

# Fact Sheet

## Part C Reconsideration Appeals Data – Q1 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 Q1 of 2024.

### Reconsideration Volume

The Part C QIC received 48,323 reconsideration requests during Q1 of 2024. This represents a rate of 5.72 reconsiderations for each 1,000 Medicare beneficiaries enrolled<sup>1</sup>.

Standard Pre-Service cases represented 12.23% of all appeals received and resulted in a rate of 0.70 reconsiderations for each 1,000 beneficiaries enrolled.

Standard Pre-Service Part B drug cases represented 1.85% of all appeals received and resulted in a rate of 0.11 reconsiderations for each 1,000 beneficiaries enrolled.

Standard Retrospective cases represented 56.17% of all appeals received and resulted in a rate of 3.21 reconsiderations for each 1,000 beneficiaries enrolled.

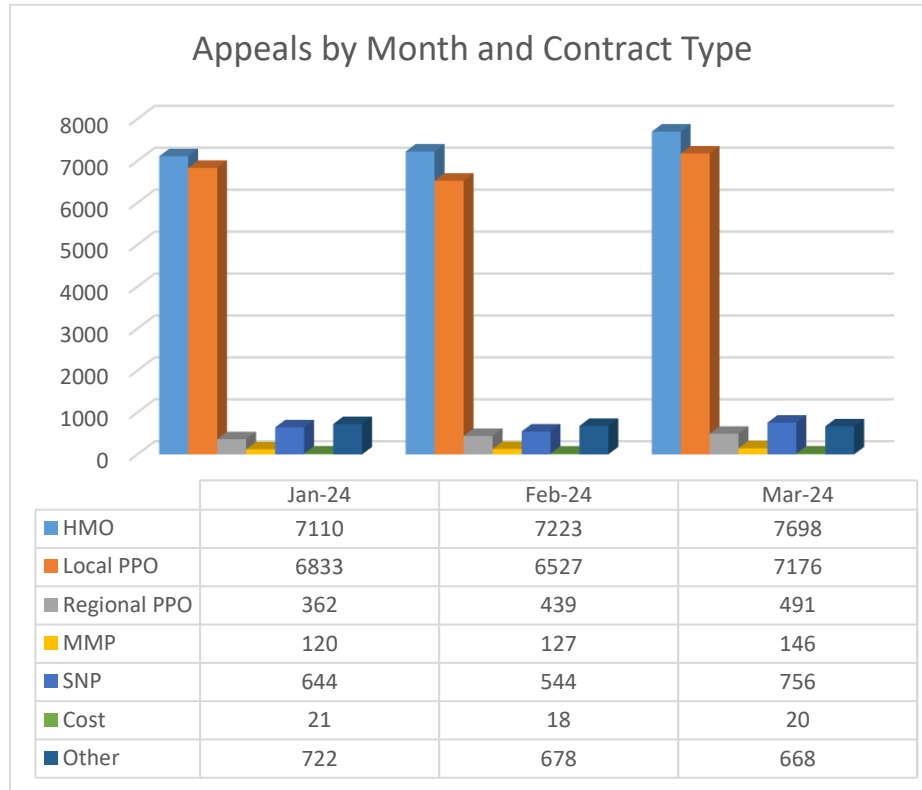
Expedited cases represented 29.74% of all appeals received and resulted in a rate of 1.70 expedited cases for each 1,000 beneficiaries enrolled.

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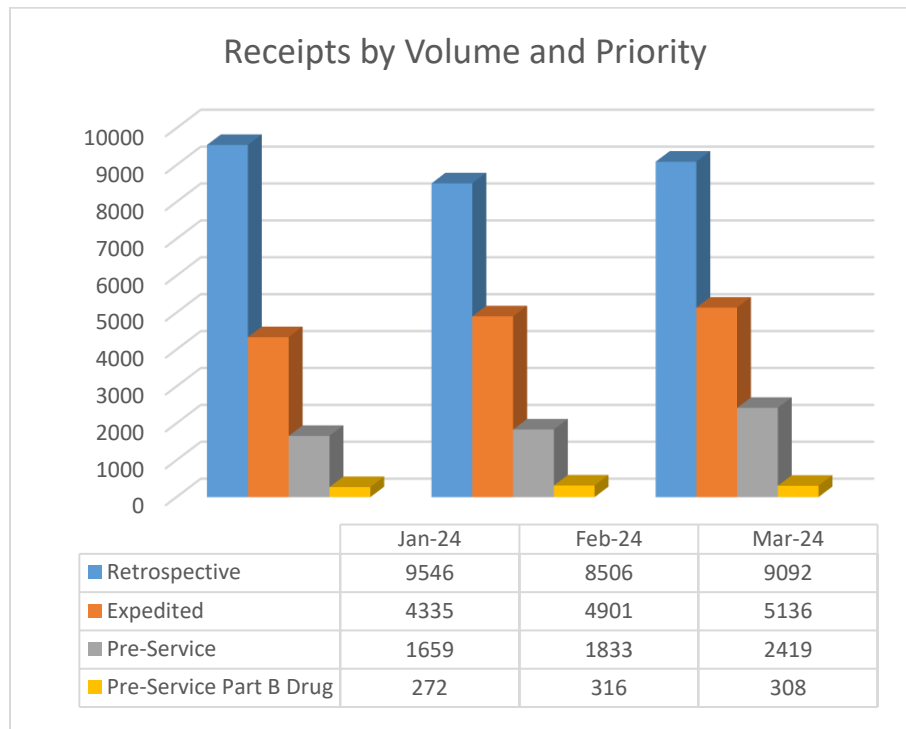
<sup>1</sup> Annual volume, divided by quarter-year enrollment (times 1,000) is used to calculate the annual rate of appeals per 1,000 enrollees.

## Reconsideration Volume

### Appeal Receipts with Contract Type

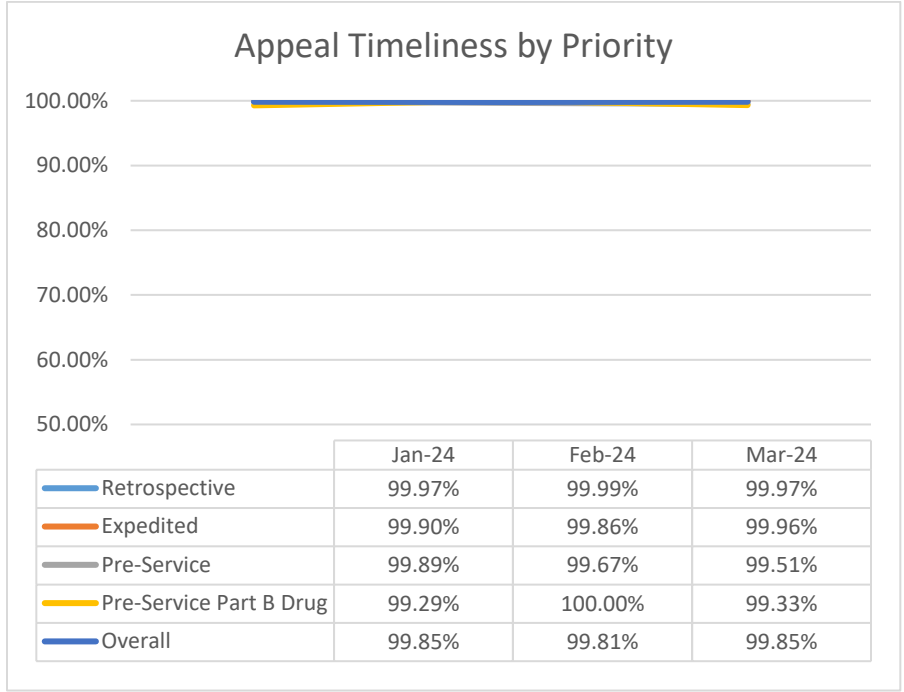


### Appeal Receipts by Priority

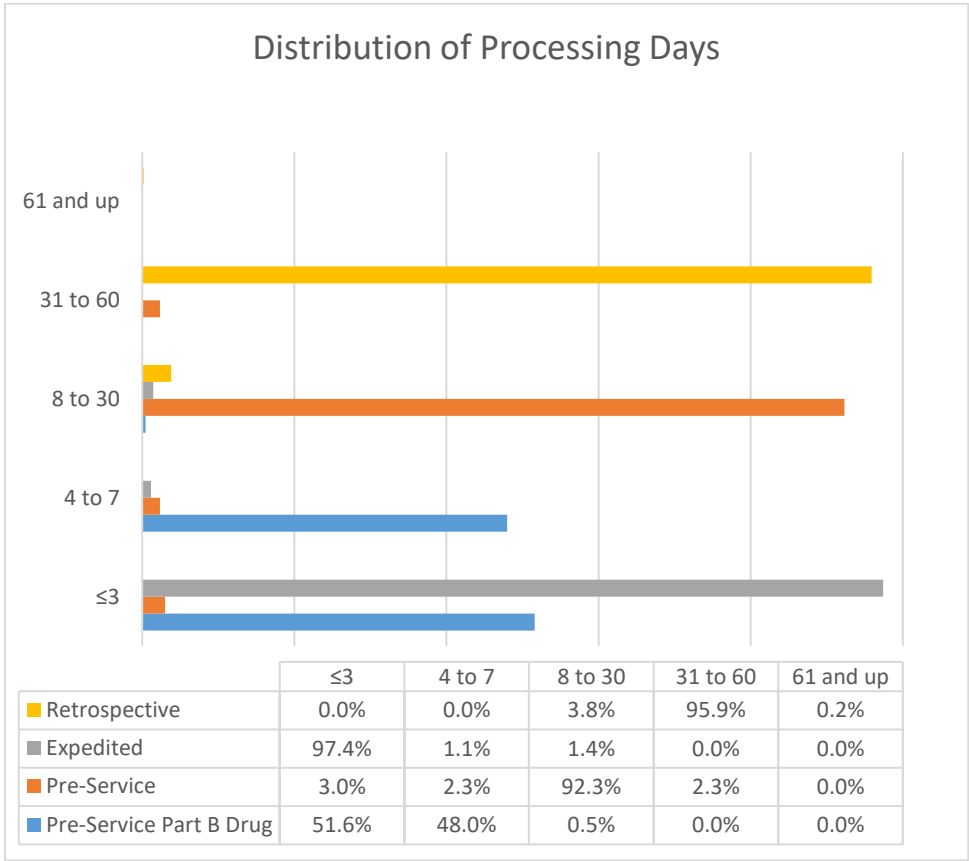


# Timeliness of Reconsideration Cases

## Timeliness of Decisions by Priority

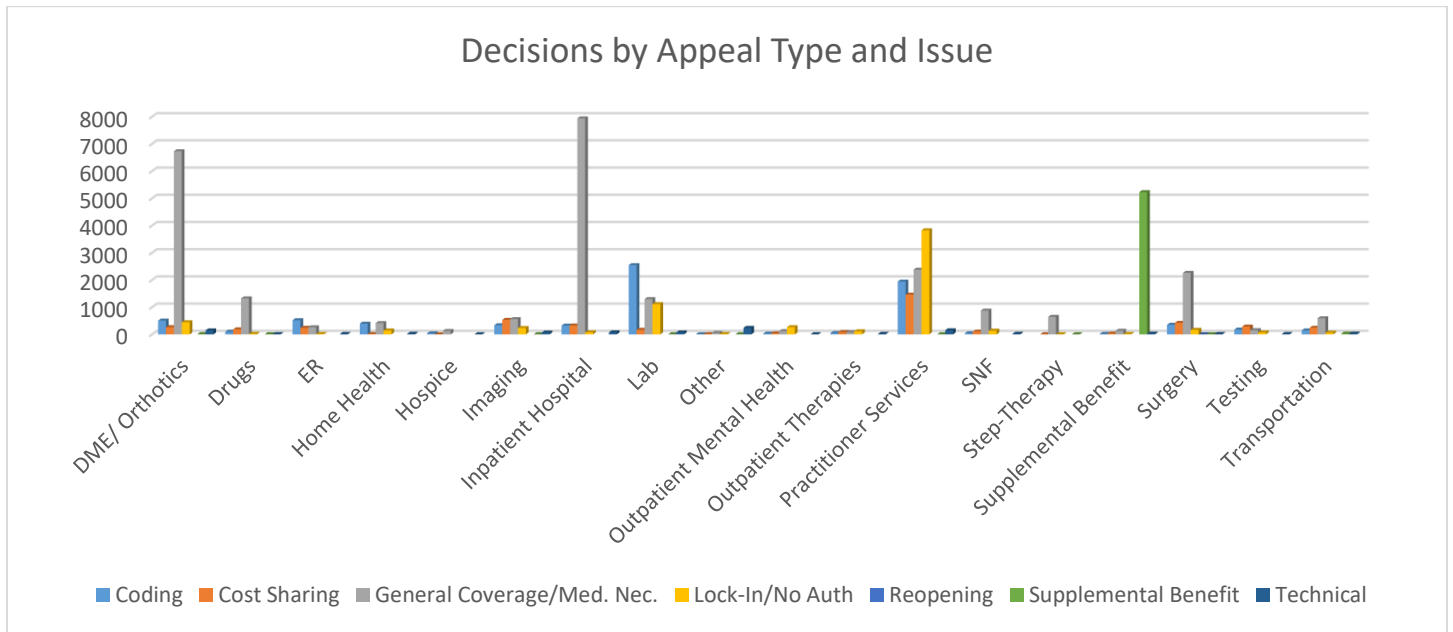


## Days to Decision



# Appeal Details

## Substantive Decisions by Appeal Type and Appeal Issue<sup>2</sup>



<sup>2</sup> 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	497	6.2%	260	3.3%	6653	83.5%	440	5.5%	9	0.1%	113	1.4%	7972
Drugs	96	6.2%	183	11.7%	1261	80.9%	15	1.0%	3	0.2%	0	0.0%	1558
ER	515	50.6%	236	23.2%	255	25.1%	10	1.0%	0	0.0%	1	0.1%	1017
Home Health	383	42.0%	10	1.1%	379	41.6%	140	15.4%	0	0.0%	0	0.0%	912
Hospice	35	21.9%	1	0.6%	124	77.5%	0	0.0%	0	0.0%	0	0.0%	160
Imaging	331	20.4%	524	32.3%	535	33.0%	229	14.1%	1	0.1%	0	0.0%	1620
Inpatient Hospital	315	3.7%	325	3.8%	7861	91.7%	68	0.8%	0	0.0%	0	0.0%	8569
Lab	2485	49.7%	164	3.3%	1246	24.9%	1102	22.0%	1	0.0%	0	0.0%	4998
Other	5	1.7%	7	2.4%	48	16.4%	11	3.8%	1	0.3%	221	75.4%	293
Outpatient Mental Health	25	5.8%	37	8.6%	106	24.8%	260	60.7%	0	0.0%	0	0.0%	428
Outpatient	47	15.5%	79	26.1%	68	22.4%	109	36.0%	0	0.0%	0	0.0%	303
Practitioner	1901	20.1%	1438	15.2%	2296	24.3%	3801	40.3%	1	0.0%	0	0.0%	9437
SNF	38	3.4%	101	9.1%	839	75.6%	132	11.9%	0	0.0%	0	0.0%	1110
Step-Therapy		0.0%	1	0.2%	636	99.5%	1	0.2%	1	0.2%	0	0.0%	639
Supplemental	14	0.3%	27	0.5%	128	2.4%	11	0.2%	5162	96.6%	0	0.0%	5342
Surgery	347	11.0%	421	13.4%	2220	70.4%	161	5.1%	3	0.1%	0	0.0%	3152
Testing	172	25.6%	283	42.1%	147	21.8%	71	10.5%	0	0.0%	0	0.0%	673
Transportation	142	13.6%	238	22.8%	575	55.1%	62	5.9%	26	2.5%	1	0.1%	1044
Grand Total	7348	14.9%	4335	8.8%	25377	51.6%	6623	13.5%	5208	10.6%	336	0.7%	49227

## Overturn Details

### Substantive Case Overturn Rate by Priority

Priority	Substantive Decision				Grand Total
	Favorable (Overturn)	Partially Favorable (Partially Overturn)	Unfavorable (Uphold)	Overturn Rate	
Expedited	429	35	13299	3.4%	13763
Pre-Service	253	30	5318	5.1%	5601
Pre-Service Part B Drug	19	1	821	2.4%	841
Retrospective	899	136	27987	3.6%	29022
Total	1600	202	47425	3.7%	49227

### 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	8095	7972	98.5%	227	2.8%	12.6%
Drugs	1631	1558	95.5%	81	5.2%	4.5%
ER	1042	1017	97.6%	53	5.2%	2.9%
Home Health	978	912	93.3%	42	4.6%	2.3%
Hospice	162	160	98.8%	3	1.9%	0.2%
Imaging	1722	1620	94.1%	118	7.3%	6.5%
Inpatient Hospital	8732	8569	98.1%	189	2.2%	10.5%
Lab	5183	4998	96.4%	265	5.3%	14.7%
Other	315	293	93.0%	3	1.0%	0.2%
Outpatient Mental Health	448	428	95.5%	3	0.7%	0.2%
Outpatient Therapies	336	303	90.2%	8	2.6%	0.4%
Practitioner Services	9750	9437	96.8%	386	4.1%	21.4%
SNF	1168	1110	95.0%	42	3.8%	2.3%
Step-Therapy	647	639	98.8%	8	1.3%	0.4%
Supplemental Benefit	5439	5342	98.2%	150	2.8%	8.3%
Surgery	3213	3152	98.1%	158	5.0%	8.8%
Testing	696	673	96.7%	31	4.6%	1.7%
Transportation	1087	1044	96.0%	35	3.4%	1.9%
Total	50644	49227	97.2%	1802	3.7%	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
<b>DME/ Orthotics</b>	<b>2.57%</b>	<b>205</b>	<b>0.28%</b>	<b>22</b>	<b>97.15%</b>	<b>7745</b>	<b>7972</b>
Compression Stockings	3.33%	2	0.00%	0	96.67%	58	60
CPAP	3.23%	3	0.00%	0	96.77%	90	93
Diabetic Supplies	2.17%	76	0.00%	0	97.83%	3423	3499
Extremity Brace	3.57%	4	0.89%	1	95.54%	107	112
Foot Orthotics	1.22%	3	0.00%	0	98.78%	243	246
Manual Wheelchair	1.10%	1	0.00%	0	98.90%	90	91
Neck/Back	0.00%	0	0.00%	0	100.00%	22	22
Other - DME	3.90%	74	0.37%	7	95.73%	1818	1899
Oxygen Equipment	3.23%	16	0.20%	1	96.57%	479	496
Pneumatic Compression Device	1.66%	9	0.00%	0	98.34%	533	542
Power Mobility Devices	1.84%	14	1.58%	12	96.58%	734	760
Seat Lift Mechanism	5.00%	2	2.50%	1	92.50%	37	40
Shower/Bath Chair	0.00%	0	0.00%	0	100.00%	64	64
Walker	2.08%	1	0.00%	0	97.92%	47	48
<b>Drugs</b>	<b>4.94%</b>	<b>77</b>	<b>0.26%</b>	<b>4</b>	<b>94.80%</b>	<b>1477</b>	<b>1558</b>
Chemotherapy	13.28%	17	0.00%	0	86.72%	111	128
Immunology	0.00%	0	0.00%	0	100.00%	18	18
Other - Drugs	8.15%	40	0.20%	1	91.65%	450	491
Pain Management	1.85%	1	0.00%	0	98.15%	53	54
Pre-Service Part B-Drug	3.19%	15	0.21%	1	96.60%	454	470
Rheumatology	0.00%	0	0.00%	0	100.00%	12	12
Self Administered	1.04%	4	0.52%	2	98.44%	379	385
<b>ER</b>	<b>4.92%</b>	<b>50</b>	<b>0.29%</b>	<b>3</b>	<b>94.79%</b>	<b>964</b>	<b>1017</b>
<b>Home Health</b>	<b>3.95%</b>	<b>36</b>	<b>0.66%</b>	<b>6</b>	<b>95.39%</b>	<b>870</b>	<b>912</b>
<b>Hospice</b>	<b>0.63%</b>	<b>1</b>	<b>1.25%</b>	<b>2</b>	<b>98.13%</b>	<b>157</b>	<b>160</b>
<b>Imaging</b>	<b>6.85%</b>	<b>111</b>	<b>0.43%</b>	<b>7</b>	<b>92.72%</b>	<b>1502</b>	<b>1620</b>
CT Scan	7.57%	29	0.26%	1	92.17%	353	383
CTA	5.88%	1	5.88%	1	88.24%	15	17
DEXA	0.00%	0	0.00%	0	100.00%	17	17
EKG	1.72%	1	0.00%	0	98.28%	57	58
Mammography	2.82%	2	0.00%	0	97.18%	69	71
MRI	11.24%	28	1.20%	3	87.55%	218	249
Other - Imaging	7.32%	24	0.61%	2	92.07%	302	328
PET Scan	6.90%	14	0.00%	0	93.10%	189	203
X-Ray	4.08%	12	0.00%	0	95.92%	282	294

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
<b>Inpatient Hospital</b>	<b>2.14%</b>	<b>183</b>	<b>0.07%</b>	<b>6</b>	<b>97.79%</b>	<b>8380</b>	<b>8569</b>
Acute Inpatient	12.01%	80	0.30%	2	87.69%	584	666
Acute Inpatient Rehab	0.72%	42	0.00%	0	99.28%	5817	5859
Critical Care	7.14%	1	0.00%	0	92.86%	13	14
Inpatient Mental Health	3.97%	6	0.00%	0	96.03%	145	151
LTACH	1.97%	32	0.00%	0	98.03%	1590	1622
Other - Inpt Hospital	7.59%	18	1.69%	4	90.72%	215	237
Post Stabilization	20.00%	4	0.00%	0	80.00%	16	20
<b>Lab</b>	<b>4.66%</b>	<b>233</b>	<b>0.64%</b>	<b>32</b>	<b>94.70%</b>	<b>4733</b>	<b>4998</b>
Drug Testing	9.16%	25	0.37%	1	90.48%	247	273
General Health Panel	2.99%	27	0.33%	3	96.68%	874	904
Genetic Testing	6.61%	75	0.62%	7	92.77%	1052	1134
Other - Lab	3.94%	106	0.78%	21	95.27%	2560	2687
<b>Other</b>	<b>0.68%</b>	<b>2</b>	<b>0.34%</b>	<b>1</b>	<b>98.98%</b>	<b>290</b>	<b>293</b>
<b>Outpatient Mental Health</b>	<b>0.70%</b>	<b>3</b>	<b>0.00%</b>	<b>0</b>	<b>99.30%</b>	<b>425</b>	<b>428</b>
<b>Outpatient Therapies</b>	<b>2.31%</b>	<b>7</b>	<b>0.33%</b>	<b>1</b>	<b>97.36%</b>	<b>295</b>	<b>303</b>
Cardiac Rehab	0.00%	0	0.00%	0	100.00%	9	9
Occupational Therapy	0.00%	0	0.00%	0	100.00%	23	23
Other - Outpt Therapies	1.98%	5	0.40%	1	97.63%	247	253
Physical Therapy	0.00%	0	0.00%	0	100.00%	2	2
Pulmonary Rehab	12.50%	2	0.00%	0	87.50%	14	16
Speech Therapy	15.79%	3	5.26%	1	78.95%	15	19
<b>Practitioner Services</b>	<b>3.44%</b>	<b>325</b>	<b>0.65%</b>	<b>61</b>	<b>95.91%</b>	<b>9051</b>	<b>9437</b>
Acupuncture	3.37%	3	0.00%	0	96.63%	86	89
Anesthesia	10.65%	36	2.07%	7	87.28%	295	338
Cardiovascular Disease	1.63%	2	0.00%	0	98.37%	121	123
Chiropractic Care	1.20%	5	0.48%	2	98.32%	410	417
Experimental/Investigational	10.81%	4	0.00%	0	89.19%	33	37
Immunizations	5.26%	5	1.05%	1	93.68%	89	95
Injections	4.67%	29	0.64%	4	94.69%	588	621
Non-Physician Provider	7.69%	1	0.00%	0	92.31%	12	13
Office Visit	2.04%	50	0.25%	6	97.71%	2389	2445
Other - Prac Services	3.11%	125	0.70%	28	96.19%	3862	4015
Out of Area	3.53%	6	0.59%	1	95.88%	163	170
Pain Management	2.52%	8	0.63%	2	96.85%	307	317
Preventive Services	6.82%	3	0.00%	0	93.18%	41	44
Pulmonary Disease	0.00%	0	0.00%	0	100.00%	8	8
Radiation Therapy	15.87%	33	4.33%	9	79.81%	166	208
Services Not Covered	2.99%	2	1.49%	1	95.52%	64	67
Specialty vs. Primary Care	1.28%	1	0.00%	0	98.72%	77	78
Wound Care	3.41%	12	0.00%	0	96.59%	340	352



	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
<b>Skilled Nursing Facility</b>	<b>3.60%</b>	<b>40</b>	<b>0.18%</b>	<b>2</b>	<b>96.22%</b>	<b>1068</b>	<b>1110</b>
<b>Step-Therapy</b>	<b>1.25%</b>	<b>8</b>	<b>0.00%</b>	<b>0</b>	<b>98.75%</b>	<b>631</b>	<b>639</b>
<b>Supplemental Benefit</b>	<b>2.10%</b>	<b>112</b>	<b>0.71%</b>	<b>38</b>	<b>97.19%</b>	<b>5192</b>	<b>5342</b>
Dental	1.80%	82	0.70%	32	97.50%	4452	4566
Gym Membership	10.53%	2	0.00%	0	89.47%	17	19
Hearing Aids	1.95%	3	0.00%	0	98.05%	151	154
OTC (Over-The-Counter)	0.00%	0	0.00%	0	100.00%	16	16
Other - Supp Benefit	11.57%	14	0.00%	0	88.43%	107	121
Transportation	0.00%	0	1.25%	1	98.75%	79	80
Vision Care	2.85%	11	1.30%	5	95.85%	370	386
<b>Surgery</b>	<b>4.60%</b>	<b>145</b>	<b>0.41%</b>	<b>13</b>	<b>94.99%</b>	<b>2994</b>	<b>3152</b>
Brain and Spine	2.76%	12	0.69%	3	96.55%	420	435
Eye	3.13%	3	0.00%	0	96.88%	93	96
Joint/Bone Surgery	2.93%	10	0.29%	1	96.77%	330	341
Other - Surgery	5.36%	120	0.40%	9	94.24%	2111	2240
Plastic Surgery	0.00%	0	0.00%	0	100.00%	40	40
<b>Testing</b>	<b>4.01%</b>	<b>27</b>	<b>0.59%</b>	<b>4</b>	<b>95.39%</b>	<b>642</b>	<b>673</b>
Colonoscopy	5.10%	5	0.00%	0	94.90%	93	98
Endoscopy	5.66%	3	0.00%	0	94.34%	50	53
Nuclear Stress Test	4.35%	1	0.00%	0	95.65%	22	23
Other - Testing	4.03%	11	0.73%	2	95.24%	260	273
PET Scan	0.00%	0	0.00%	0	100.00%	1	1
Sleep Study	15.38%	6	0.00%	0	84.62%	33	39
Ultrasound	0.54%	1	1.08%	2	98.39%	183	186
<b>Transportation</b>	<b>3.35%</b>	<b>35</b>	<b>0.00%</b>	<b>0</b>	<b>96.65%</b>	<b>1009</b>	<b>1044</b>
Ambulance	3.41%	22	0.00%	0	96.59%	623	645
Ambulance - Air	12.28%	7	0.00%	0	87.72%	50	57
Ambulance - Non Emergent	3.17%	6	0.00%	0	96.83%	183	189
Other - Transportation	0.00%	0	0.00%	0	100.00%	153	153
<b>Grand Total</b>	<b>3.25%</b>	<b>1600</b>	<b>0.41%</b>	<b>202</b>	<b>96.34%</b>	<b>47425</b>	<b>49227</b>