

Fact Sheet

Part C Reconsideration Appeals Data – Q2 2022

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 2022.

Reconsideration Volume

The Part C QIC received 41,425 reconsideration requests during Q2 of 2022. This represents a rate of 5.57 reconsiderations for each 1,000 Medicare beneficiaries enrolled¹.

Standard PreService cases represented 14.29% of all appeals received and resulted in a rate of 0.79 reconsiderations for each 1,000 beneficiaries enrolled.

Standard PreService Part B drug cases represented 2.2% of all appeals received and resulted in a rate of 0.12 reconsiderations for each 1,000 beneficiaries enrolled.

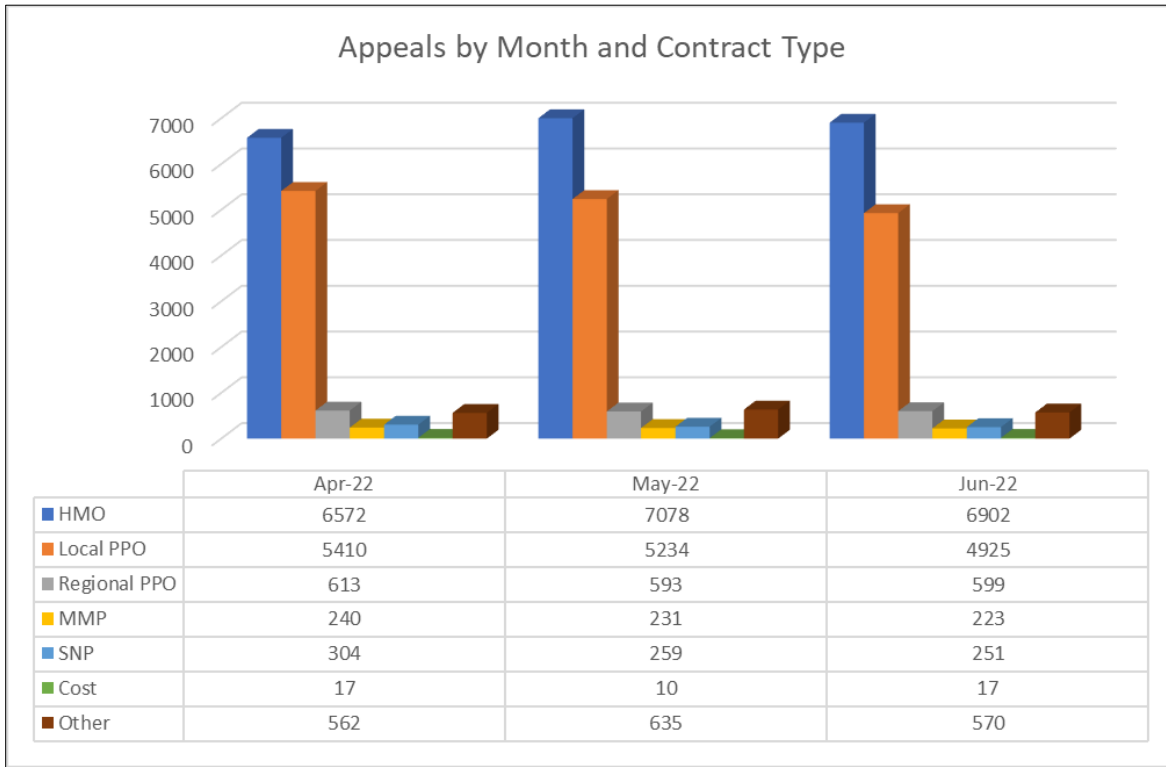
Standard Retrospective cases represented 56.57% of all appeals received and resulted in a rate of 3.14 reconsiderations for each 1,000 beneficiaries enrolled.

Expedited cases represented 26.94% of all appeals received and resulted in a rate of 1.49 expedited cases for each 1,000 beneficiaries enrolled.

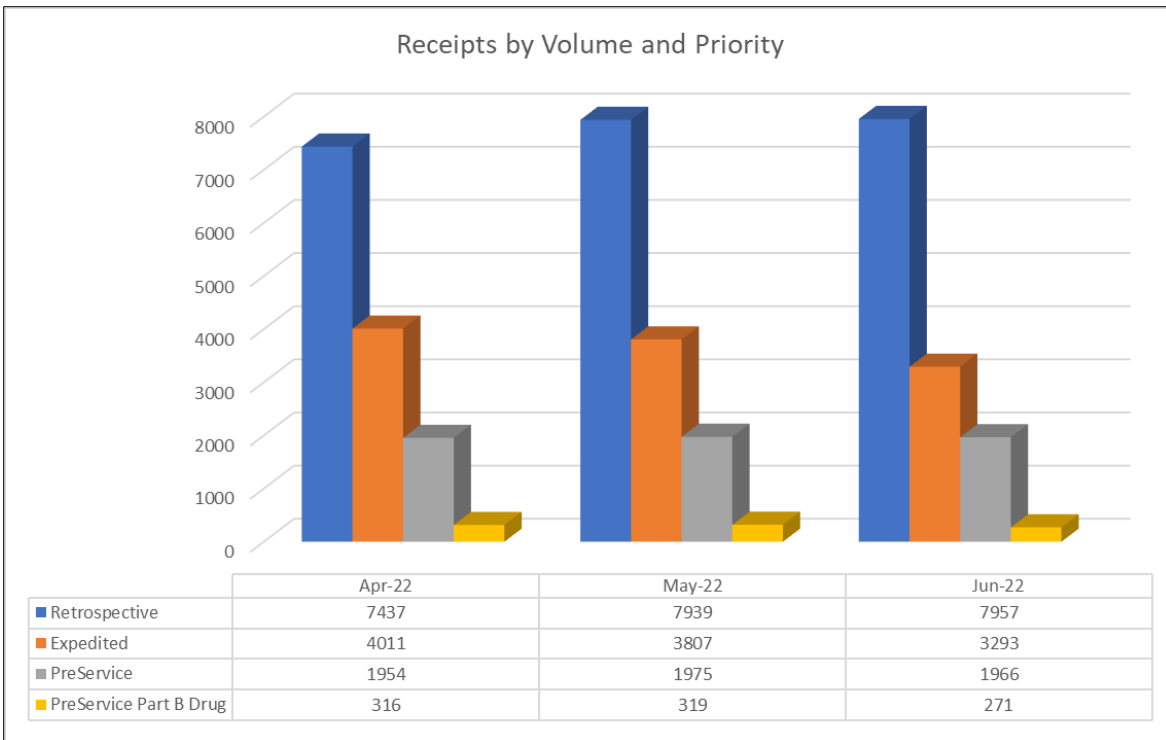
¹ Annual volume, divided by quarter-year enrollment (times 1,000) is used to calculate the annual rate of appeals per 1,000 enrollees.

Reconsideration Volume

Appeal Receipts with Contract Type

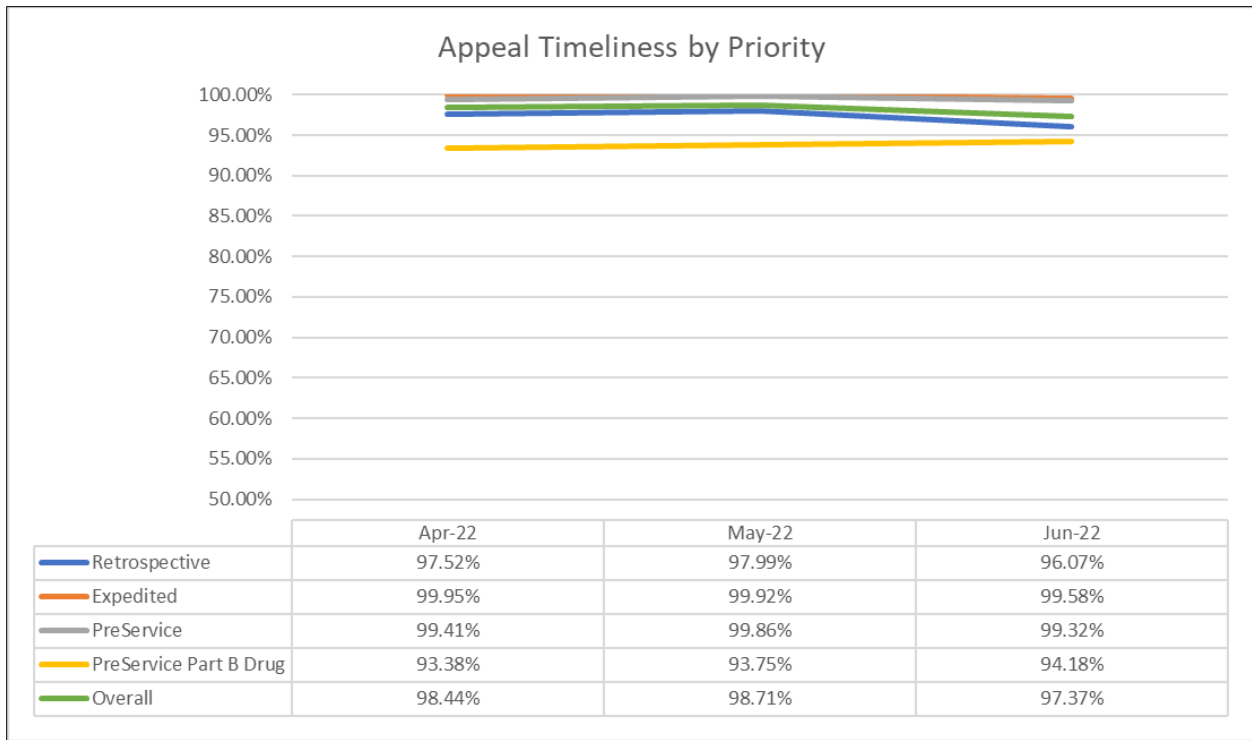


Appeal Receipts by Priority

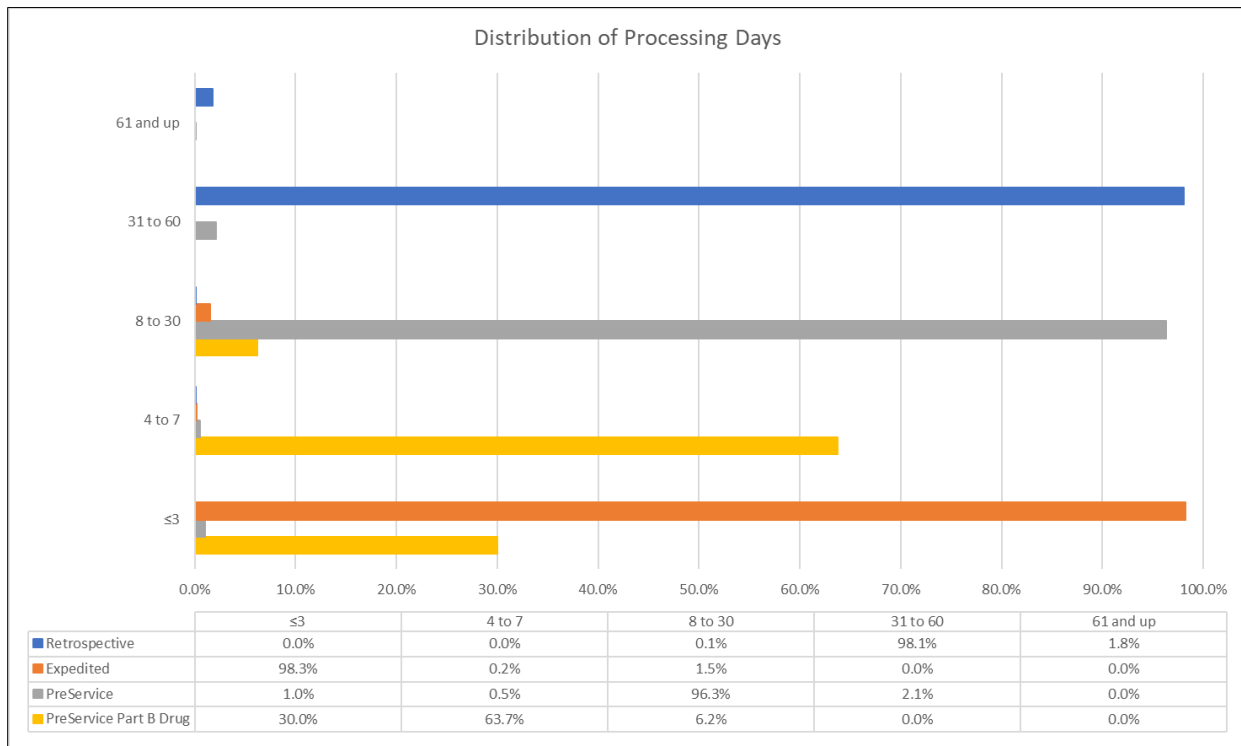


Timeliness of Reconsideration Cases

Timeliness of Decisions by Priority

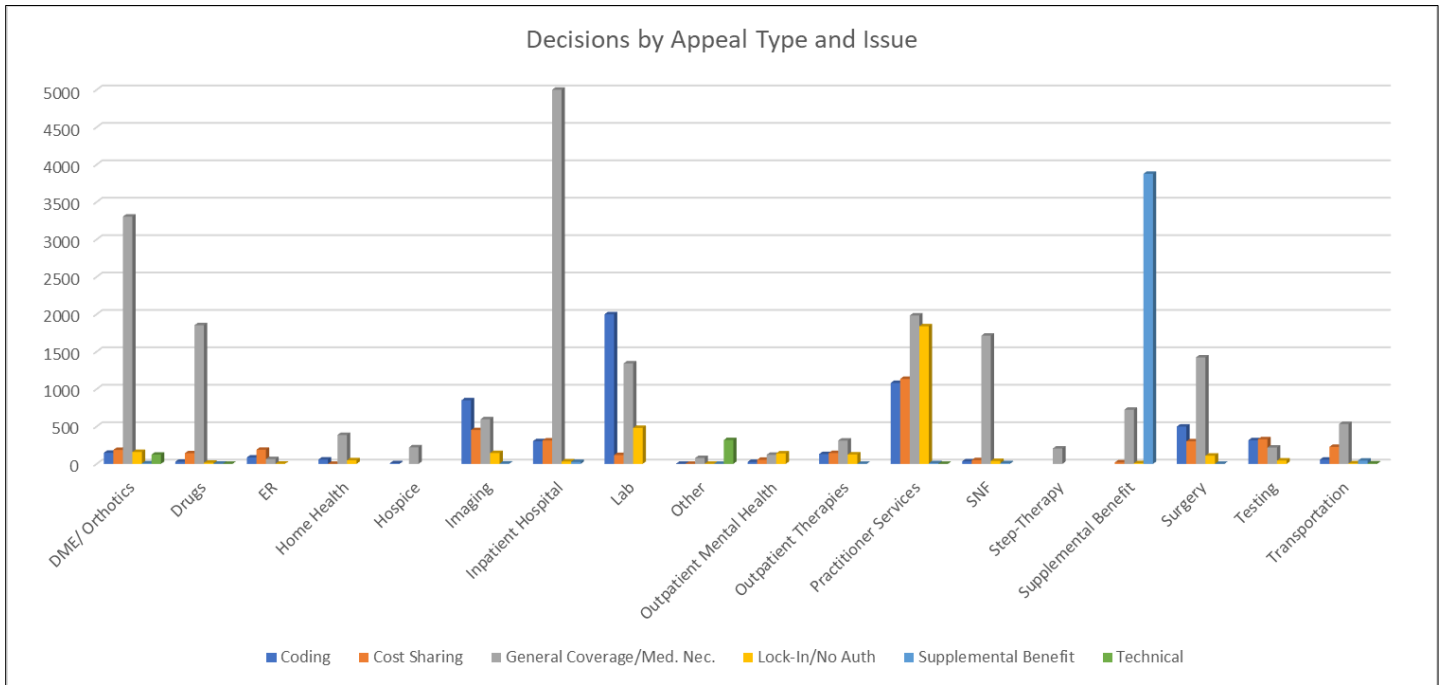


Days to Decision



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												
	Coding		Cost Sharing		General								
DME/Orthotics	148	3.8%	187	4.8%	3305	84.1%	159	4.0%	7	0.2%	124	3.2%	3930
Drugs	29	1.4%	143	7.0%	1853	90.6%	15	0.7%	3	0.1%	2	0.1%	2045
ER	86	25.1%	189	55.3%	64	18.7%	3	0.9%	0	0.0%	0	0.0%	342
Home Health	58	11.7%	1	0.2%	387	78.2%	49	9.9%	0	0.0%	0	0.0%	495
Hospice	10	4.3%	0	0.0%	222	95.7%	0	0.0%	0	0.0%	0	0.0%	232
Imaging	850	41.5%	452	22.1%	597	29.1%	146	7.1%	4	0.2%	0	0.0%	2049
Inpatient Hospital	304	5.3%	313	5.4%	5076	88.2%	33	0.6%	26	0.5%	0	0.0%	5752
Lab	2000	50.7%	119	3.0%	1343	34.1%	481	12.2%	0	0.0%	0	0.0%	3943
Other	2	0.5%	2	0.5%	79	19.5%	2	0.5%	2	0.5%	319	78.6%	406
Outpatient Mental Health	26	7.6%	55	16.0%	122	35.5%	141	41.0%	0	0.0%	0	0.0%	344
Outpatient Therapies	131	18.3%	145	20.3%	312	43.6%	126	17.6%	2	0.3%	0	0.0%	716
Practitioner Services	1082	17.9%	1136	18.8%	1983	32.8%	1840	30.4%	9	0.1%	1	0.0%	6051
SNF	35	1.9%	51	2.8%	1714	92.7%	39	2.1%	10	0.5%	0	0.0%	1849
Step-Therapy	0	0.0%	0	0.0%	206	100.0%	0	0.0%	0	0.0%	0	0.0%	206
Supplemental Benefit	0	0.0%	20	0.4%	724	15.6%	10	0.2%	3877	83.7%	0	0.0%	4631
Surgery	499	21.4%	302	12.9%	1423	60.9%	110	4.7%	1	0.0%	0	0.0%	2335
Testing	316	34.8%	329	36.2%	218	24.0%	45	5.0%	0	0.0%	0	0.0%	908
Transportation	57	6.5%	228	26.1%	533	60.9%	7	0.8%	44	5.0%	6	0.7%	875
Grand Total	5633	15.2%	3672	9.9%	20161	54.3%	3206	8.6%	3985	10.7%	452	1.2%	37109

Overturn Details

Substantive Case Overturn Rate by Priority

Priority	Substantive Decision				Grand Total
	Favorable (Overturn)	Partially Favorable (Partially Overturn)	Unfavorable (Uphold)	Overturn Rate	
Expedited	411	12	10377	3.9%	10800
PreService	250	32	5200	5.1%	5482
Pre-Service Part B Drug	36	0	828	4.2%	864
Retrospective	921	123	18919	5.2%	19963
Total	1618	167	35324	4.8%	37109

Types of Appeals and Rates of Overturn of Plan Denials

Appeal Type	Favorable (Overturn)	Partially Favorable (Partially Overturn)	Overturn Rate	Unfavorable (Uphold)	Overturn Rate	Grand Total
DME/ Orthotics	4104	3930	95.8%	136	3.5%	7.6%
Drugs	2137	2045	95.7%	114	5.6%	6.4%
ER	374	342	91.4%	31	9.1%	1.7%
Home Health	551	495	89.8%	21	4.2%	1.2%
Hospice	236	232	98.3%	6	2.6%	0.3%
Imaging	2222	2049	92.2%	180	8.8%	10.1%
Inpatient Hospital	5925	5752	97.1%	197	3.4%	11.0%
Lab	4151	3943	95.0%	174	4.4%	9.7%
Other	488	406	83.2%	4	1.0%	0.2%
Outpatient Mental Health	410	344	83.9%	22	6.4%	1.2%
Outpatient Therapies	796	716	89.9%	34	4.7%	1.9%
Practitioner Services	6964	6051	86.9%	315	5.2%	17.6%
SNF	2055	1849	90.0%	119	6.4%	6.7%
Step-Therapy	208	206	99.0%	2	1.0%	0.1%
Supplemental Benefit	4777	4631	96.9%	187	4.0%	10.5%
Surgery	2427	2335	96.2%	139	6.0%	7.8%
Testing	965	908	94.1%	52	5.7%	2.9%
Transportation	1061	875	82.5%	52	5.9%	2.9%
Total	39851	37109	93.1%	1785	4.8%	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	2.95%	116	0.51%	20	96.54%	3794	3930
Compression Stockings	1.49%	1	0.00%	0	98.51%	66	67
CPAP	2.33%	2	0.00%	0	97.67%	84	86
Diabetic Supplies	2.95%	19	0.16%	1	96.90%	625	645
Extremity Brace	0.94%	1	0.00%	0	99.06%	105	106
Foot Orthotics	2.50%	5	0.50%	1	97.00%	194	200
Manual Wheelchair	3.57%	3	0.00%	0	96.43%	81	84
Neck/Back	0.00%	0	0.00%	0	100.00%	17	17
Other	3.71%	62	0.42%	7	95.87%	1603	1672
Oxygen Equipment	0.41%	1	0.83%	2	98.76%	239	242
Pneumatic Compression Device	1.05%	2	0.00%	0	98.95%	188	190
Power Mobility Devices	3.52%	16	1.98%	9	94.51%	430	455
Seat Lift Mechanism	5.77%	3	0.00%	0	94.23%	49	52
Shower/Bath Chair	0.00%	0	0.00%	0	100.00%	62	62
Walker	1.92%	1	0.00%	0	98.08%	51	52
Drugs	5.18%	106	0.39%	8	94.43%	1931	2045
Chemotherapy	17.12%	19	4.50%	5	78.38%	87	111
Immunology	0.00%	0	0.00%	0	100.00%	19	19
Other	5.70%	41	0.28%	2	94.02%	676	719
Pain Management	7.79%	6	1.30%	1	90.91%	70	77
PreService Part B-Drug	4.16%	36	0.00%	0	95.84%	830	866
Rheumatology	14.29%	2	0.00%	0	85.71%	12	14
Self-Administered	0.84%	2	0.00%	0	99.16%	237	239
ER	8.48%	29	0.58%	2	90.94%	311	342
Home Health	3.84%	19	0.40%	2	95.76%	474	495
Hospice	2.16%	5	0.43%	1	97.41%	226	232
Imaging	7.91%	162	0.88%	18	91.22%	1869	2049
CT Scan	5.76%	45	0.64%	5	93.60%	731	781
CTA	11.11%	2	0.00%	0	88.89%	16	18
DEXA	0.00%	0	0.00%	0	100.00%	7	7
EKG	2.38%	2	2.38%	2	95.24%	80	84
Mammography	8.45%	6	0.00%	0	91.55%	65	71
MRI	15.38%	46	0.67%	2	83.95%	251	299
Other	7.06%	25	1.69%	6	91.24%	323	354
PET Scan	22.47%	20	1.12%	1	76.40%	68	89
X-Ray	4.62%	16	0.58%	2	94.80%	328	346

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Inpatient Hospital	3.36%	193	0.07%	4	96.58%	5555	5752
Acute Inpatient	16.21%	130	0.25%	2	83.54%	670	802
Acute Inpatient Rehab	0.86%	27	0.03%	1	99.10%	3097	3125
Critical Care	6.25%	3	0.00%	0	93.75%	45	48
Inpatient Mental Health	9.89%	18	0.00%	0	90.11%	164	182
LTACH	0.00%	0	0.07%	1	99.93%	1382	1383
Other	7.25%	15	0.00%	0	92.75%	192	207
Post Stabilization	0.00%	0	0.00%	0	100.00%	5	5
Lab	4.26%	168	0.15%	6	95.59%	3769	3943
Drug Testing	3.96%	19	0.00%	0	96.04%	461	480
General Health Panel	2.23%	7	0.32%	1	97.45%	306	314
Genetic Testing	5.35%	86	0.19%	3	94.46%	1517	1606
Other	3.63%	56	0.13%	2	96.24%	1485	1543
Other	0.99%	4	0.00%	0	99.01%	402	406
Outpatient Mental Health	6.40%	22	0.00%	0	93.60%	322	344
Outpatient Therapies	3.91%	28	0.84%	6	95.25%	682	716
Cardiac Rehab	0.00%	0	0.00%	0	100.00%	15	15
Occupational Therapy	5.66%	3	0.00%	0	94.34%	50	53
Other	5.00%	6	2.50%	3	92.50%	111	120
Physical Therapy	3.37%	17	0.60%	3	96.03%	484	504
Pulmonary Rehab	0.00%	0	0.00%	0	100.00%	3	3
Speech Therapy	9.52%	2	0.00%	0	90.48%	19	21
Practitioner Services	4.66%	282	0.55%	33	94.79%	5736	6051
Acupuncture	0.89%	1	0.89%	1	98.21%	110	112
Anesthesia	16.52%	56	0.88%	3	82.60%	280	339
Cardiovascular Disease	1.67%	1	0.00%	0	98.33%	59	60
Chiropractic Care	3.05%	8	0.76%	2	96.18%	252	262
Experimental/Investigational	8.33%	3	0.00%	0	91.67%	33	36
Immunizations	1.27%	1	0.00%	0	98.73%	78	79
Injections	4.27%	21	1.02%	5	94.72%	466	492
Non-Physician Provider	14.29%	1	0.00%	0	85.71%	6	7
Office Visit	3.00%	53	0.57%	10	96.43%	1702	1765
Other	4.70%	100	0.47%	10	94.83%	2018	2128
Out of Area	0.93%	1	0.00%	0	99.07%	107	108
Pain Management	3.47%	15	0.46%	2	96.06%	415	432
Preventive Services	0.00%	0	0.00%	0	100.00%	25	25
Pulmonary Disease	0.00%	0	0.00%	0	100.00%	4	4
Radiation Therapy	27.78%	10	0.00%	0	72.22%	26	36
Services Not Covered	6.67%	1	0.00%	0	93.33%	14	15
Specialty vs. Primary Care	3.13%	2	0.00%	0	96.88%	62	64

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Wound Care	9.20%	8	0.00%	0	90.80%	79	87
Skilled Nursing Facility	6.38%	118	0.05%	1	93.56%	1730	1849
Step-Therapy	0.97%	2	0.00%	0	99.03%	204	206
Supplemental Benefit	3.07%	142	0.97%	45	95.96%	4444	4631
Dental	2.90%	112	1.04%	40	96.06%	3704	3856
Gym Membership	0.00%	0	0.00%	0	100.00%	26	26
Hearing Aids	4.61%	7	0.00%	0	95.39%	145	152
OTC (Over-The-Counter)	9.09%	2	0.00%	0	90.91%	20	22
Other	4.55%	3	0.00%	0	95.45%	63	66
Transportation	0.00%	0	0.00%	0	100.00%	84	84
Vision Care	4.24%	18	1.18%	5	94.59%	402	425
Surgery	5.48%	128	0.47%	11	94.05%	2196	2335
Brain and Spine	3.36%	12	0.28%	1	96.36%	344	357
Eye	2.92%	4	0.73%	1	96.35%	132	137
Joint/Bone Surgery	4.56%	12	0.38%	1	95.06%	250	263
Other	6.38%	97	0.53%	8	93.09%	1415	1520
Plastic Surgery	5.17%	3	0.00%	0	94.83%	55	58
Testing	4.85%	44	0.88%	8	94.27%	856	908
Colonoscopy	5.19%	4	0.00%	0	94.81%	73	77
Endoscopy	0.00%	0	3.33%	2	96.67%	58	60
Nuclear Stress Test	3.85%	1	3.85%	1	92.31%	24	26
Other	7.67%	22	1.05%	3	91.29%	262	287
PET Scan	30.00%	3	0.00%	0	70.00%	7	10
Sleep Study	23.81%	5	0.00%	0	76.19%	16	21
Ultrasound	2.11%	9	0.47%	2	97.42%	416	427
Transportation	5.71%	50	0.23%	2	94.06%	823	875
Ambulance	7.13%	40	0.18%	1	92.69%	520	561
Ambulance - Air	25.00%	5	5.00%	1	70.00%	14	20
Ambulance - Non-Emergent	2.84%	4	0.00%	0	97.16%	137	141
Other	0.65%	1	0.00%	0	99.35%	152	153
Grand Total	4.36%	1618	0.45%	167	95.19%	35324	37109