	7507	11.9%	157	0.2%	62868

Overturn Details

Substantive Case Overturn Rate by Priority

Substantive Decision					
Priority	Favorable (Overturn)	Partially Favorable (Partially Overturn)	Unfavorable (Uphold)	Overturn Rate	Grand Total
Expedited	507	30	17346	3.0%	17883
Pre-Service	351	56	8889	4.4%	9296
Pre-Service Part B Drug	27	0	1364	1.9%	1391
Retrospective	857	127	33314	2.9%	34298
Total	1742	213	60913	3.1%	62868

Types of Appeals and Rates of Overturn of Plan Denials

Appeal Type	Total Cases	Substantive Cases	Substantive Rate	Overturns*	% Overturned	% of All Overturns
DME/ Orthotics	7210	7090	98.3%	230	3.2%	11.8%
Drugs	2403	2346	97.6%	96	4.1%	4.9%
ER	924	859	93.0%	19	2.2%	1.0%
Home Health	1358	1319	97.1%	46	3.5%	2.4%
Hospice	241	240	99.6%	1	0.4%	0.1%
Imaging	2348	2284	97.3%	203	8.9%	10.4%
Inpatient Hospital	10254	10151	99.0%	148	1.5%	7.6%
Lab	8761	8630	98.5%	232	2.7%	11.9%
Other	101	96	95.0%	0	0.0%	0.0%
Outpatient Mental Health	517	510	98.6%	8	1.6%	0.4%
Outpatient Therapies	575	552	96.0%	20	3.6%	1.0%
Practitioner Services	10817	10496	97.0%	295	2.8%	15.1%
SNF	2210	2172	98.3%	46	2.1%	2.4%
Step-Therapy	761	755	99.2%	17	2.3%	0.9%
Supplemental Benefit	8077	7963	98.6%	285	3.6%	14.6%
Surgery	5527	5460	98.8%	202	3.7%	10.3%
Testing	1045	1023	97.9%	37	3.6%	1.9%
Transportation	972	922	94.9%	70	7.6%	3.6%
Total	64101	62868	98.1%	1955	3.1%	100.0%

*Includes both fully and partially favorable decisions.

Substantive Dispositions by Appeal Type and Item Service

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
DME/ Orthotics	2.78%	197	0.47%	33	96.76%	6860	7090
Compression Stockings	5.26%	3	0.00%	0	94.74%	54	57
CPAP	2.08%	2	0.00%	0	97.92%	94	96
Diabetic Supplies	3.93%	79	0.00%	0	96.07%	1929	2008
Extremity Brace	1.41%	2	0.00%	0	98.59%	140	142
Foot Orthotics	1.34%	3	0.00%	0	98.66%	221	224
Manual Wheelchair	3.91%	5	2.34%	3	93.75%	120	128
Neck/Back	0.00%	0	0.00%	0	100.00%	38	38
Other - DME	3.23%	60	0.27%	5	96.50%	1794	1859
Oxygen Equipment	3.21%	18	0.18%	1	96.61%	542	561
Pneumatic Compression Device	2.04%	17	0.00%	0	97.96%	816	833
Power Mobility Devices	0.82%	8	2.46%	24	96.72%	945	977
Seat Lift Mechanism	0.00%	0	0.00%	0	100.00%	42	42
Shower/Bath Chair	0.00%	0	0.00%	0	100.00%	72	72
Walker	0.00%	0	0.00%	0	100.00%	53	53
Drugs	4.09%	96	0.00%	0	95.91%	2250	2346
Chemotherapy	12.31%	16	0.00%	0	87.69%	114	130
Immunology	9.09%	2	0.00%	0	90.91%	20	22
Other - Drugs	8.12%	60	0.00%	0	91.88%	679	739
Pain Management	1.94%	2	0.00%	0	98.06%	101	103
Pre-Service Part B-Drug	1.53%	15	0.00%	0	98.47%	964	979
Rheumatology	4.76%	1	0.00%	0	95.24%	20	21
Self Administered	0.00%	0	0.00%	0	100.00%	352	352
ER	2.21%	19	0.00%	0	97.79%	840	859
Home Health	3.11%	41	0.38%	5	96.51%	1273	1319
Hospice	0.42%	1	0.00%	0	99.58%	239	240
Imaging	8.63%	197	0.26%	6	91.11%	2081	2284
CT Scan	7.73%	46	0.00%	0	92.27%	549	595
CTA	12.50%	6	0.00%	0	87.50%	42	48
DEXA	8.33%	1	0.00%	0	91.67%	11	12
EKG	5.93%	8	0.00%	0	94.07%	127	135
Mammography	3.85%	3	0.00%	0	96.15%	75	78
MRI	9.83%	29	0.34%	1	89.83%	265	295
Other - Imaging	6.50%	29	0.67%	3	92.83%	414	446
PET Scan	16.11%	58	0.00%	0	83.89%	302	360
X-Ray	5.40%	17	0.63%	2	93.97%	296	315

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Inpatient Hospital	1.39%	141	0.07%	7	98.54%	10003	10151
Acute Inpatient	8.74%	91	0.38%	4	90.87%	946	1041
Acute Inpatient Rehab	0.25%	17	0.00%	0	99.75%	6765	6782
Critical Care	10.14%	7	0.00%	0	89.86%	62	69
Inpatient Mental Health	4.23%	11	0.00%	0	95.77%	249	260
LTACH	0.11%	2	0.00%	0	99.89%	1792	1794
Other - Inpt Hospital	5.95%	11	1.08%	2	92.97%	172	185
Post Stabilization	10.00%	2	5.00%	1	85.00%	17	20
Lab	2.36%	204	0.32%	28	97.31%	8398	8630
Drug Testing	1.89%	5	0.00%	0	98.11%	260	265
General Health Panel	1.69%	25	0.27%	4	98.04%	1447	1476
Genetic Testing	2.54%	108	0.21%	9	97.25%	4142	4259
Other - Lab	2.51%	66	0.57%	15	96.92%	2549	2630
Other	0.00%	0	0.00%	0	100.00%	96	86
Outpatient Mental Health	1.37%	7	0.20%	1	98.43%	502	510
Outpatient Therapies	2.54%	14	1.09%	6	96.38%	532	552
Cardiac Rehab	0.00%	0	0.00%	0	100.00%	17	17
Occupational Therapy	0.00%	0	5.88%	2	94.12%	32	34
Other - Outpt Therapies	0.00%	0	0.00%	0	0.00%	0	0
Physical Therapy	2.77%	13	0.85%	4	96.38%	453	470
Pulmonary Rehab	0.00%	0	0.00%	0	100.00%	6	6
Speech Therapy	4.00%	1	0.00%	0	96.00%	24	25
Practitioner Services	2.50%	262	0.31%	33	97.19%	10201	10496
Acupuncture	3.74%	7	0.00%	0	96.26%	180	187
Anesthesia	2.04%	7	0.00%	0	97.96%	336	343
Cardiovascular Disease	1.81%	4	0.45%	1	97.74%	216	221
Chiropractic Care	1.40%	5	0.56%	2	98.04%	350	357
Experimental/Investigational	0.00%	0	0.00%	0	100.00%	29	29
Immunizations	3.13%	2	0.00%	0	96.88%	62	64
Injections	4.25%	39	0.87%	8	94.87%	870	917
Non-Physician Provider	0.00%	0	0.00%	0	100.00%	27	27
Office Visit	1.58%	49	0.16%	5	98.26%	3050	3104
Other - Prac Services	2.22%	84	0.34%	13	97.44%	3686	3783
Out of Area	0.65%	1	0.65%	1	98.70%	152	154
Pain Management	2.87%	16	0.18%	1	96.95%	541	558
Preventive Services	5.36%	3	0.00%	0	94.64%	53	56
Pulmonary Disease	6.67%	1	6.67%	1	86.67%	13	15
Radiation Therapy	14.21%	28	0.51%	1	85.28%	168	197
Services Not Covered	1.20%	1	0.00%	0	98.80%	82	83
Specialty vs. Primary Care	2.50%	2	0.00%	0	97.50%	78	80
Wound Care	4.05%	13	0.00%	0	95.95%	308	321

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Skilled Nursing Facility	2.03%	44	0.09%	2	97.88%	2126	2172
Step-Therapy	2.25%	17	0.00%	0	97.75%	738	755
Supplemental Benefit	2.65%	211	0.93%	74	96.42%	7678	7963
Dental	1.95%	116	1.01%	60	97.04%	5773	5949
Gym Membership	9.09%	4	0.00%	0	90.91%	40	44
Hearing Aids	2.54%	5	0.00%	0	97.46%	192	197
OTC (Over-The-Counter)	3.45%	1	6.90%	2	89.66%	26	29
Other - Supp Benefit	11.32%	71	0.64%	4	88.04%	552	627
Transportation	0.56%	4	0.28%	2	99.16%	710	716
Vision Care	2.49%	10	1.50%	6	96.01%	385	401
Surgery	3.41%	186	0.29%	16	96.30%	5258	5460
Brain and Spine	1.84%	13	0.14%	1	98.02%	692	706
Eye	4.29%	6	0.00%	0	95.71%	134	140
Joint/Bone Surgery	3.47%	27	0.13%	1	96.40%	749	777
Other - Surgery	3.63%	136	0.37%	14	96.00%	3598	3748
Plastic Surgery	4.49%	4	0.00%	0	95.51%	85	89
Testing	3.52%	36	0.10%	1	96.38%	986	1023
Colonoscopy	6.12%	6	0.00%	0	93.88%	92	98
Endoscopy	5.88%	4	0.00%	0	94.12%	64	68
Nuclear Stress Test	1.39%	1	0.00%	0	98.61%	71	72
Other - Testing	4.55%	20	0.23%	1	95.23%	419	440
PET Scan	0.00%	0	0.00%	0	100.00%	11	11
Sleep Study	9.68%	3	0.00%	0	90.32%	28	31
Ultrasound	0.66%	2	0.00%	0	99.34%	301	303
Transportation	7.48%	69	0.11%	1	92.41%	852	922
Ambulance	3.22%	21	0.15%	1	96.63%	630	652
Ambulance - Air	50.00%	32	0.00%	0	50.00%	32	64
Ambulance - Non Emergent	11.50%	13	0.00%	0	88.50%	100	113
Other - Transportation	3.23%	3	0.00%	0	96.77%	90	93
Grand Total	2.77%	1742	0.34%	213	96.89%	60913	62868