

Fact Sheet

Part C Reconsideration Appeals Data – Q2 2023

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 Q2 of 2023.

Reconsideration Volume

The Part C QIC received 51,241 reconsideration requests during Q2 of 2023. This represents a rate of 6.39 reconsiderations for each 1,000 Medicare beneficiaries enrolled¹.

Standard Pre-Service cases represented 13.77% of all appeals received and resulted in a rate of 0.88 reconsiderations for each 1,000 beneficiaries enrolled.

Standard Pre-Service Part B drug cases represented 1.49% of all appeals received and resulted in a rate of 0.10 reconsiderations for each 1,000 beneficiaries enrolled.

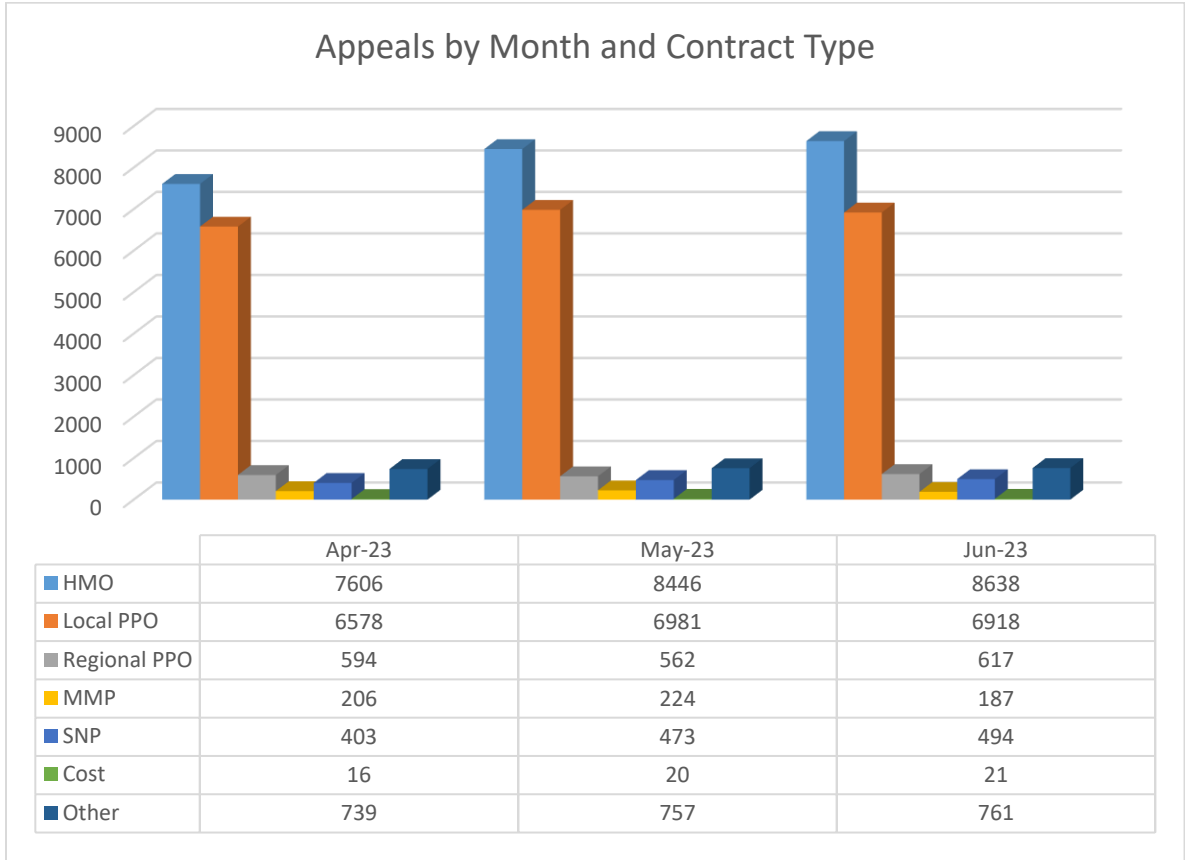
Standard Retrospective cases represented 58.72% of all appeals received and resulted in a rate of 3.75 reconsiderations for each 1,000 beneficiaries enrolled.

Expedited cases represented 26.02% of all appeals received and resulted in a rate of 1.66 expedited cases for each 1,000 beneficiaries enrolled.

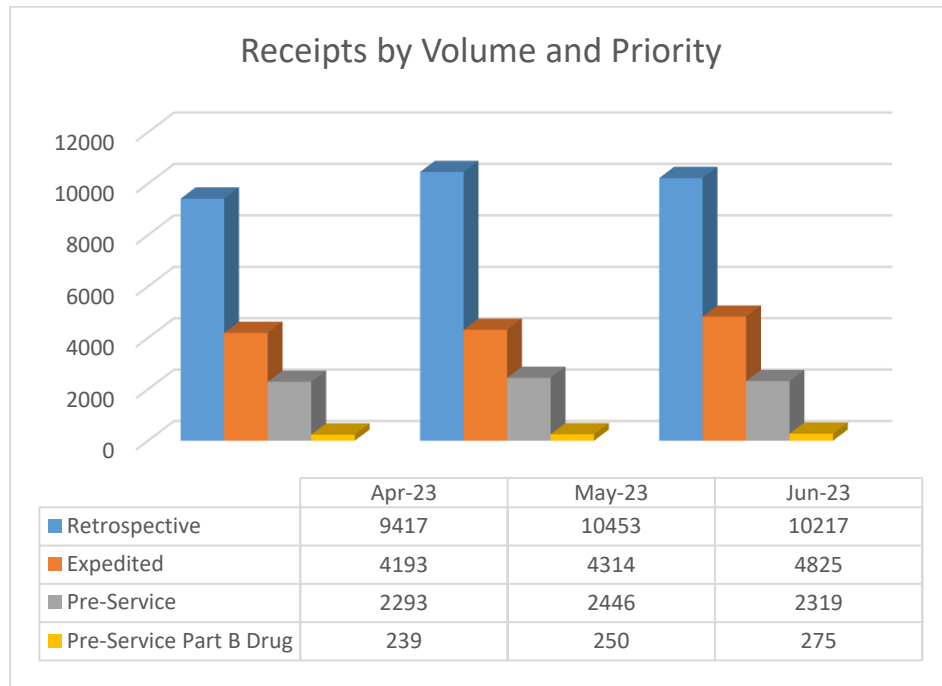
¹ Annual volume, divided by quarter-year enrollment (times 1,000) is used to calculate the annual rate of appeals per 1,000 enrollees.

Reconsideration Volume

Appeal Receipts with Contract Type

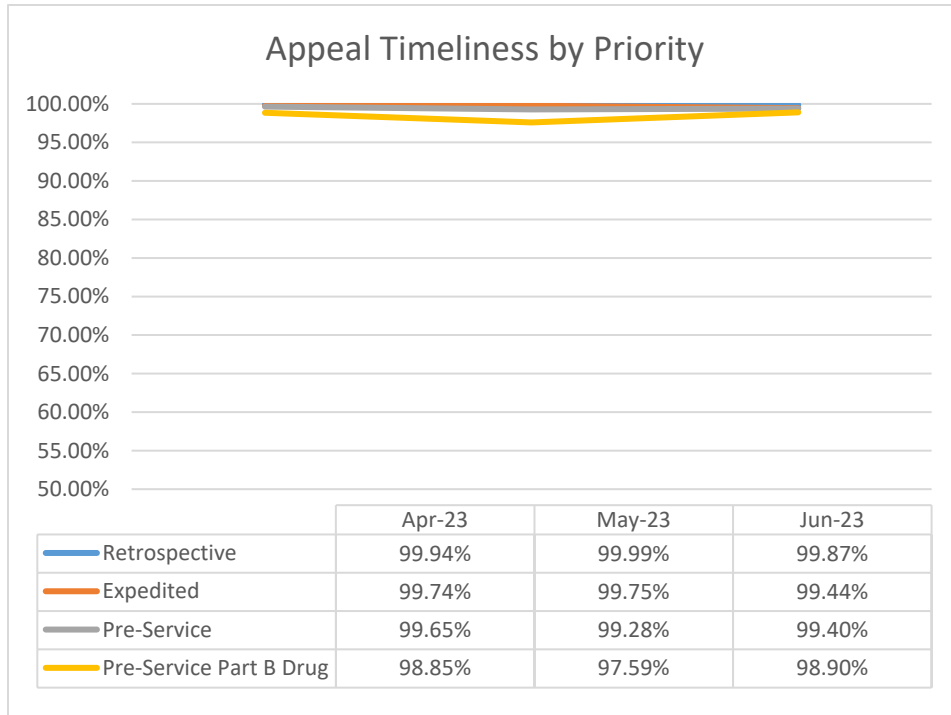


Appeal Receipts by Priority

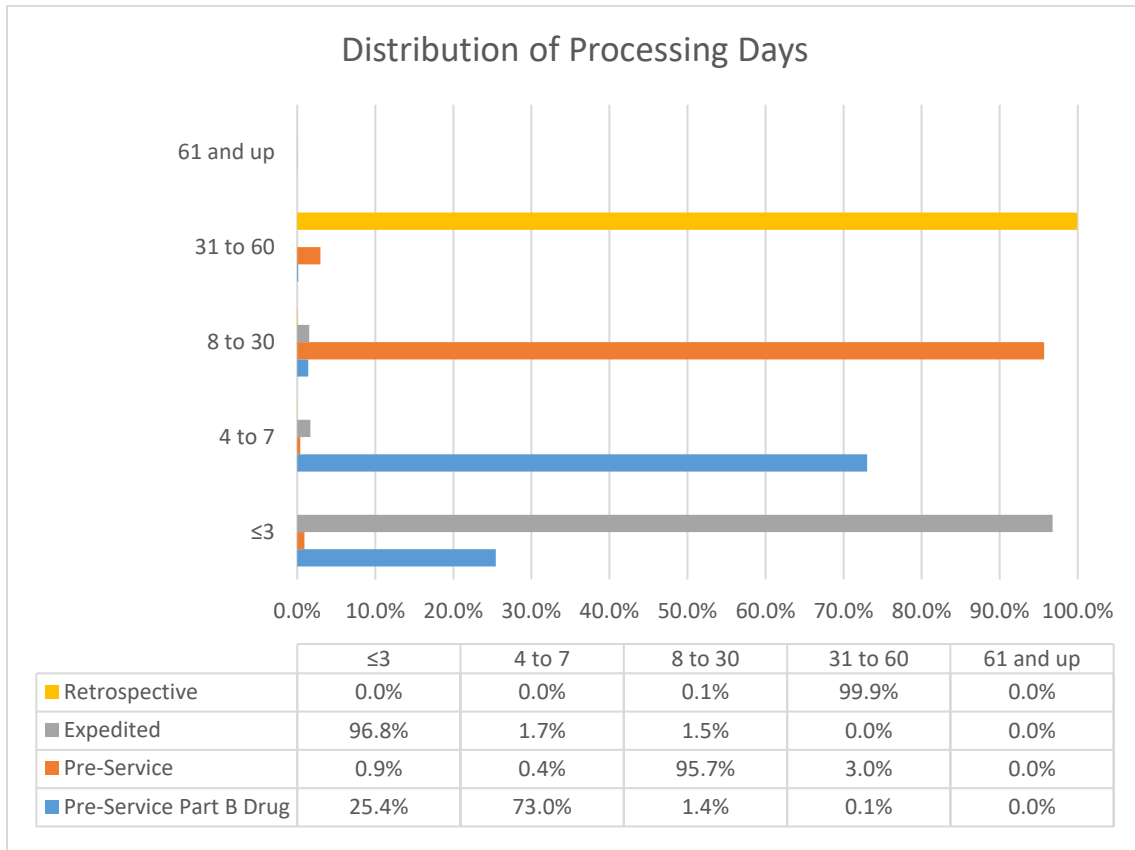


Timeliness of Reconsideration Cases

Timeliness of Decisions by Priority

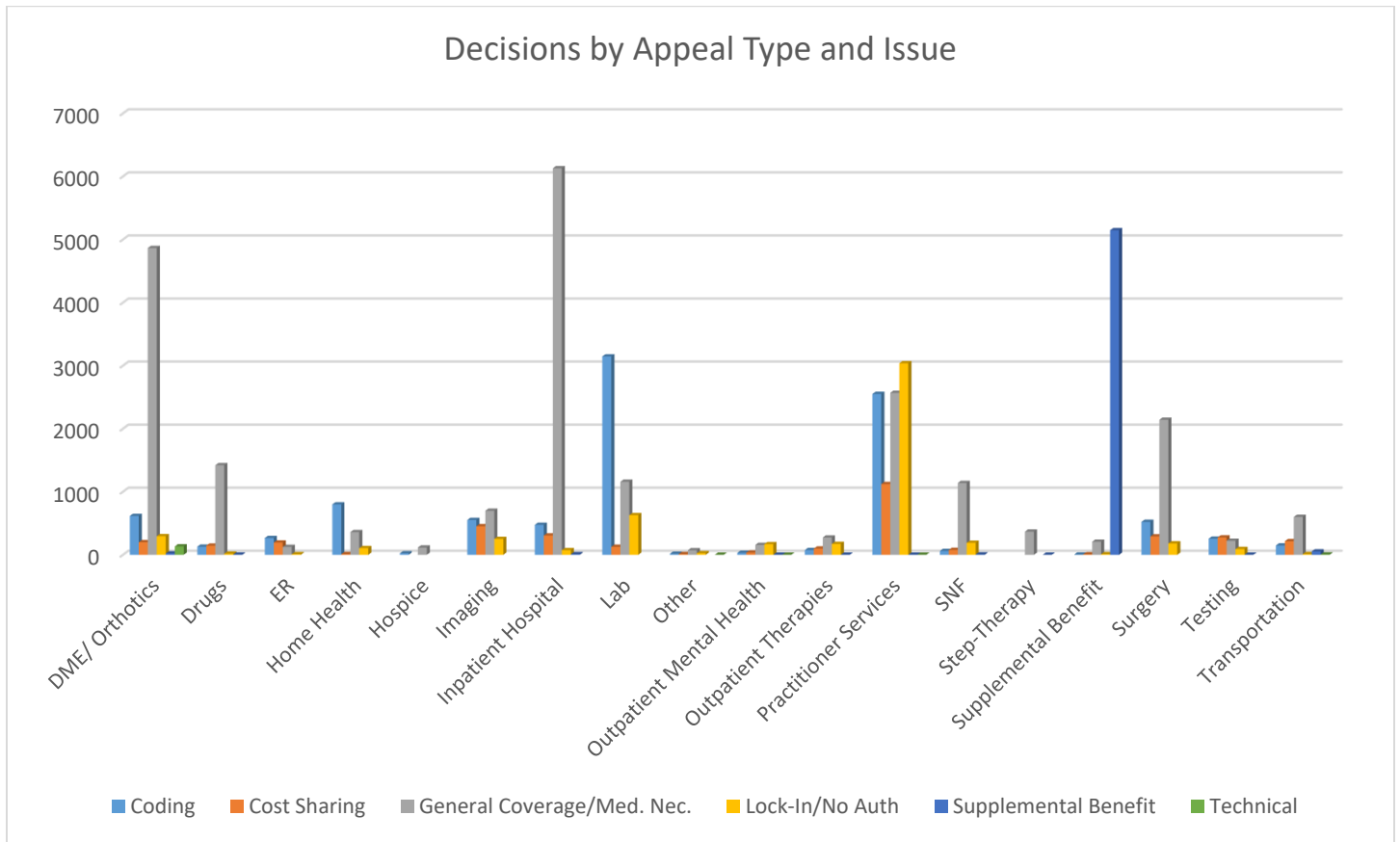


Days to Decision



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

Substantive Cases													
Appeal Type	Coding		Cost Sharing		General Coverage/Med.		Lock-In/No Auth		Supplemental Benefit		Technical		All
	N.	%	N.	%	N.	%	N.	%	N.	%	N.	%	
DME/Orthotics	615	10.0%	199	3.2%	4864	79.4%	295	4.8%	22	0.4%	133	2.2%	6128
Drugs	128	7.5%	145	8.5%	1420	82.9%	17	1.0%	3	0.2%	0	0.0%	1713
ER	266	44.9%	194	32.7%	124	20.9%	9	1.5%	0	0.0%	0	0.0%	593
Home Health	798	62.7%	10	0.8%	359	28.2%	106	8.3%	0	0.0%	0	0.0%	1273
Hospice	23	16.8%	0	0.0%	114	83.2%	0	0.0%	0	0.0%	0	0.0%	137
Imaging	552	28.3%	452	23.2%	697	35.7%	251	12.9%	0	0.0%	0	0.0%	1952
Inpatient Hospital	475	6.8%	306	4.4%	6129	87.7%	73	1.0%	8	0.1%	0	0.0%	6991
Lab	3145	62.2%	126	2.5%	1158	22.9%	628	12.4%	0	0.0%	0	0.0%	5057
Other	16	12.9%	11	8.9%	71	57.3%	25	20.2%	0	0.0%	1	0.8%	124
Outpatient Mental Health	30	7.7%	35	9.0%	156	39.9%	168	43.0%	1	0.3%	1	0.3%	391
Outpatient Therapies	75	12.1%	98	15.8%	273	44.1%	172	27.8%	1	0.2%	0	0.0%	619
Practitioner Services	2550	27.5%	1122	12.1%	2568	27.7%	3037	32.7%	1	0.0%	1	0.0%	9279
SNF	60	4.1%	76	5.2%	1138	77.5%	190	12.9%	5	0.3%	0	0.0%	1469
Step-Therapy	0	0.0%	0	0.0%	367	99.7%	0	0.0%	1	0.3%	0	0.0%	368
Supplemental Benefit	4	0.1%	7	0.1%	207	3.9%	9	0.2%	5146	95.8%	0	0.0%	5373
Surgery	521	16.6%	291	9.3%	2141	68.3%	180	5.7%	0	0.0%	0	0.0%	3133
Testing	255	30.2%	274	32.5%	222	26.3%	91	10.8%	1	0.1%	0	0.0%	843
Transportation	147	14.2%	215	20.8%	601	58.2%	11	1.1%	53	5.1%	5	0.5%	1032
Grand Total	9660	20.8%	3561	7.7%	22609	48.6%	5262	11.3%	5242	11.3%	141	0.3%	46475

Overturn Details

Substantive Case Overturn Rate by Priority

Priority	Substantive Decision				Grand Total
	Favorable (Overturn)	Partially Favorable (Partially Overturn)	Unfavorable (Uphold)	Overturn Rate	
Expedited	442	44	12423	3.8%	12909
Pre-Service	377	45	6706	5.9%	7128
Pre-Service Part B Drug	32	0	720	4.3%	752
Retrospective	1361	180	24145	6.0%	25686
Total	2212	269	43994	5.3%	46475

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	6355	6128	96.4%	294	4.8%	11.9%
Drugs	1802	1713	95.1%	126	7.4%	5.1%
ER	627	593	94.6%	40	6.7%	1.6%
Home Health	1367	1273	93.1%	52	4.1%	2.1%
Hospice	141	137	97.2%	1	0.7%	0.0%
Imaging	2061	1952	94.7%	179	9.2%	7.2%
Inpatient Hospital	7227	6991	96.7%	191	2.7%	7.7%
Lab	5197	5057	97.3%	352	7.0%	14.2%
Other	204	124	60.8%	7	5.6%	0.3%
Outpatient Mental Health	419	391	93.3%	28	7.2%	1.1%
Outpatient Therapies	670	619	92.4%	46	7.4%	1.9%
Practitioner Services	9725	9279	95.4%	549	5.9%	22.1%
SNF	1564	1469	93.9%	85	5.8%	3.4%
Step-Therapy	376	368	97.9%	10	2.7%	0.4%
Supplemental Benefit	5506	5373	97.6%	241	4.5%	9.7%
Surgery	3254	3133	96.3%	176	5.6%	7.1%
Testing	878	843	96.0%	58	6.9%	2.3%
Transportation	1101	1032	93.7%	46	4.5%	1.9%
Total	48474	46475	95.9%	2481	5.3%	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	4.03%	247	0.77%	47	95.20%	5834	6128
Compression Stockings	0.00%	0	0.00%	0	100.00%	79	79
CPAP	2.44%	2	0.00%	0	97.56%	80	82
Diabetic Supplies	5.57%	56	0.00%	0	94.43%	950	1006
Extremity Brace	2.61%	3	0.00%	0	97.39%	112	115
Foot Orthotics	1.96%	4	0.49%	1	97.55%	199	204
Manual Wheelchair	1.94%	2	0.00%	0	98.06%	101	103
Neck/Back	5.56%	1	0.00%	0	94.44%	17	18
Other	5.75%	133	0.39%	9	93.86%	2170	2312
Oxygen Equipment	1.85%	13	2.43%	17	95.72%	671	701
Pneumatic Compression Device	0.55%	4	0.00%	0	99.45%	719	723
Power Mobility Devices	4.11%	25	3.13%	19	92.76%	564	608
Seat Lift Mechanism	4.69%	3	0.00%	0	95.31%	61	64
Shower/Bath Chair	0.00%	0	0.00%	0	100.00%	65	65
Walker	2.08%	1	2.08%	1	95.83%	46	48
Drugs	7.01%	120	0.35%	6	92.64%	1587	1713
Chemotherapy	19.46%	29	1.34%	2	79.19%	118	149
Immunology	10.00%	3	3.33%	1	86.67%	26	30
Other	8.45%	42	0.20%	1	91.35%	454	497
Pain Management	9.76%	8	0.00%	0	90.24%	74	82
Pre-Service Part B-Drug	4.40%	29	0.00%	0	95.60%	630	659
Rheumatology	3.85%	1	3.85%	1	92.31%	24	26
Self Administered	2.96%	8	0.37%	1	96.67%	261	270
ER	6.41%	38	0.34%	2	93.25%	553	593
Home Health	3.77%	48	0.31%	4	95.92%	1221	1273
Hospice	0.73%	1	0.00%	0	99.27%	136	137
Imaging	8.25%	161	0.92%	18	90.83%	1773	1952
CT Scan	10.48%	52	0.20%	1	89.31%	443	496
CTA	31.25%	10	0.00%	0	68.75%	22	32
DEXA	0.00%	0	0.00%	0	100.00%	11	11
EKG	1.35%	1	2.70%	2	95.95%	71	74
Mammography	4.62%	3	0.00%	0	95.38%	62	65
MRI	12.34%	38	0.97%	3	86.69%	267	308
Other	5.71%	28	2.24%	11	92.04%	451	490
PET Scan	8.50%	13	0.00%	0	91.50%	140	153
X-Ray	4.95%	16	0.31%	1	94.74%	306	323

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Inpatient Hospital	2.60%	182	0.13%	9	97.27%	6800	6991
Acute Inpatient	13.13%	125	0.84%	8	86.03%	819	952
Acute Inpatient Rehab	0.72%	29	0.00%	0	99.28%	3999	4028
Critical Care	0.00%	0	0.00%	0	100.00%	28	28
Inpatient Mental Health	7.19%	10	0.00%	0	92.81%	129	139
LTACH	0.06%	1	0.00%	0	99.94%	1622	1623
Other	7.28%	15	0.49%	1	92.23%	190	206
Post Stabilization	13.33%	2	0.00%	0	86.67%	13	15
Lab	6.57%	332	0.40%	20	93.04%	4705	5057
Drug Testing	11.41%	51	0.22%	1	88.37%	395	447
General Health Panel	6.82%	45	0.61%	4	92.58%	611	660
Genetic Testing	10.59%	114	0.28%	3	89.13%	959	1076
Other	4.24%	122	0.42%	12	95.34%	2740	2874
Other	5.65%	7	0.00%	0	94.35%	117	124
Outpatient Mental Health	7.16%	28	0.00%	0	92.84%	363	391
Outpatient Therapies	6.30%	39	1.13%	7	92.57%	573	619
Cardiac Rehab	0.00%	0	0.00%	0	100.00%	11	11
Occupational Therapy	12.20%	5	2.44%	1	85.37%	35	41
Other	7.96%	9	0.88%	1	91.15%	103	113
Physical Therapy	4.88%	21	1.16%	5	93.95%	404	430
Pulmonary Rehab	0.00%	0	0.00%	0	100.00%	3	3
Speech Therapy	19.05%	4	0.00%	0	80.95%	17	21
Practitioner Services	5.18%	481	0.73%	68	94.08%	8730	9279
Acupuncture	13.51%	15	0.00%	0	86.49%	96	111
Anesthesia	11.84%	29	0.82%	2	87.35%	214	245
Cardiovascular Disease	2.22%	3	0.00%	0	97.78%	132	135
Chiropractic Care	4.32%	13	0.33%	1	95.35%	287	301
Experimental/Investigational	14.29%	5	0.00%	0	85.71%	30	35
Immunizations	1.48%	2	0.00%	0	98.52%	133	135
Injections	6.04%	38	1.75%	11	92.21%	580	629
Non-Physician Provider	0.00%	0	0.00%	0	100.00%	12	12
Office Visit	3.09%	71	0.22%	5	96.69%	2222	2298
Other	5.40%	230	0.82%	35	93.77%	3992	4257
Out of Area	6.00%	9	1.33%	2	92.67%	139	150
Pain Management	5.38%	20	1.08%	4	93.55%	348	372
Preventive Services	12.50%	4	0.00%	0	87.50%	28	32
Pulmonary Disease	0.00%	0	0.00%	0	100.00%	5	5
Radiation Therapy	13.88%	34	2.86%	7	83.27%	204	245
Services Not Covered	3.33%	2	0.00%	0	96.67%	58	60
Specialty vs. Primary Care	1.69%	1	0.00%	0	98.31%	58	59
Wound Care	2.53%	5	0.51%	1	96.97%	192	198

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Skilled Nursing Facility	5.51%	81	0.27%	4	94.21%	1384	1469
Step-Therapy	2.72%	10	0.00%	0	97.28%	358	368
Supplemental Benefit	3.91%	210	0.58%	31	95.51%	5132	5373
Dental	2.90%	121	0.53%	22	96.57%	4023	4166
Gym Membership	2.56%	1	2.56%	1	94.87%	37	39
Hearing Aids	3.05%	4	0.00%	0	96.95%	127	131
OTC (Over-The-Counter)	0.00%	0	0.00%	0	100.00%	24	24
Other	9.07%	51	0.18%	1	90.75%	510	562
Transportation	3.17%	2	0.00%	0	96.83%	61	63
Vision Care	7.99%	31	1.80%	7	90.21%	350	388
Surgery	4.50%	141	1.12%	35	94.38%	2957	3133
Brain and Spine	2.34%	17	0.41%	3	97.25%	708	728
Eye	6.90%	8	0.86%	1	92.24%	107	116
Joint/Bone Surgery	4.73%	19	0.50%	2	94.78%	381	402
Other	5.31%	97	1.59%	29	93.10%	1700	1826
Plastic Surgery	0.00%	0	0.00%	0	100.00%	61	61
Testing	4.98%	42	1.90%	16	93.12%	785	843
Colonoscopy	1.96%	2	2.94%	3	95.10%	97	102
Endoscopy	2.33%	1	0.00%	0	97.67%	42	43
Nuclear Stress Test	2.63%	1	7.89%	3	89.47%	34	38
Other	6.29%	18	1.75%	5	91.96%	263	286
PET Scan	0.00%	0	0.00%	0	100.00%	8	8
Sleep Study	7.84%	4	0.00%	0	92.16%	47	51
Ultrasound	5.08%	16	1.59%	5	93.33%	294	315
Transportation	4.26%	44	0.19%	2	95.54%	986	1032
Ambulance	4.93%	33	0.15%	1	94.93%	636	670
Ambulance - Air	9.09%	2	4.55%	1	86.36%	19	22
Ambulance - Non Emergent	2.96%	4	0.00%	0	97.04%	131	135
Other	2.44%	5	0.00%	0	97.56%	200	205
Grand Total	4.76%	2212	0.58%	269	94.66%	43994	46475