

Fact Sheet

Part C Reconsideration Appeals Data – Q1 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 Q1 of 2023.

Reconsideration Volume

The Part C QIC received 45,414 reconsideration requests during Q1 of 2023. This represents a rate of 5.72 reconsiderations for each 1,000 Medicare beneficiaries enrolled¹.

Standard Pre-Service cases represented 13.89% of all appeals received and resulted in a rate of 0.79 reconsiderations for each 1,000 beneficiaries enrolled.

Standard Pre-Service Part B drug cases represented 1.79% of all appeals received and resulted in a rate of 0.10 reconsiderations for each 1,000 beneficiaries enrolled.

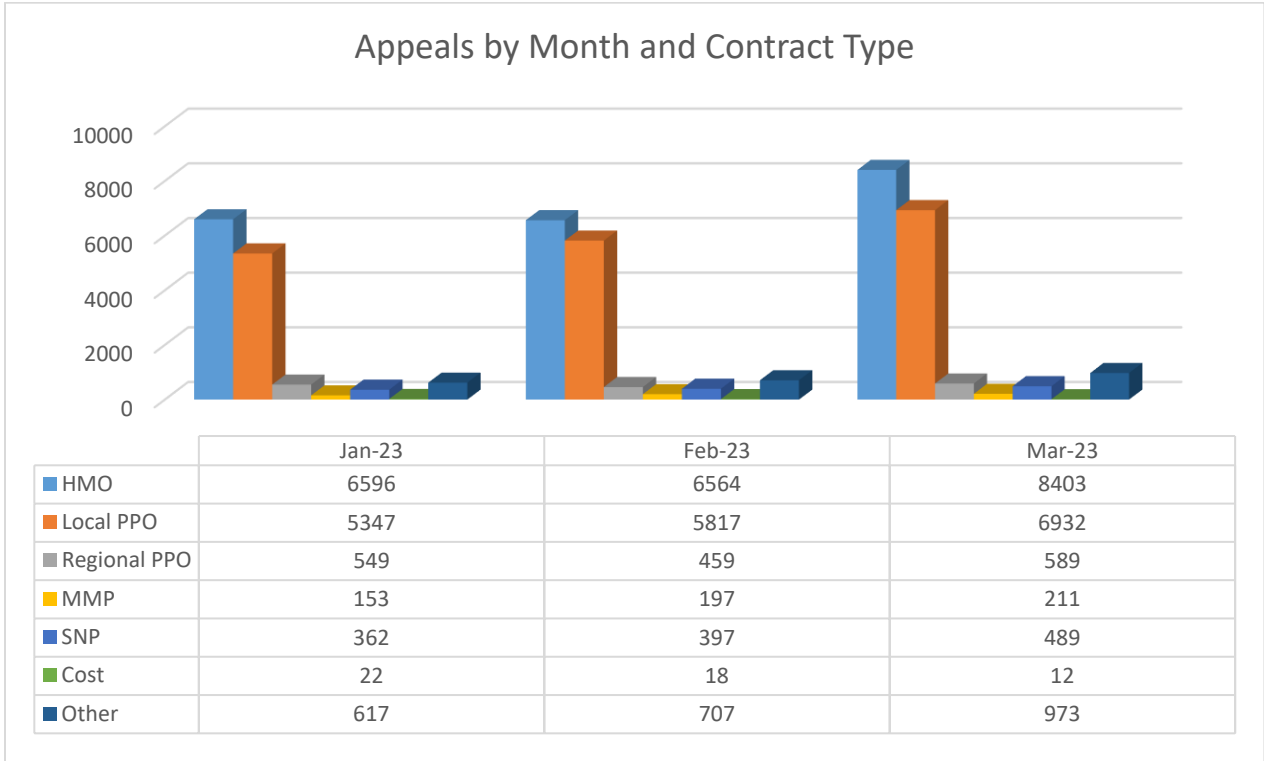
Standard Retrospective cases represented 58.60% of all appeals received and resulted in a rate of 3.35 reconsiderations for each 1,000 beneficiaries enrolled.

Expedited cases represented 25.72% of all appeals received and resulted in a rate of 1.47 expedited cases for each 1,000 beneficiaries enrolled.

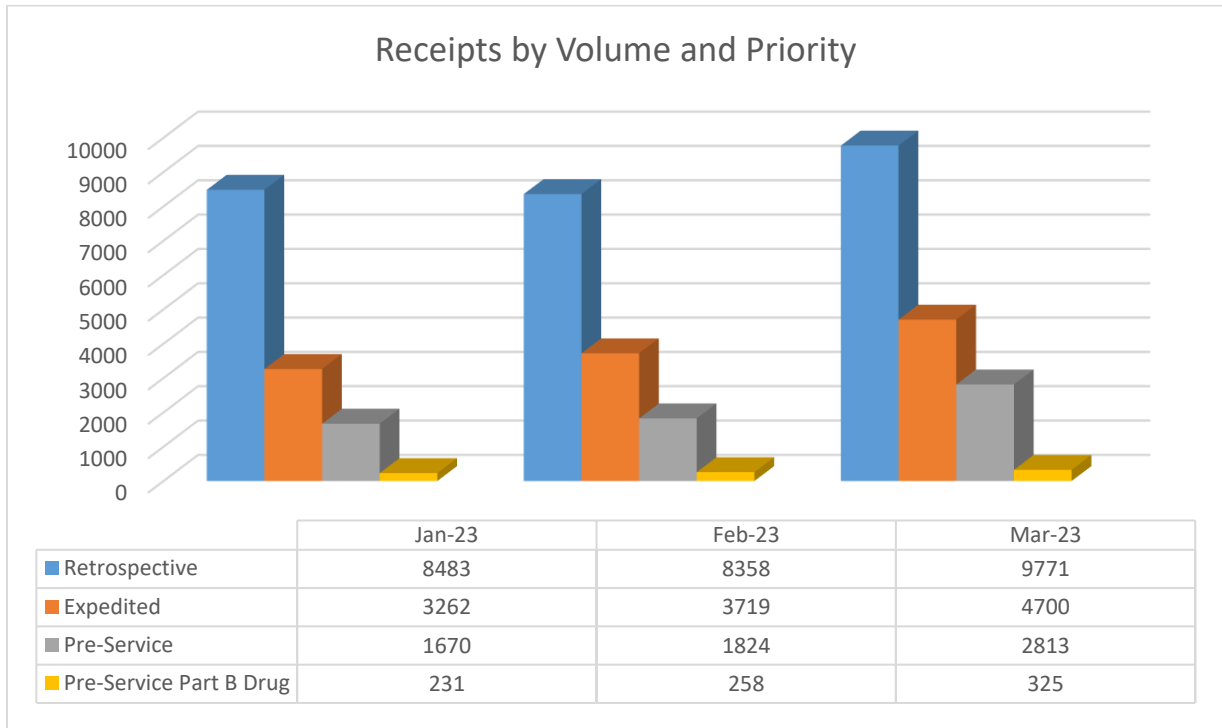
¹ Annual volume, divided by quarter-year enrollment (times 1,000) is used to calculate the annual rate of appeals per 1,000 enrollees.

Reconsideration Volume

Appeal Receipts with Contract Type

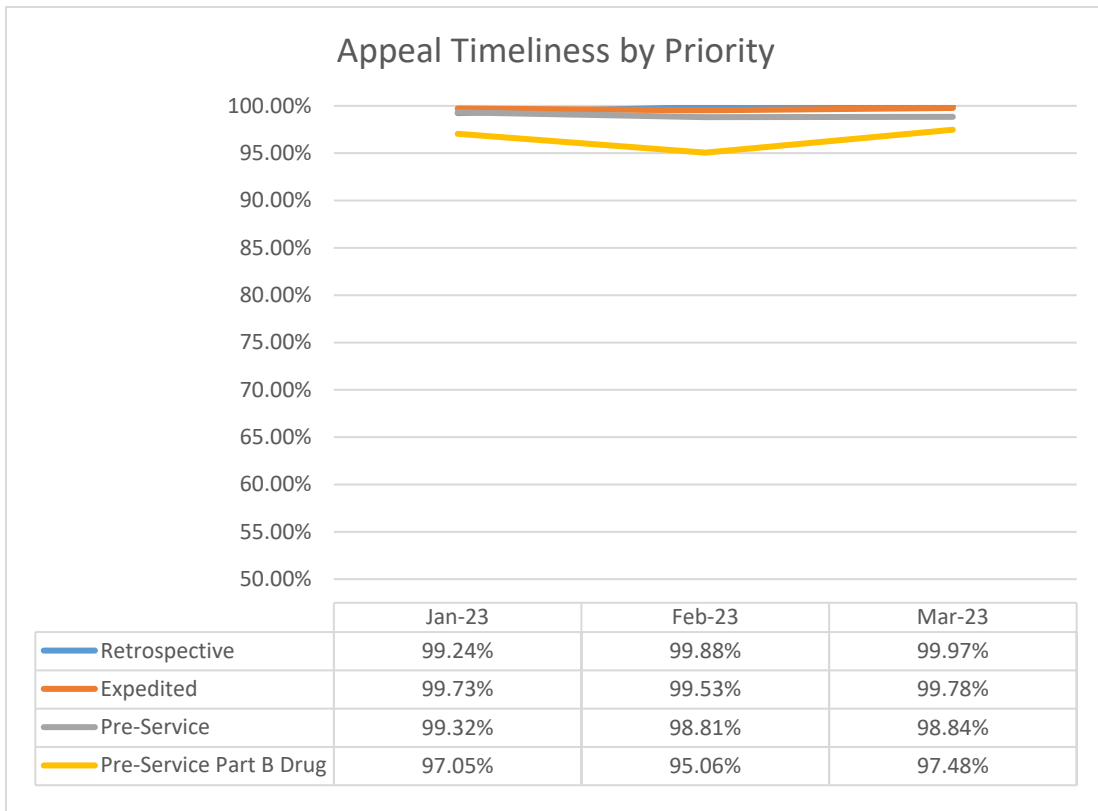


Appeal Receipts by Priority

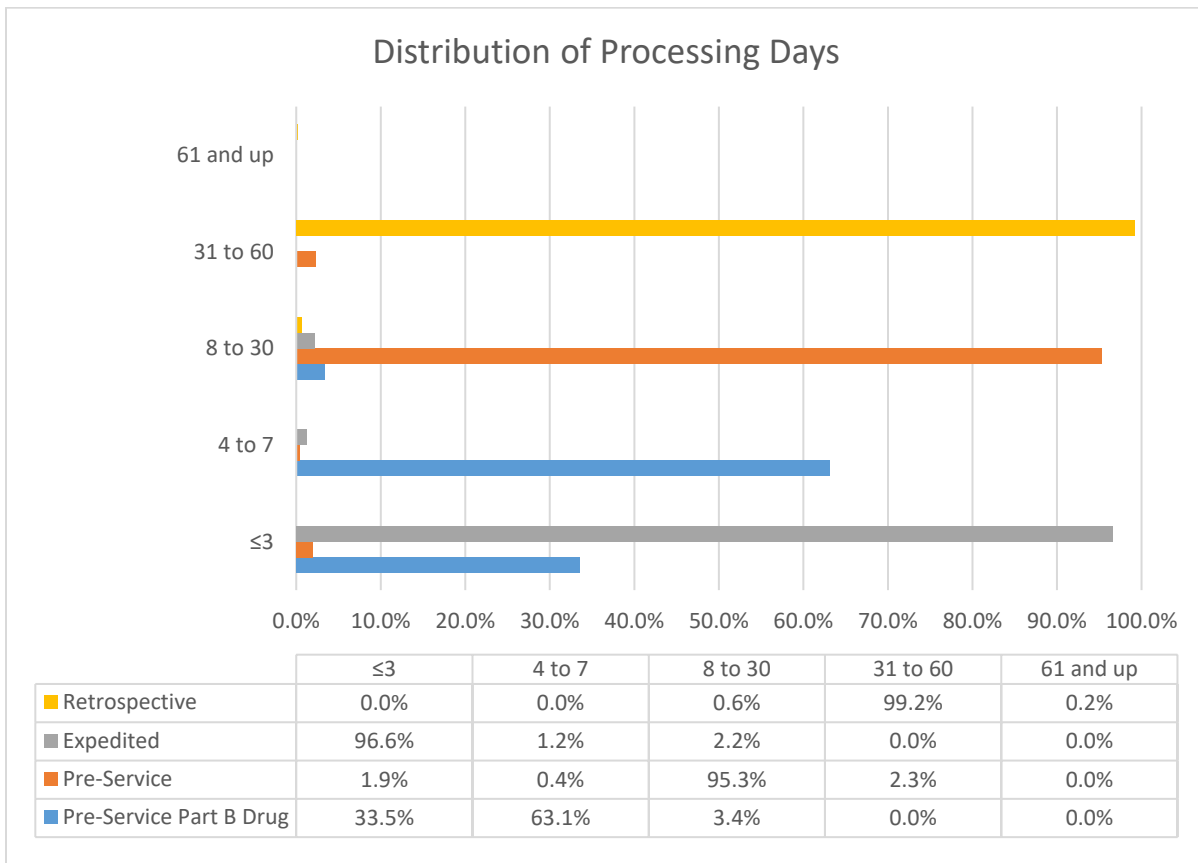


Timeliness of Reconsideration Cases

Timeliness of Decisions by Priority

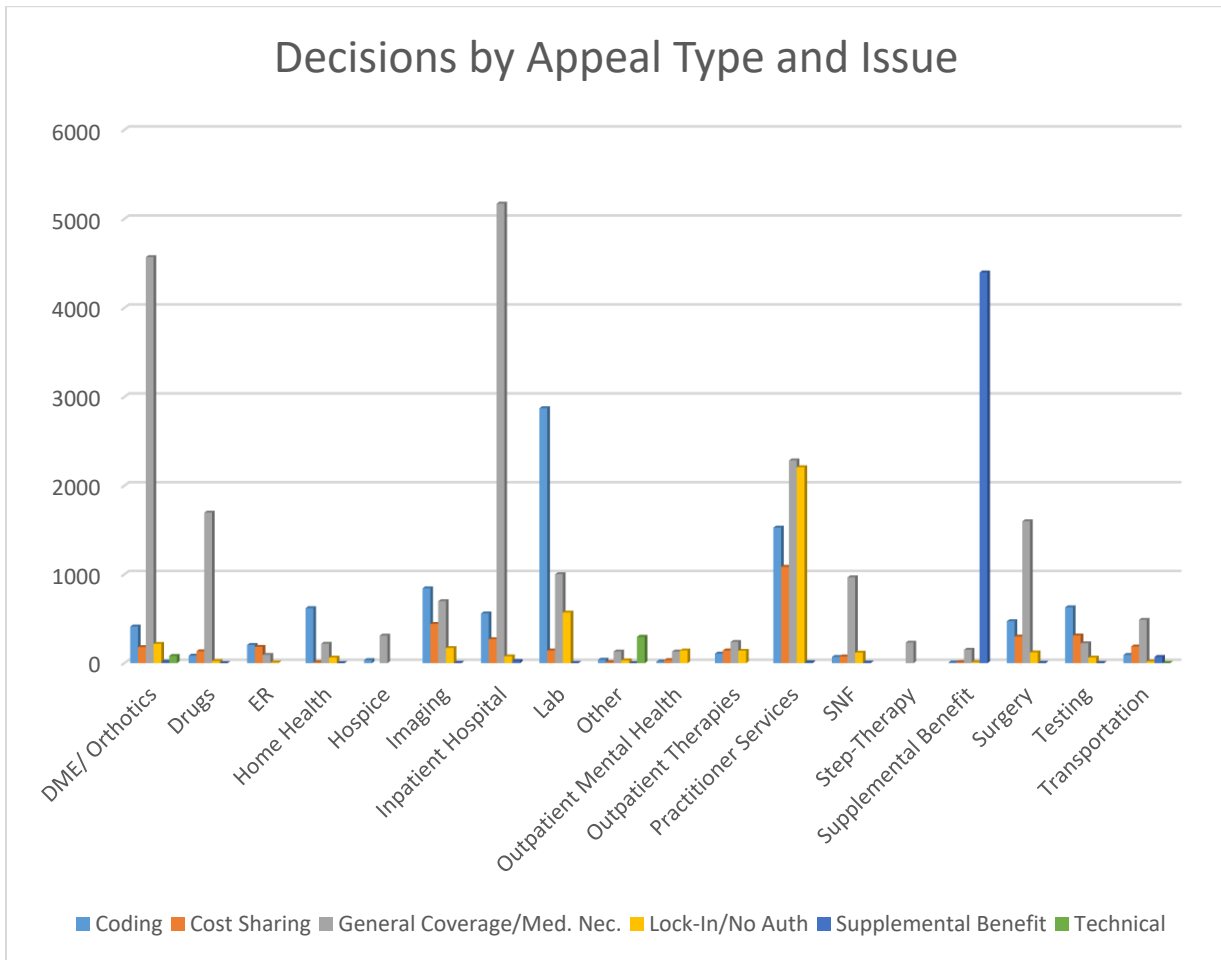


Days to Decision



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. Nec.		Lock-In/No Auth		Supplemental Benefit		Technical		All
	N.	%	N.	%	N.	%	N.	%	N.	%	N.	%	
DME/ Orthotics	413	7.5%	180	3.3%	4570	83.5%	217	4.0%	15	0.3%	81	1.5%	5476
Drugs	84	4.3%	133	6.9%	1696	87.5%	24	1.2%	1	0.1%	0	0.0%	1938
ER	205	42.0%	183	37.5%	93	19.1%	7	1.4%	0	0.0%	0	0.0%	488
Home Health	620	67.8%	11	1.2%	219	24.0%	63	6.9%	1	0.1%	0	0.0%	914
Hospice	34	9.9%	0	0.0%	310	90.1%	0	0.0%	0	0.0%	0	0.0%	344
Imaging	843	39.1%	441	20.5%	698	32.4%	170	7.9%	3	0.1%	0	0.0%	2155
Inpatient Hospital	560	9.2%	270	4.4%	5172	84.8%	76	1.2%	24	0.4%	0	0.0%	6102
Lab	2873	62.6%	142	3.1%	1002	21.8%	570	12.4%	2	0.0%	0	0.0%	4589
Other	38	7.5%	11	2.2%	131	25.7%	32	6.3%	1	0.2%	297	58.2%	510
Outpatient Mental Health	18	5.6%	34	10.5%	130	40.1%	142	43.8%	0	0.0%	0	0.0%	324
Outpatient Therapies	107	17.1%	142	22.7%	238	38.0%	139	22.2%	0	0.0%	0	0.0%	626
Practitioner Services	1527	21.5%	1085	15.3%	2285	32.1%	2207	31.0%	10	0.1%	0	0.0%	7114
SNF	70	5.7%	75	6.1%	967	78.2%	118	9.5%	6	0.5%	0	0.0%	1236
Step-Therapy		0.0%		0.0%	231	100.0%		0.0%	0	0.0%	0	0.0%	231
Supplemental Benefit	7	0.2%	11	0.2%	151	3.3%	11	0.2%	4398	96.1%	0	0.0%	4578
Surgery	472	18.9%	299	12.0%	1599	64.1%	121	4.9%	3	0.1%	0	0.0%	2494
Testing	629	51.1%	312	25.4%	224	18.2%	63	5.1%	2	0.2%	0	0.0%	1230
Transportation	92	10.7%	187	21.8%	488	56.9%	19	2.2%	70	8.2%	2	0.2%	858
Grand Total	8592	20.9%	3516	8.5%	20204	49.0%	3979	9.7%	4536	11.0%	380	0.9%	41207

Overturn Details

Substantive Case Overturn Rate by Priority

	Substantive Decision				
Expedited	452	25	10755	4.2%	11232
Pre-Service	269	36	4968	5.8%	5273
Pre-Service Part B Drug	33	0	734	4.3%	767
Retrospective	1358	184	22393	6.4%	23935
Total	2112	245	38850	5.7%	41207

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	5674	5476	96.5%	268	4.9%	11.4%
Drugs	2032	1938	95.4%	133	6.9%	5.6%
ER	539	488	90.5%	58	11.9%	2.5%
Home Health	996	914	91.8%	38	4.2%	1.6%
Hospice	348	344	98.9%	7	2.0%	0.3%
Imaging	2282	2155	94.4%	223	10.3%	9.5%
Inpatient Hospital	6347	6102	96.1%	257	4.2%	10.9%
Lab	4745	4589	96.7%	232	5.1%	9.8%
Other	583	510	87.5%	6	1.2%	0.3%
Outpatient Mental Health	360	324	90.0%	17	5.2%	0.7%
Outpatient Therapies	679	626	92.2%	49	7.8%	2.1%
Practitioner Services	7738	7114	91.9%	492	6.9%	20.9%
SNF	1315	1236	94.0%	78	6.3%	3.3%
Step-Therapy	236	231	97.9%	5	2.2%	0.2%
Supplemental Benefit	4721	4578	97.0%	197	4.3%	8.4%
Surgery	2587	2494	96.4%	164	6.6%	7.0%
Testing	1271	1230	96.8%	85	6.9%	3.6%
Transportation	973	858	88.2%	48	5.6%	2.0%
Total	43426	41207	94.9%	2357	5.7%	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	4.35%	238	0.55%	30	95.11%	5208	5476
Compression Stockings	0.00%	0	0.00%	0	100.00%	72	72
CPAP	2.30%	2	0.00%	0	97.70%	85	87
Diabetic Supplies	3.65%	37	0.00%	0	96.35%	976	1013
Extremity Brace	1.15%	1	1.15%	1	97.70%	85	87
Foot Orthotics	2.26%	4	0.56%	1	97.18%	172	177
Manual Wheelchair	6.58%	5	0.00%	0	93.42%	71	76
Neck/Back	6.45%	2	0.00%	0	93.55%	29	31
Other	6.54%	155	0.42%	10	93.04%	2204	2369
Oxygen Equipment	1.15%	5	0.23%	1	98.62%	428	434
Pneumatic Compression Device	0.71%	3	0.00%	0	99.29%	422	425
Power Mobility Devices	3.98%	21	3.23%	17	92.79%	489	527
Seat Lift Mechanism	0.00%	0	0.00%	0	100.00%	57	57
Shower/Bath Chair	1.43%	1	0.00%	0	98.57%	69	70
Walker	3.92%	2	0.00%	0	96.08%	49	51
Drugs	6.40%	124	0.46%	9	93.14%	1805	1938
Chemotherapy	19.46%	29	0.67%	1	79.87%	119	149
Immunology	10.71%	3	0.00%	0	89.29%	25	28
Other	8.07%	51	0.79%	5	91.14%	576	632
Pain Management	8.22%	6	2.74%	2	89.04%	65	73
Pre-Service Part B-Drug	4.25%	33	0.00%	0	95.75%	743	776
Rheumatology	9.09%	2	0.00%	0	90.91%	20	22
Self Administered	0.00%	0	0.39%	1	99.61%	257	258
ER	11.48%	56	0.41%	2	88.11%	430	488
Home Health	4.05%	37	0.11%	1	95.84%	876	914
Hospice	1.74%	6	0.29%	1	97.97%	337	344
Imaging	9.14%	197	1.21%	26	89.65%	1932	2155
CT Scan	8.19%	52	0.47%	3	91.34%	580	635
CTA	35.71%	10	0.00%	0	64.29%	18	28
DEXA	10.00%	1	0.00%	0	90.00%	9	10
EKG	5.08%	3	1.69%	1	93.22%	55	59
Mammography	4.26%	4	1.06%	1	94.68%	89	94
MRI	14.16%	50	0.85%	3	84.99%	300	353
Other	7.62%	43	2.66%	15	89.72%	506	564
PET Scan	6.48%	7	0.00%	0	93.52%	101	108
X-Ray	8.88%	27	0.99%	3	90.13%	274	304

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Inpatient Hospital	4.18%	255	0.03%	2	95.79%	5845	6102
Acute Inpatient	16.04%	124	0.26%	2	83.70%	647	773
Acute Inpatient Rehab	1.89%	60	0.00%	0	98.11%	3118	3178
Critical Care	16.39%	10	0.00%	0	83.61%	51	61
Inpatient Mental Health	7.21%	8	0.00%	0	92.79%	103	111
LTACH	0.19%	3	0.00%	0	99.81%	1542	1545
Other	11.68%	50	0.00%	0	88.32%	378	428
Post Stabilization	0.00%	0	0.00%	0	100.00%	6	6
Lab	4.42%	203	0.63%	29	94.94%	4357	4589
Drug Testing	7.24%	50	0.43%	3	92.33%	638	691
General Health Panel	4.39%	25	0.53%	3	95.09%	542	570
Genetic Testing	5.56%	42	0.53%	4	93.92%	710	756
Other	3.34%	86	0.74%	19	95.92%	2467	2572
Other	1.18%	6	0.00%	0	98.82%	504	510
Outpatient Mental Health	4.94%	16	0.31%	1	94.75%	307	324
Outpatient Therapies	5.75%	36	2.08%	13	92.17%	577	626
Cardiac Rehab	0.00%	0	6.25%	1	93.75%	15	16
Occupational Therapy	10.26%	4	2.56%	1	87.18%	34	39
Other	10.56%	17	0.62%	1	88.82%	143	161
Physical Therapy	3.36%	13	2.58%	10	94.06%	364	387
Pulmonary Rehab	0.00%	0	0.00%	0	100.00%	6	6
Speech Therapy	11.76%	2	0.00%	0	88.24%	15	17
Practitioner Services	6.33%	450	0.59%	42	93.08%	6622	7114
Acupuncture	14.74%	14	0.00%	0	85.26%	81	95
Anesthesia	15.97%	42	0.76%	2	83.27%	219	263
Cardiovascular Disease	2.08%	1	0.00%	0	97.92%	47	48
Chiropractic Care	4.56%	13	0.35%	1	95.09%	271	285
Experimental/Investigational	12.50%	4	0.00%	0	87.50%	28	32
Immunizations	7.81%	5	0.00%	0	92.19%	59	64
Injections	8.13%	33	0.49%	2	91.38%	371	406
Non-Physician Provider	0.00%	0	0.00%	0	100.00%	5	5
Office Visit	3.38%	70	0.58%	12	96.04%	1989	2071
Other	6.49%	193	0.67%	20	92.84%	2760	2973
Out of Area	7.14%	9	0.00%	0	92.86%	117	126
Pain Management	4.96%	14	0.35%	1	94.68%	267	282
Preventive Services	4.17%	1	0.00%	0	95.83%	23	24
Pulmonary Disease	0.00%	0	0.00%	0	100.00%	7	7
Radiation Therapy	20.79%	37	1.69%	3	77.53%	138	178
Services Not Covered	11.63%	5	0.00%	0	88.37%	38	43
Specialty vs. Primary Care	1.37%	1	0.00%	0	98.63%	72	73
Wound Care	5.76%	8	0.72%	1	93.53%	130	139

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Skilled Nursing Facility	6.23%	77	0.08%	1	93.69%	1158	1236
Step Therapy	2.16%	5	0.00%	0	97.84%	226	231
Supplemental Benefit	3.43%	157	0.87%	40	95.70%	4381	4578
Dental	2.94%	110	0.80%	30	96.26%	3602	3742
Gym Membership	10.00%	2	0.00%	0	90.00%	18	20
Hearing Aids	3.95%	6	0.66%	1	95.39%	145	152
OTC (Over-The-Counter)	0.00%	0	0.00%	0	100.00%	24	24
Other	8.44%	19	0.89%	2	90.67%	204	225
Transportation	0.00%	0	0.00%	0	100.00%	33	33
Vision Care	5.24%	20	1.83%	7	92.93%	355	382
Surgery	5.17%	129	1.40%	35	93.42%	2330	2494
Brain and Spine	1.53%	7	1.09%	5	97.37%	445	457
Eye	6.40%	8	0.80%	1	92.80%	116	125
Joint/Bone Surgery	5.13%	14	1.47%	4	93.41%	255	273
Other	6.16%	99	1.56%	25	92.28%	1482	1606
Plastic Surgery	3.03%	1	0.00%	0	96.97%	32	33
Testing	5.93%	73	0.98%	12	93.09%	1145	1230
Colonoscopy	6.19%	6	1.03%	1	92.78%	90	97
Endoscopy	2.08%	1	0.00%	0	97.92%	47	48
Nuclear Stress Test	0.00%	0	0.00%	0	100.00%	13	13
Other	11.43%	36	2.54%	8	86.03%	271	315
PET Scan	12.50%	1	0.00%	0	87.50%	7	8
Sleep Study	18.18%	6	0.00%	0	81.82%	27	33
Ultrasound	3.21%	23	0.42%	3	96.37%	690	716
Transportation	5.48%	47	0.12%	1	94.41%	810	858
Ambulance	6.41%	37	0.00%	0	93.59%	540	577
Ambulance - Air	8.82%	3	2.94%	1	88.24%	30	34
Ambulance - Non Emergent	4.80%	6	0.00%	0	95.20%	119	125
Other	0.82%	1	0.00%	0	99.18%	121	122
Grand Total	5.13%	2112	0.59%	245	94.28%	38850	41207