

Fact Sheet

Part C Reconsideration Appeals Data – Q1 2021

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 Q1 of 2021.

Reconsideration Volume

The Part C QIC received 28,137 reconsideration requests during Q1 of 2021. This represents a rate of 4.14 reconsiderations for each 1,000 Medicare beneficiaries enrolled¹.

Standard PreService cases represented 15.4% of all appeals received and resulted in a rate of 0.64 reconsiderations for each 1,000 beneficiaries enrolled.

Standard PreService Part B drug cases represented 2.1% of all appeals received and resulted in a rate of 0.09 reconsiderations for each 1,000 beneficiaries enrolled.

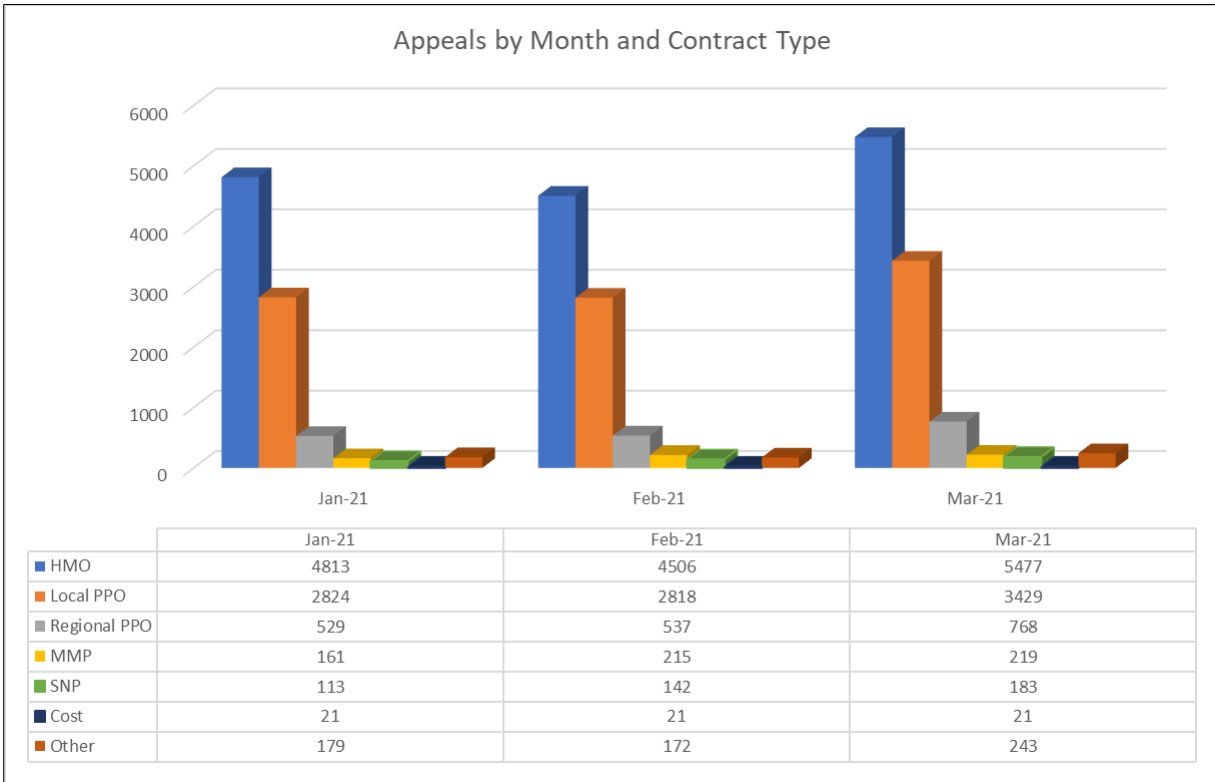
Standard Retrospective cases represented 58.3% of all appeals received and resulted in a rate of 2.42 reconsiderations for each 1,000 beneficiaries enrolled.

Expedited cases represented 24.2% of all appeals received and resulted in a rate of 1.00 expedited cases for each 1,000 beneficiaries enrolled.

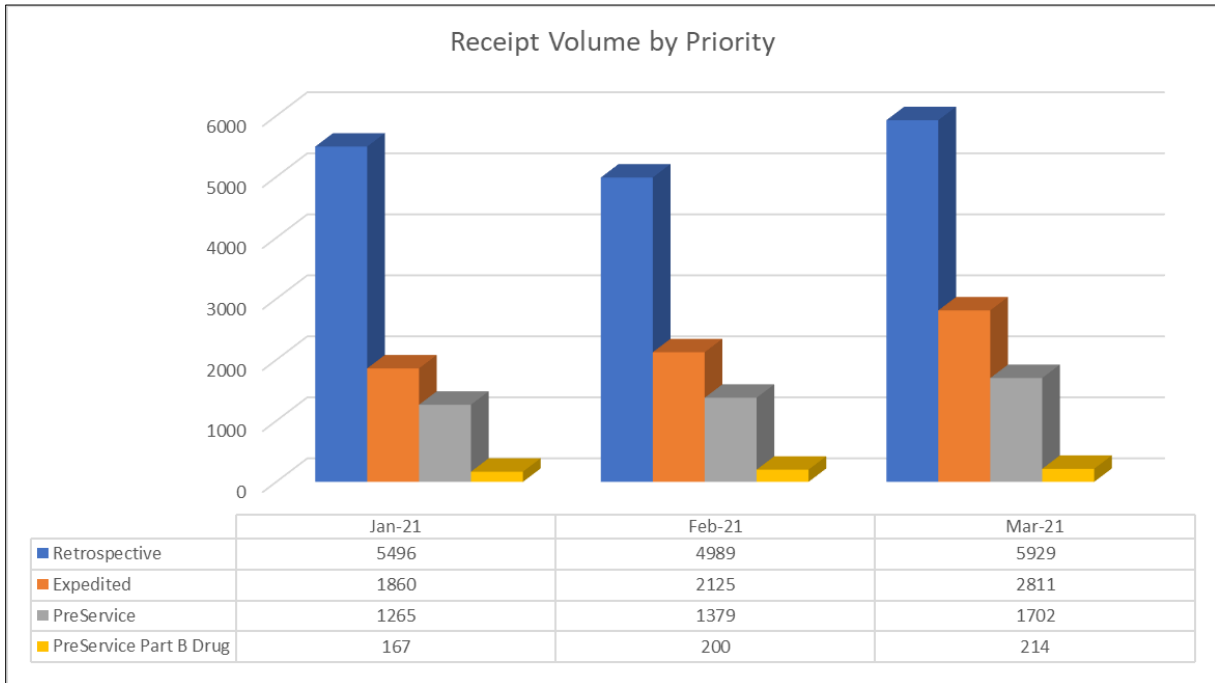
¹ Annual volume, divided by quarter-year enrollment (times 1,000) is used to calculate the annual rate of appeals per 1,000 enrollees.

Reconsideration Volume

Appeal Receipts with Contract Type

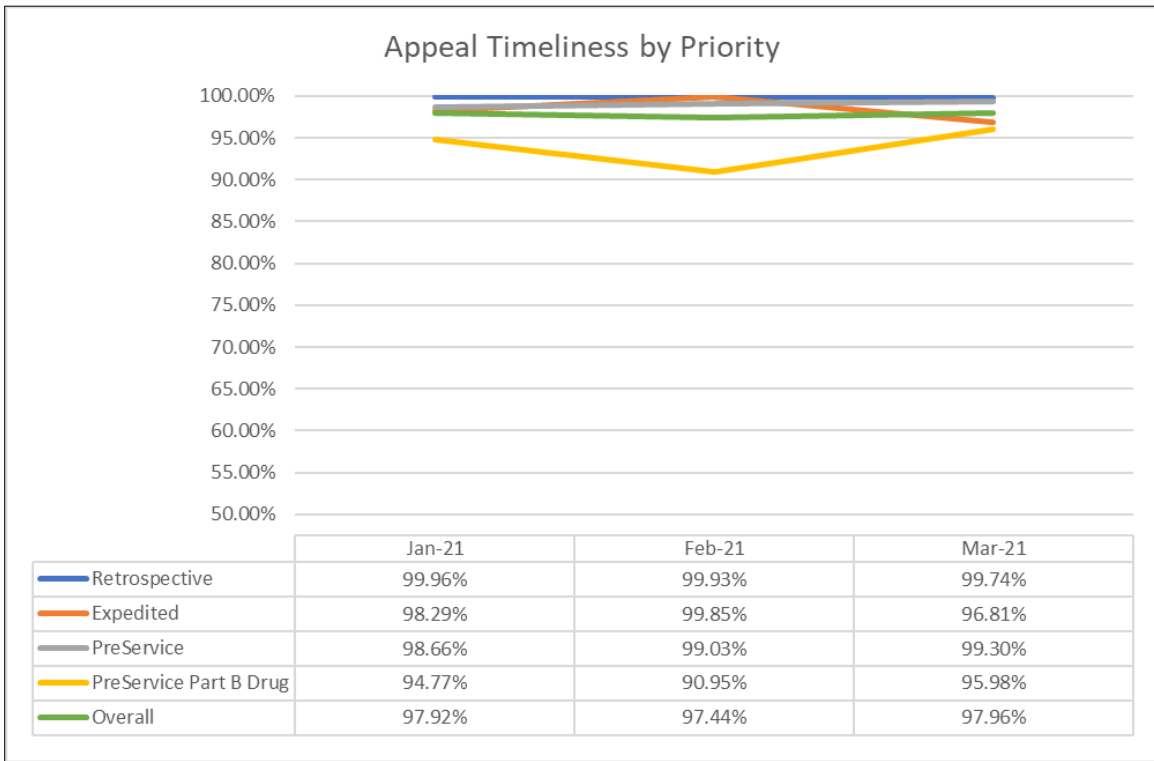


Appeal Receipts by Priority

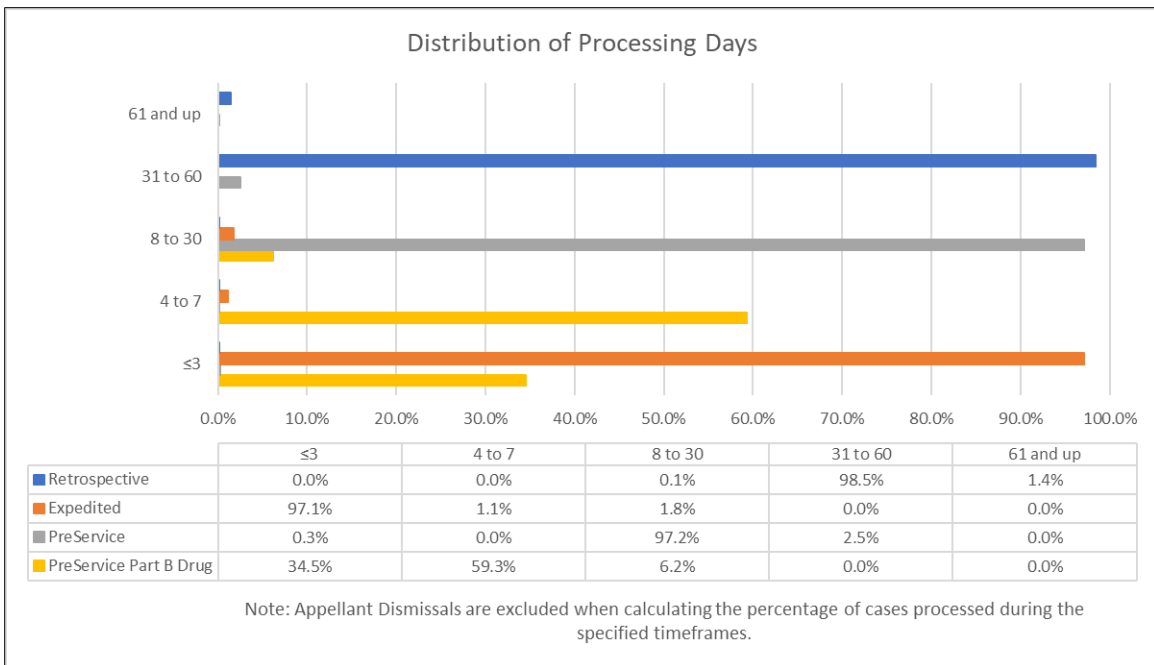


Timeliness of Reconsideration Cases

Timeliness of Decisions by Priority

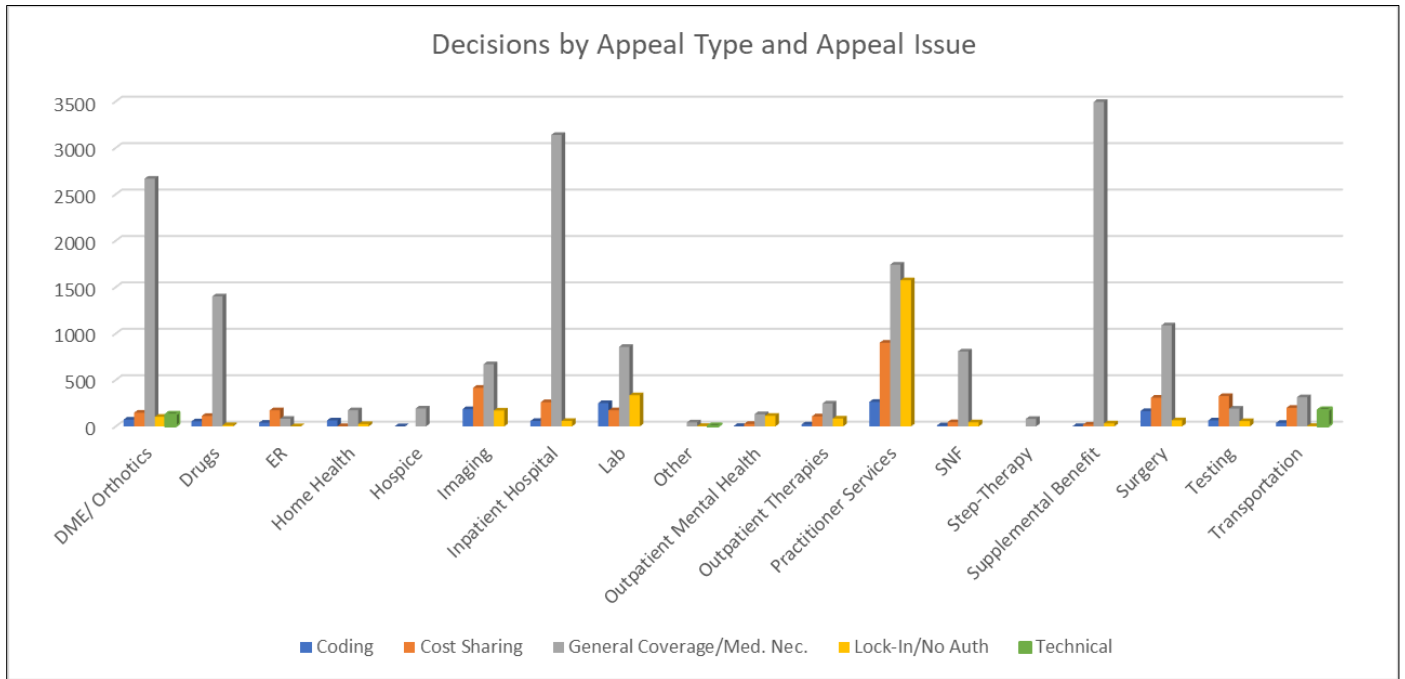


Days to Decision



Appeal Details

Substantive Decisions by Appeal Type and Appeal Issue²



² Substantive cases include appeals where MAXIMUS 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		Technical		
	Number	%	Number	%	Number	%	Number	%	Number	%	
DME/Orthotics	73	2.3%	147	4.7%	2667	85.5%	104	3.3%	127	4.1%	3118
Drugs	54	3.4%	113	7.2%	1400	88.6%	13	0.8%	0	0.0%	1580
ER	40	13.5%	173	58.4%	82	27.7%	1	0.3%	0	0.0%	296
Home Health	64	24.1%	3	1.1%	174	65.4%	25	9.4%	0	0.0%	266
Hospice	1	0.5%	0	0.0%	193	99.5%	0	0.0%	0	0.0%	194
Imaging	186	12.9%	415	28.8%	669	46.4%	171	11.9%	0	0.0%	1441
Inpatient Hospital	58	1.6%	261	7.4%	3139	89.3%	59	1.7%	0	0.0%	3517
Lab	251	15.5%	173	10.7%	856	53.0%	335	20.7%	0	0.0%	1615
Other	0	0.0%	0	0.0%	42	89.4%	4	8.5%	1	2.1%	47
Outpatient Mental Health	4	1.4%	27	9.7%	132	47.7%	114	41.2%	0	0.0%	277
Outpatient Therapies	21	4.6%	108	23.5%	246	53.5%	85	18.5%	0	0.0%	460
Practitioner Services	264	5.9%	901	20.1%	1742	38.9%	1574	35.1%	0	0.0%	4481
SNF	11	1.2%	46	5.1%	807	88.9%	44	4.8%	0	0.0%	908
Step-Therapy	0	0.0%	0	0.0%	81	100.0%	0	0.0%	0	0.0%	81
Supplemental Benefit	3	0.1%	19	0.5%	3494	98.5%	32	0.9%	0	0.0%	3548
Surgery	165	10.1%	309	19.0%	1088	66.9%	65	4.0%	0	0.0%	1627
Testing	64	10.0%	327	51.2%	191	29.9%	57	8.9%	0	0.0%	639
Transportation	38	5.2%	200	27.3%	314	42.9%	5	0.7%	175	23.9%	732
Grand Total	1297	5.2%	3222	13.0%	17317	69.8%	2688	10.8%	303	1.2%	24827

Overturn Details

Substantive Case Overturn Rate by Priority

Priority	Substantive Decision				Grand Total
	Favorable (Overturn)	Partially Favorable (Partially Overturn)	Unfavorable (Uphold)	Overturn Rate	
Expedited	315	11	6114	5.1%	6440
PreService	215	20	3831	5.8%	4066
Pre-Service Part B Drug	34	0	515	6.2%	549
Retrospective	559	63	13150	4.5%	13772
Total	1123	94	23610	4.9%	24827

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	3179	3118	98.1%	90	2.9%	7.4%
Drugs	1593	1580	99.2%	127	8.0%	10.4%
ER	317	296	93.4%	15	5.1%	1.2%
Home Health	276	266	96.4%	10	3.8%	0.8%
Hospice	194	194	100.0%	0	0.0%	0.0%
Imaging	1488	1441	96.8%	155	10.8%	12.7%
Inpatient Hospital	3687	3517	95.4%	143	4.1%	11.8%
Lab	1680	1615	96.1%	104	6.4%	8.5%
Other	51	47	92.2%	3	6.4%	0.2%
Outpatient Mental Health	279	277	99.3%	5	1.8%	0.4%
Outpatient Therapies	478	460	96.2%	23	5.0%	1.9%
Practitioner Services	4671	4481	95.9%	198	4.4%	16.3%
SNF	928	908	97.8%	51	5.6%	4.2%
Step-Therapy	81	81	100.0%	4	4.9%	0.3%
Supplemental Benefit	3608	3548	98.3%	119	3.4%	9.8%
Surgery	1678	1627	97.0%	101	6.2%	8.3%
Testing	667	639	95.8%	38	5.9%	3.1%
Transportation	772	732	94.8%	31	4.2%	2.5%
Total	25627	24827	96.9%	1217	4.9%	100.0%

*Includes both fully and partially favorable decisions.

Substantive Dispositions by Appeal Type and Item Service

	Partially Favorable						Substantive
	Favorable (Overturn)		(Partially Overturn)		Unfavorable (Uphold)		Cases
	%	Number	%	Number	%	Number	Total
DME/ Orthotics	2.73%	85	0.16%	5	97.11%	3028	3118
Compression Stockings	0.00%	0	0.00%	0	100.00%	69	69
CPAP	8.57%	6	0.00%	0	91.43%	64	70
Diabetic Supplies	5.44%	19	0.29%	1	94.27%	329	349
Extremity Brace	2.73%	5	0.00%	0	97.27%	178	183
Foot Orthotics	2.29%	4	0.00%	0	97.71%	171	175
Manual Wheelchair	0.00%	0	0.00%	0	100.00%	57	57
Neck/Back	1.15%	1	0.00%	0	98.85%	86	87
Other	2.49%	35	0.14%	2	97.37%	1371	1408
Oxygen Equipment	7.55%	8	1.89%	2	90.57%	96	106
Pneumatic Compression Device	0.74%	1	0.00%	0	99.26%	134	135
Power Mobility Devices	1.50%	5	0.00%	0	98.50%	329	334
Seat Lift Mechanism	0.00%	0	0.00%	0	100.00%	30	30
Shower/Bath Chair	0.00%	0	0.00%	0	100.00%	74	74
Walker	2.44%	1	0.00%	0	97.56%	40	41
Drugs	7.85%	124	0.19%	3	91.96%	1453	1580
Chemotherapy	18.11%	23	0.00%	0	81.89%	104	127
Immunology	41.67%	5	0.00%	0	58.33%	7	12
Other	8.36%	53	0.47%	3	91.17%	578	634
Pain Management	8.11%	3	0.00%	0	91.89%	34	37
PreService Part B-Drug	6.41%	36	0.00%	0	93.59%	526	562
Rheumatology	10.00%	1	0.00%	0	90.00%	9	10
Self-Administered	1.52%	3	0.00%	0	98.48%	195	198
ER	4.39%	13	0.68%	2	94.93%	281	296
Home Health	3.76%	10	0.00%	0	96.24%	256	266
Hospice	0.00%	0	0.00%	0	100.00%	194	194
Imaging	10.06%	145	0.69%	10	89.24%	1286	1441
CT Scan	12.54%	40	1.88%	6	85.58%	273	319
CTA	13.64%	3	0.00%	0	86.36%	19	22
DEXA	0.00%	0	0.00%	0	100.00%	3	3
EKG	11.54%	6	1.92%	1	86.54%	45	52
Mammography	1.82%	2	0.00%	0	98.18%	108	110
MRI	13.49%	29	0.00%	0	86.51%	186	215
Other	10.75%	33	0.98%	3	88.27%	271	307
PET Scan	27.40%	20	0.00%	0	72.60%	53	73
X-Ray	3.53%	12	0.00%	0	96.47%	328	340

	Partially Favorable						Substantive Cases
	Favorable (Overturn)		(Partially Overturn)		Unfavorable (Uphold)		
	%	Number	%	Number	%	Number	
Inpatient Hospital	3.98%	140	0.09%	3	95.93%	3374	3517
Acute Inpatient	21.36%	116	0.18%	1	78.45%	426	543
Acute Inpatient Rehab	0.23%	4	0.00%	0	99.77%	1771	1775
Critical Care	3.23%	1	0.00%	0	96.77%	30	31
Inpatient Mental Health	2.52%	4	1.26%	2	96.23%	153	159
LTACH	0.24%	2	0.00%	0	99.76%	838	840
Other	8.66%	11	0.00%	0	91.34%	116	127
Post Stabilization	4.76%	2	0.00%	0	95.24%	40	42
Lab	6.19%	100	0.25%	4	93.56%	1511	1615
Drug Testing	2.90%	6	0.00%	0	97.10%	201	207
General Health Panel	4.19%	8	0.52%	1	95.29%	182	191
Genetic Testing	9.23%	43	0.21%	1	90.56%	422	466
Other	5.73%	43	0.27%	2	94.01%	706	751
Other	6.38%	3	0.00%	0	93.62%	44	47
Outpatient Mental Health	1.81%	5	0.00%	0	98.19%	272	277
Outpatient Therapies	4.35%	20	0.65%	3	95.00%	437	460
Cardiac Rehab	0.00%	0	0.00%	0	100.00%	6	6
Occupational Therapy	8.70%	2	4.35%	1	86.96%	20	23
Other	11.03%	15	0.00%	0	88.97%	121	136
Physical Therapy	1.06%	3	0.71%	2	98.23%	278	283
Speech Therapy	0.00%	0	0.00%	0	100.00%	12	12
Practitioner Services	4.02%	180	0.40%	18	95.58%	4283	4481
Acupuncture	12.00%	6	0.00%	0	88.00%	44	50
Anesthesia	6.59%	6	0.00%	0	93.41%	85	91
Cardiovascular Disease	8.51%	4	0.00%	0	91.49%	43	47
Chiropractic Care	1.58%	3	0.53%	1	97.89%	186	190
Experimental/Investigational	0.00%	0	0.00%	0	100.00%	20	20
Immunizations	3.39%	2	0.00%	0	96.61%	57	59
Injections	5.12%	21	0.73%	3	94.15%	386	410
Non-Physician Provider	5.56%	1	0.00%	0	94.44%	17	18
Office Visit	2.08%	31	0.33%	5	97.59%	1457	1493
Other	5.15%	85	0.42%	7	94.42%	1558	1650
Out of Area	5.36%	3	0.00%	0	94.64%	53	56
Pain Management	5.26%	8	0.66%	1	94.08%	143	152
Preventive Services	9.68%	3	0.00%	0	90.32%	28	31
Pulmonary Disease	0.00%	0	0.00%	0	100.00%	7	7
Services Not Covered	5.26%	1	0.00%	0	94.74%	18	19
Specialty vs. Primary Care	0.88%	1	0.00%	0	99.12%	113	114
Wound Care	6.76%	5	1.35%	1	91.89%	68	74

	Partially Favorable						Substantive Cases
	Favorable (Overturn)		(Partially Overturn)		Unfavorable (Uphold)		
	%	Number	%	Number	%	Number	
Skilled Nursing Facility	5.07%	46	0.55%	5	94.38%	857	908
Step-Therapy	4.94%	4	0.00%	0	95.06%	77	81
Supplemental Benefit	2.56%	91	0.79%	28	96.65%	3429	3548
Dental	2.06%	61	0.88%	26	97.06%	2870	2957
Gym Membership	5.00%	1	0.00%	0	95.00%	19	20
Hearing Aids	3.28%	4	0.00%	0	96.72%	118	122
OTC (Over-The-Counter)	0.00%	0	0.00%	0	100.00%	8	8
Other	8.79%	8	0.00%	0	91.21%	83	91
Vision Care	4.86%	17	0.57%	2	94.57%	331	350
Surgery	5.65%	92	0.55%	9	93.79%	1526	1627
Brain and Spine	2.75%	8	0.00%	0	97.25%	283	291
Eye	5.10%	5	0.00%	0	94.90%	93	98
Joint/Bone Surgery	8.60%	16	1.08%	2	90.32%	168	186
Other	5.49%	56	0.59%	6	93.92%	958	1020
Plastic Surgery	21.88%	7	3.13%	1	75.00%	24	32
Testing	5.32%	34	0.63%	4	94.05%	601	639
Colonoscopy	8.33%	7	0.00%	0	91.67%	77	84
Endoscopy	2.13%	1	0.00%	0	97.87%	46	47
Nuclear Stress Test	10.00%	2	0.00%	0	90.00%	18	20
Other	4.27%	9	1.42%	3	94.31%	199	211
PET Scan	0.00%	0	0.00%	0	100.00%	9	9
Sleep Study	24.32%	9	0.00%	0	75.68%	28	37
Ultrasound	2.60%	6	0.43%	1	96.97%	224	231
Transportation	4.23%	31	0.00%	0	95.77%	701	732
Ambulance	4.40%	24	0.00%	0	95.60%	522	546
Ambulance - Air	18.52%	5	0.00%	0	81.48%	22	27
Ambulance – Non-Emergent	3.57%	2	0.00%	0	96.43%	54	56
Other	0.00%	0	0.00%	0	100.00%	103	103
Grand Total	4.52%	1123	0.37%	92	95.10%	23610	24827