

Fact Sheet

Part C Reconsideration Appeals Data – Q3 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 Q3 of 2022.

Reconsideration Volume

The Part C QIC received 41,701 reconsideration requests during Q3 of 2022. This represents a rate of 5.54 reconsiderations for each 1,000 Medicare beneficiaries enrolled¹.

Standard Pre-Service cases represented 14.36% of all appeals received and resulted in a rate of 0.80 reconsiderations for each 1,000 beneficiaries enrolled.

Standard Pre-Service Part B drug cases represented 1.87% of all appeals received and resulted in a rate of 0.10 reconsiderations for each 1,000 beneficiaries enrolled.

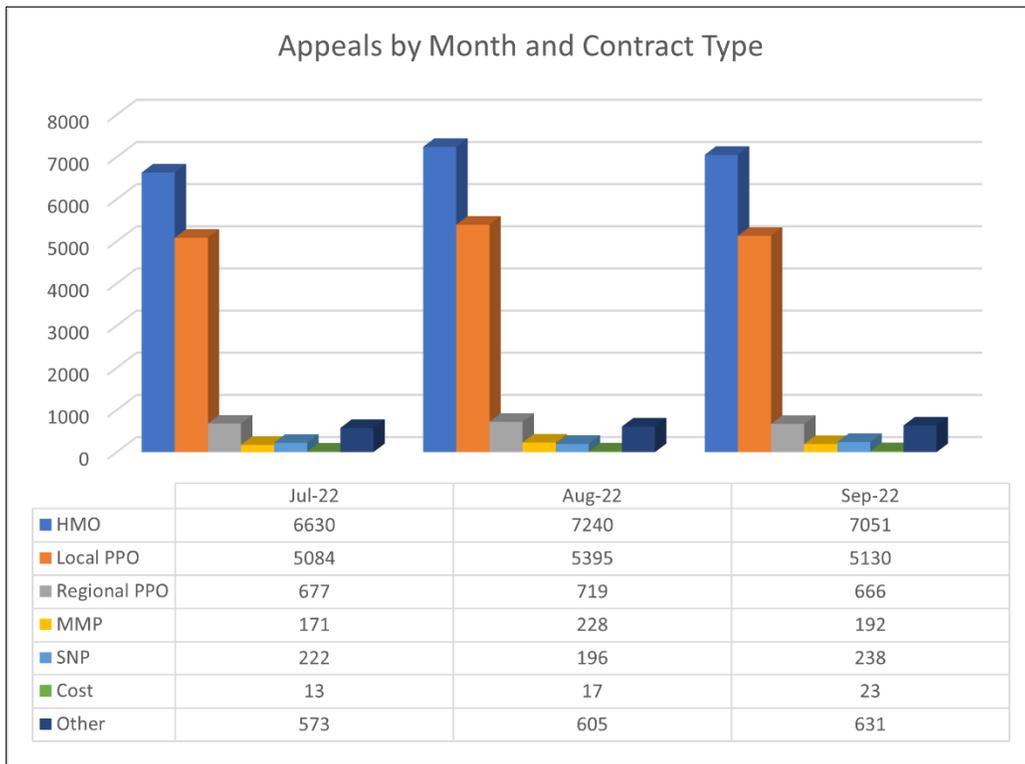
Standard Retrospective cases represented 58.96% of all appeals received and resulted in a rate of 3.27 reconsiderations for each 1,000 beneficiaries enrolled.

Expedited cases represented 24.81% of all appeals received and resulted in a rate of 1.38 expedited cases for each 1,000 beneficiaries enrolled.

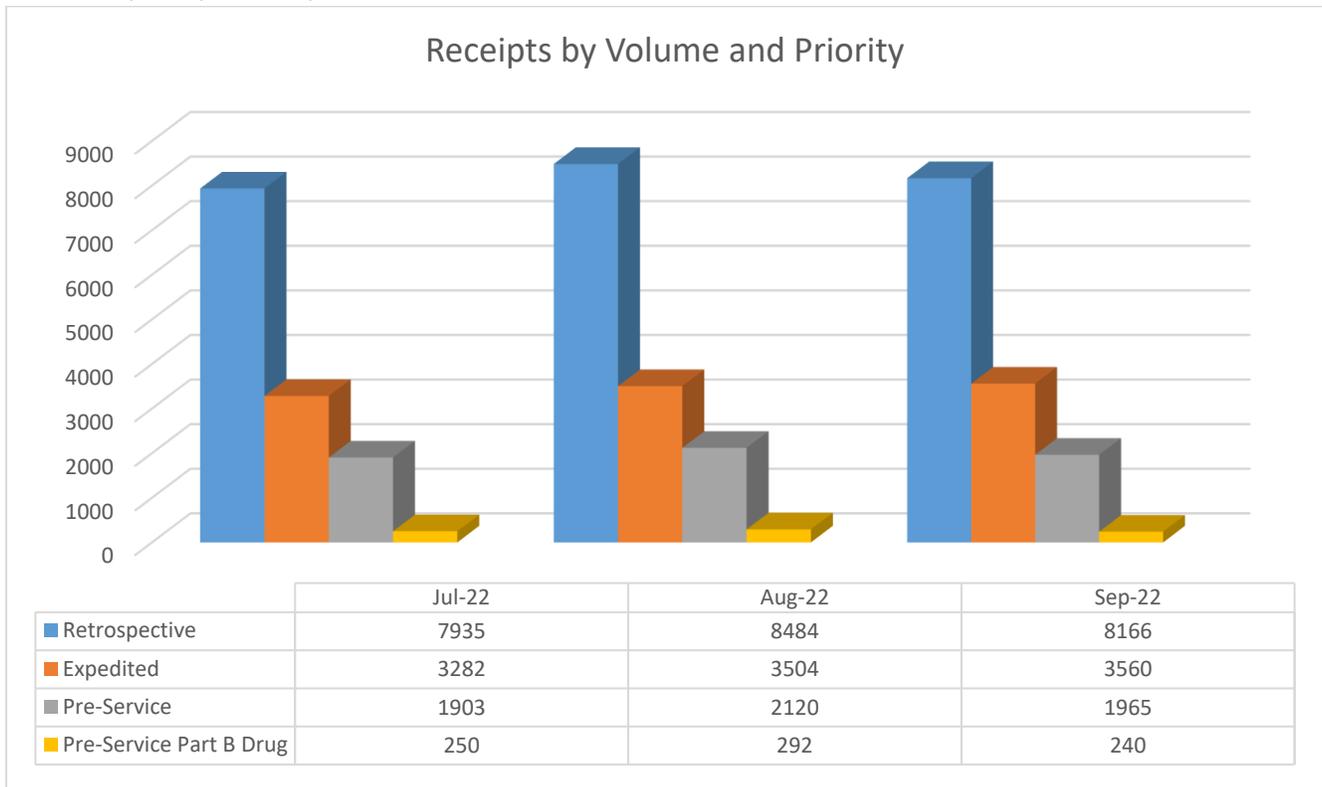
¹ Annual volume, divided by quarter-year enrollment (times 1,000) is used to calculate the annual rate of appeals per 1,000 enrollees.

Reconsideration Volume

Appeal Receipts with Contract Type

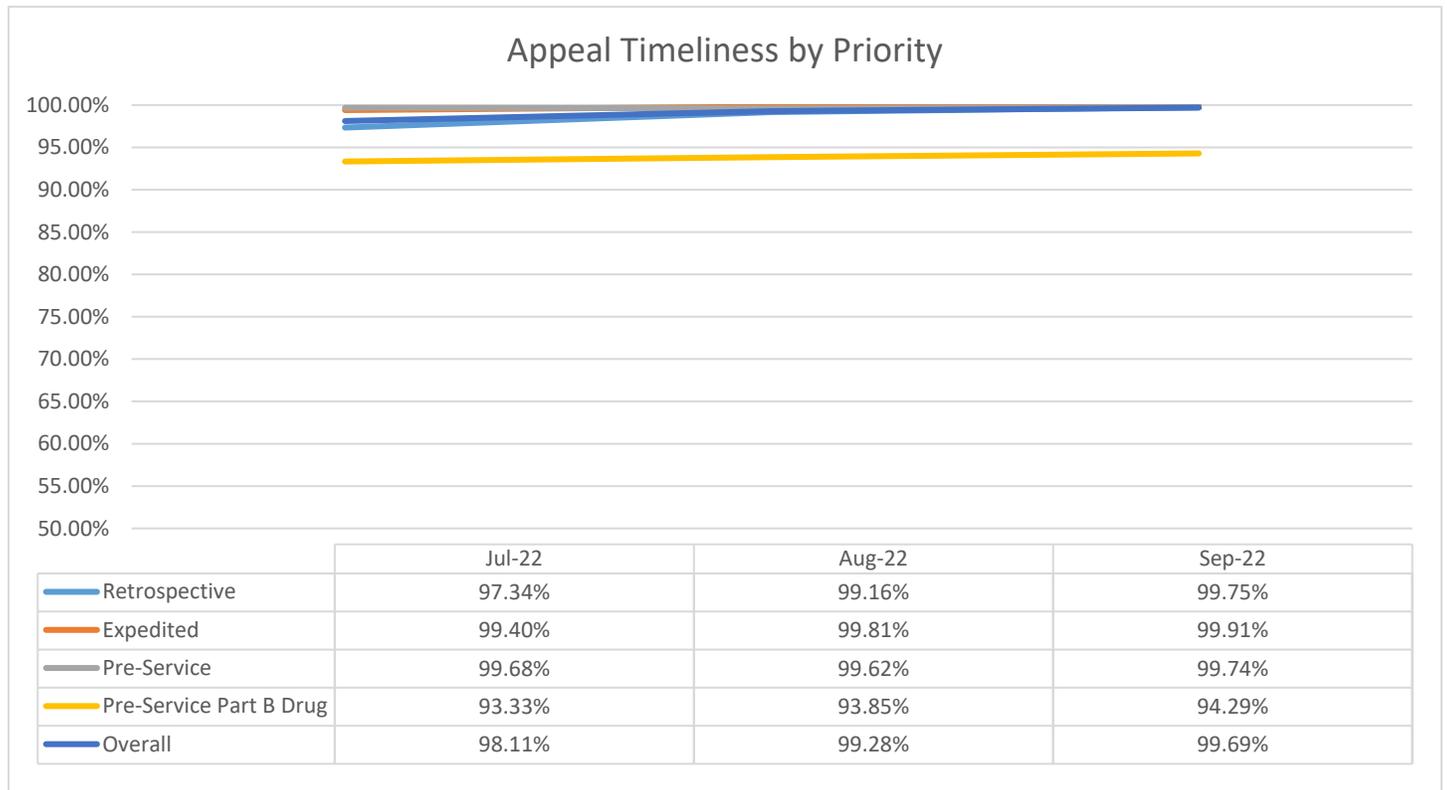


Appeal Receipts by Priority

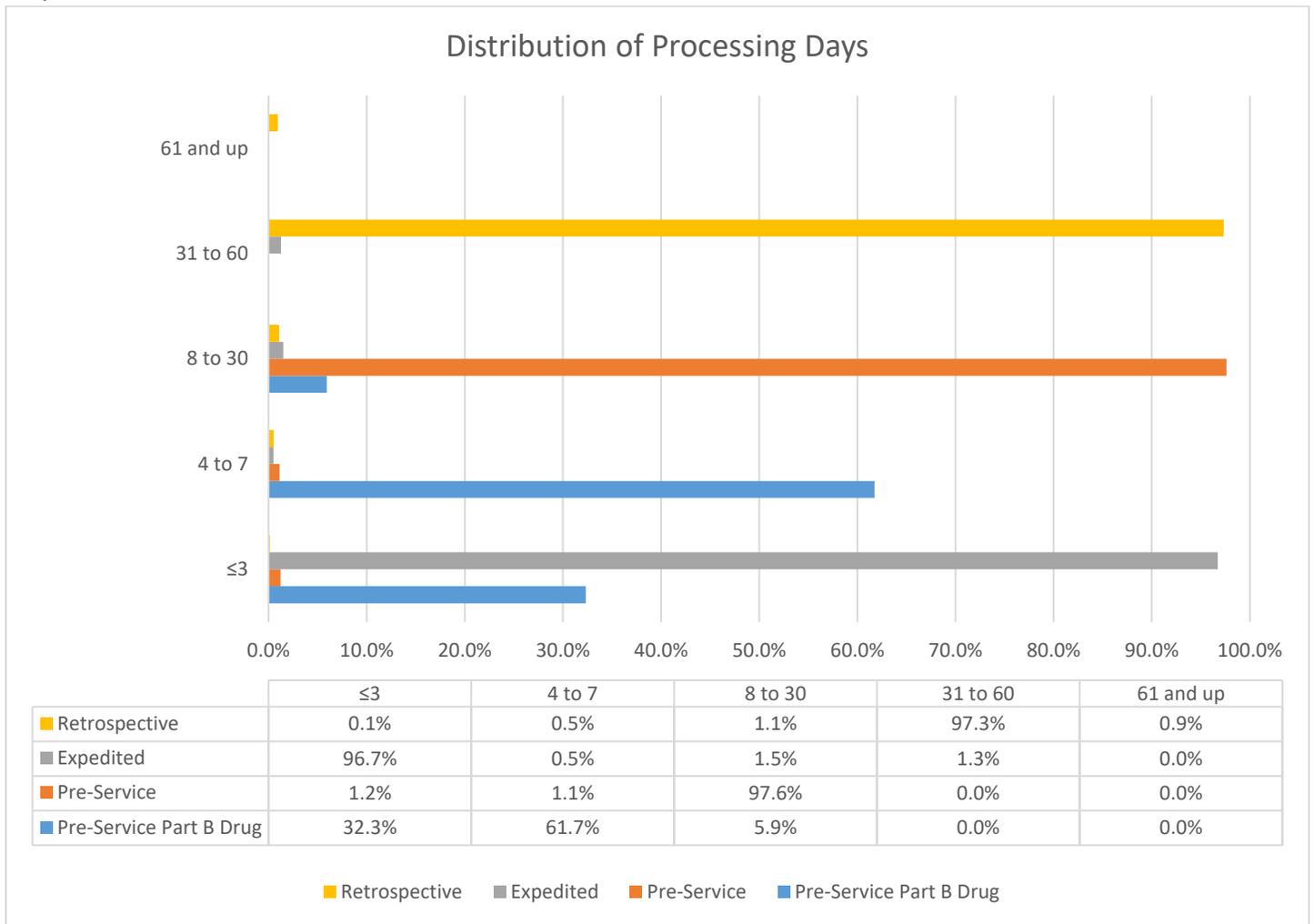


Timeliness of Reconsideration Cases

Timeliness of Decisions by Priority

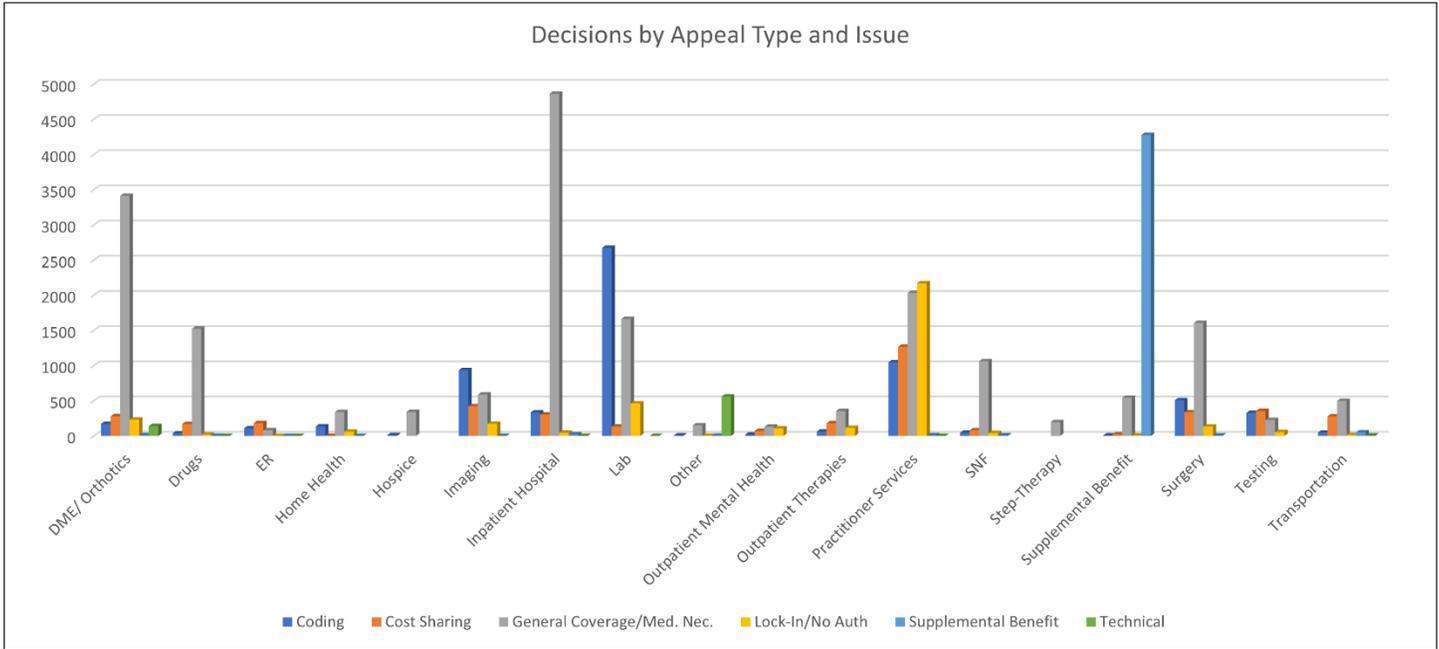


Days to Decision



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

Appeal Type	Substantive Cases												All
	Coding		Cost Sharing		General Coverage/Med. Nec.		Lock-In/No Auth		Supplemental Benefit		Technical		
	N.	%	N.	%	N.	%	N.	%	N.	%	N.	%	
DME/Orthotics	173	4.1%	278	6.5%	3411	80.3%	233	5.5%	12	0.3%	140	3.3%	4247
Drugs	38	2.2%	170	9.7%	1523	86.9%	18	1.0%	3	0.2%	1	0.1%	1753
ER	109	29.1%	182	48.7%	80	21.4%	1	0.3%	1	0.3%	1	0.3%	374
Home Health	136	25.2%	2	0.4%	338	62.7%	62	11.5%	1	0.2%	0	0.0%	539
Hospice	13	3.7%	0	0.0%	341	96.3%	0	0.0%	0	0.0%	0	0.0%	354
Imaging	936	44.1%	422	19.9%	589	27.7%	174	8.2%	2	0.1%	0	0.0%	2123
Inpatient Hospital	334	6.0%	305	5.5%	4863	87.3%	44	0.8%	24	0.4%	1	0.0%	5571
Lab	2673	54.2%	134	2.7%	1661	33.7%	460	9.3%	0	0.0%	1	0.0%	4929
Other	6	0.8%	0	0.0%	151	20.9%	3	0.4%	4	0.6%	559	77.3%	723
Outpatient Mental Health	19	5.7%	73	22.1%	131	39.6%	108	32.6%	0	0.0%	0	0.0%	331
Outpatient Therapies	63	8.9%	178	25.1%	354	49.9%	114	16.1%	0	0.0%	0	0.0%	709
Practitioner Services	1047	16.0%	1267	19.4%	2031	31.1%	2170	33.3%	9	0.1%	1	0.0%	6525
SNF	44	3.6%	79	6.4%	1062	86.1%	41	3.3%	8	0.6%	0	0.0%	1234
Step-Therapy	0	0.0%	0	0.0%	197	100.0%	0	0.0%	0	0.0%	0	0.0%	197
Supplemental Benefit	7	0.1%	24	0.5%	543	11.2%	6	0.1%	4276	88.1%	0	0.0%	4856
Surgery	508	19.6%	335	12.9%	1607	62.1%	133	5.1%	6	0.2%	0	0.0%	2589
Testing	328	34.1%	355	36.9%	226	23.5%	53	5.5%	0	0.0%	0	0.0%	962
Transportation	47	5.3%	277	31.0%	498	55.8%	14	1.6%	51	5.7%	6	0.7%	893
Grand Total	6481	16.7%	4081	10.5%	19606	50.4%	3634	9.3%	4397	11.3%	710	1.8%	38909

Overturn Details

Substantive Case Overturn Rate by Priority

Priority	Substantive Decision				Grand Total
	Favorable (Overturn)	Partially Favorable (Partially Overturn)	Unfavorable (Uphold)	Overturn Rate	
Expedited	447	15	9480	4.6%	9942
Pre-Service	289	25	5234	5.7%	5548
Pre-Service Part B Drug	29	0	724	3.9%	753
Retrospective	1199	116	21351	5.8%	22666
Total	1964	156	36789	5.4%	38909

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	4346	4247	97.7%	156	3.7%	7.4%
Drugs	1824	1753	96.1%	103	5.9%	4.9%
ER	393	374	95.2%	33	8.8%	1.6%
Home Health	570	539	94.6%	47	8.7%	2.2%
Hospice	361	354	98.1%	4	1.1%	0.2%
Imaging	2223	2123	95.5%	167	7.9%	7.9%
Inpatient Hospital	5707	5571	97.6%	260	4.7%	12.3%
Lab	5035	4929	97.9%	358	7.3%	16.9%
Other	825	723	87.6%	9	1.2%	0.4%
Outpatient Mental Health	347	331	95.4%	17	5.1%	0.8%
Outpatient Therapies	737	709	96.2%	72	10.2%	3.4%
Practitioner Services	6890	6525	94.7%	328	5.0%	15.5%
SNF	1290	1234	95.7%	95	7.7%	4.5%
Step-Therapy	197	197	100.0%	2	1.0%	0.1%
Supplemental Benefit	4945	4856	98.2%	257	5.3%	12.1%
Surgery	2665	2589	97.1%	137	5.3%	6.5%
Testing	989	962	97.3%	39	4.1%	1.8%
Transportation	942	893	94.8%	36	4.0%	1.7%
Total	40286	38909	96.6%	2120	5.4%	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	3.39%	144	0.28%	12	96.33%	4091	4247
Compression Stockings	0.00%	0	0.00%	0	100.00%	76	76
CPAP	4.17%	4	0.00%	0	95.83%	92	96
Diabetic Supplies	2.43%	13	0.00%	0	97.57%	523	536
Extremity Brace	2.90%	4	0.00%	0	97.10%	134	138
Foot Orthotics	2.07%	5	0.00%	0	97.93%	236	241
Manual Wheelchair	2.67%	2	0.00%	0	97.33%	73	75
Neck/Back	2.63%	1	0.00%	0	97.37%	37	38
Other	4.11%	75	0.16%	3	95.73%	1748	1826
Oxygen Equipment	3.16%	11	0.00%	0	96.84%	337	348
Pneumatic Compression Device	1.13%	2	0.00%	0	98.87%	175	177
Power Mobility Devices	4.31%	23	1.69%	9	94.01%	502	534
Seat Lift Mechanism	4.08%	2	0.00%	0	95.92%	47	49
Shower/Bath Chair	1.39%	1	0.00%	0	98.61%	71	72
Walker	2.44%	1	0.00%	0	97.56%	40	41
Drugs	5.88%	103	0.00%	0	94.12%	1650	1753
Chemotherapy	16.95%	20	0.00%	0	83.05%	98	118
Immunology	25.93%	7	0.00%	0	74.07%	20	27
Other	7.52%	41	0.00%	0	92.48%	504	545
Pain Management	4.11%	3	0.00%	0	95.89%	70	73
Pre-Service Part B-Drug	4.06%	31	0.00%	0	95.94%	733	764
Rheumatology	9.09%	1	0.00%	0	90.91%	10	11
Self Administered	0.00%	0	0.00%	0	100.00%	215	215
ER	8.82%	33	0.00%	0	91.18%	341	374
Home Health	8.53%	46	0.19%	1	91.28%	492	539
Hospice	0.85%	3	0.28%	1	98.87%	350	354
Imaging	7.11%	151	0.75%	16	92.13%	1956	2123
CT Scan	3.95%	36	0.33%	3	95.72%	872	911
CTA	5.26%	1	0.00%	0	94.74%	18	19
DEXA	0.00%	0	0.00%	0	100.00%	6	6
EKG	2.90%	2	1.45%	1	95.65%	66	69
Mammography	6.49%	5	1.30%	1	92.21%	71	77
MRI	16.26%	47	0.69%	2	83.04%	240	289
Other	8.57%	33	2.08%	8	89.35%	344	385
PET Scan	29.55%	13	0.00%	0	70.45%	31	44
X-Ray	4.33%	14	0.31%	1	95.36%	308	323

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Inpatient Hospital	4.52%	252	0.14%	8	95.33%	5311	5571
Acute Inpatient	15.09%	121	0.50%	4	84.41%	677	802
Acute Inpatient Rehab	3.32%	99	0.00%	0	96.68%	2880	2979
Critical Care	1.25%	1	1.25%	1	97.50%	78	80
Inpatient Mental Health	13.73%	14	0.98%	1	85.29%	87	102
LTACH	0.14%	2	0.00%	0	99.86%	1390	1392
Other	6.16%	13	0.95%	2	92.89%	196	211
Post Stabilization	40.00%	2	0.00%	0	60.00%	3	5
Lab	7.10%	350	0.16%	8	92.74%	4571	4929
Drug Testing	12.88%	59	0.22%	1	86.90%	398	458
General Health Panel	3.05%	12	0.51%	2	96.45%	380	394
Genetic Testing	9.92%	197	0.10%	2	89.98%	1787	1986
Other	3.92%	82	0.14%	3	95.93%	2006	2091
Other	1.24%	9	0.00%	0	98.76%	714	723
Outpatient Mental Health	4.83%	16	0.30%	1	94.86%	314	331
Outpatient Therapies	8.60%	61	1.55%	11	89.84%	637	709
Cardiac Rehab	0.00%	0	0.00%	0	100.00%	10	10
Occupational Therapy	12.90%	8	1.61%	1	85.48%	53	62
Other	6.67%	8	0.00%	0	93.33%	112	120
Physical Therapy	8.43%	42	2.01%	10	89.56%	446	498
Speech Therapy	15.79%	3	0.00%	0	84.21%	16	19
Practitioner Services	4.64%	303	0.38%	25	94.97%	6197	6525
Acupuncture	6.00%	6	0.00%	0	94.00%	94	100
Anesthesia	9.94%	34	1.46%	5	88.60%	303	342
Cardiovascular Disease	3.03%	2	0.00%	0	96.97%	64	66
Chiropractic Care	3.01%	10	0.60%	2	96.39%	320	332
Experimental/Investigational	7.50%	3	0.00%	0	92.50%	37	40
Immunizations	8.97%	7	0.00%	0	91.03%	71	78
Injections	4.70%	24	0.39%	2	94.91%	485	511
Non-Physician Provider	0.00%	0	0.00%	0	100.00%	7	7
Office Visit	2.83%	57	0.30%	6	96.87%	1950	2013
Other	5.25%	112	0.42%	9	94.32%	2011	2132
Out of Area	1.75%	4	0.00%	0	98.25%	225	229
Pain Management	6.39%	23	0.00%	0	93.61%	337	360
Preventive Services	6.25%	1	0.00%	0	93.75%	15	16
Pulmonary Disease	16.67%	1	0.00%	0	83.33%	5	6
Radiation Therapy	12.37%	12	0.00%	0	87.63%	85	97
Services Not Covered	3.57%	1	0.00%	0	96.43%	27	28
Specialty vs. Primary Care	0.00%	0	0.00%	0	100.00%	59	59

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Wound Care	5.50%	6	0.92%	1	93.58%	102	109
Skilled Nursing Facility	7.37%	91	0.32%	4	92.30%	1139	1234
Step-Therapy	1.02%	2	0.00%	0	98.98%	195	197
Supplemental Benefit	4.43%	215	0.86%	42	94.71%	4599	4856
Dental	4.05%	159	0.74%	29	95.21%	3739	3927
Gym Membership	14.04%	8	0.00%	0	85.96%	49	57
Hearing Aids	1.35%	2	0.00%	0	98.65%	146	148
OTC (Over-The-Counter)	5.13%	2	0.00%	0	94.87%	37	39
Other	9.09%	8	0.00%	0	90.91%	80	88
Transportation	2.31%	3	0.00%	0	97.69%	127	130
Vision Care	7.07%	33	2.78%	13	90.15%	421	467
Surgery	4.33%	112	0.97%	25	94.71%	2452	2589
Brain and Spine	2.66%	10	0.53%	2	96.81%	364	376
Eye	0.00%	0	1.06%	1	98.94%	93	94
Joint/Bone Surgery	3.17%	8	0.79%	2	96.03%	242	252
Other	5.15%	94	1.10%	20	93.75%	1710	1824
Plastic Surgery	0.00%	0	0.00%	0	100.00%	43	43
Testing	3.85%	37	0.21%	2	95.95%	923	962
Colonoscopy	2.20%	2	0.00%	0	97.80%	89	91
Endoscopy	3.77%	2	0.00%	0	96.23%	51	53
Nuclear Stress Test	0.00%	0	0.00%	0	100.00%	25	25
Other	8.42%	23	0.37%	1	91.21%	249	273
PET Scan	0.00%	0	0.00%	0	100.00%	2	2
Sleep Study	8.70%	2	0.00%	0	91.30%	21	23
Ultrasound	1.62%	8	0.20%	1	98.18%	486	495
Transportation	4.03%	36	0.00%	0	95.97%	857	893
Ambulance	3.65%	19	0.00%	0	96.35%	502	521
Ambulance - Air	20.00%	4	0.00%	0	80.00%	16	20
Ambulance - Non Emergent	4.76%	7	0.00%	0	95.24%	140	147
Other	2.93%	6	0.00%	0	97.07%	199	205
Grand Total	5.05%	1964	0.40%	156	94.55%	36789	38909