

Fact Sheet

Part C Reconsideration Appeals Data – Q1 2025

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 2025.

Reconsideration Volume

The Part C QIC received 67,904 reconsideration requests during Q1 of 2025. This represents a rate of 7.75 reconsiderations for each 1,000 Medicare beneficiaries enrolled¹.

Standard Pre-Service cases represented 13.23% of all appeals received and resulted in a rate of 1.02 reconsiderations for each 1,000 beneficiaries enrolled.

Standard Pre-Service Part B drug cases represented 1.73% of all appeals received and resulted in a rate of 0.13 reconsiderations for each 1,000 beneficiaries enrolled.

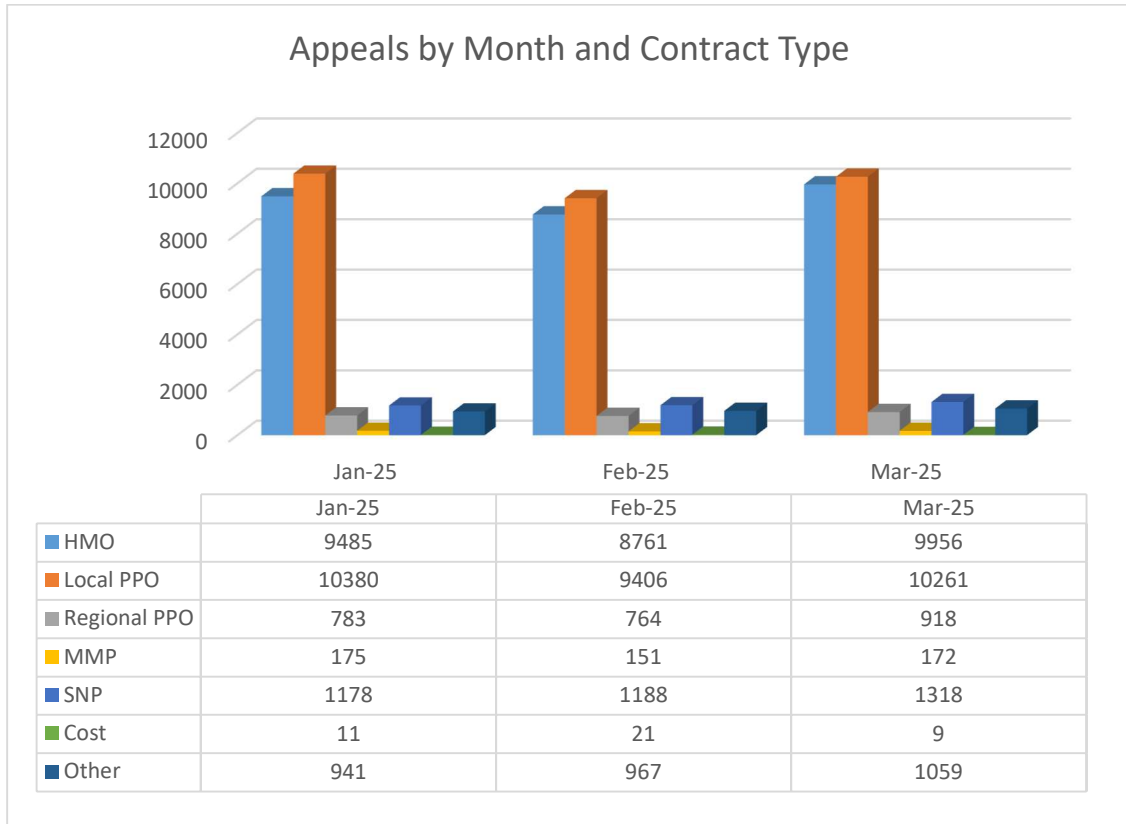
Standard Retrospective cases represented 56.83% of all appeals received and resulted in a rate of 4.40 reconsiderations for each 1,000 beneficiaries enrolled.

Expedited cases represented 28.21% of all appeals received and resulted in a rate of 2.18 expedited cases for each 1,000 beneficiaries enrolled.

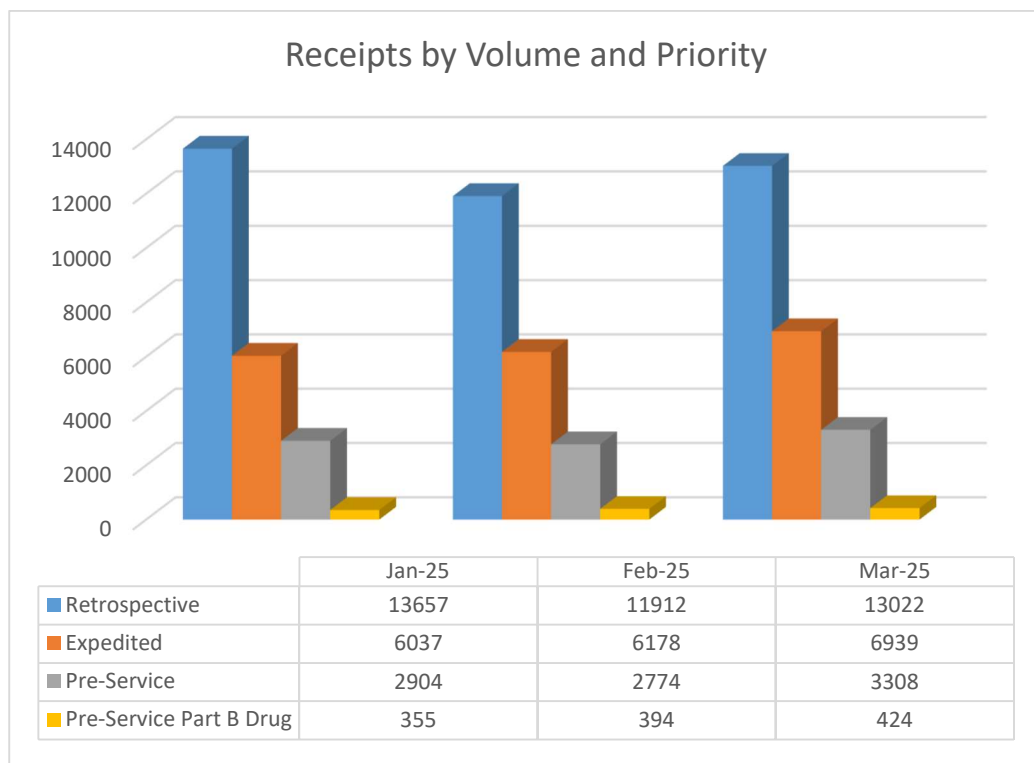
¹ Annual volume, divided by quarter-year enrollment (times 1,000) is used to calculate the annual rate of appeals per 1,000 enrollees.

Reconsideration Volume

Appeal Receipts with Contract Type

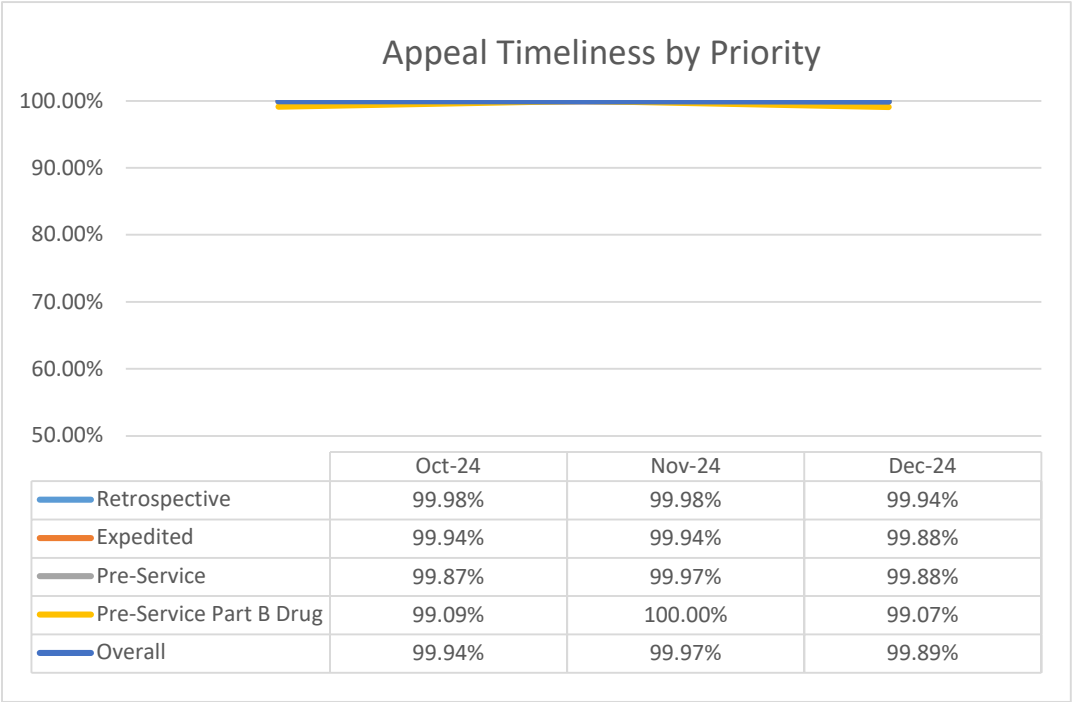


Appeal Receipts by Priority

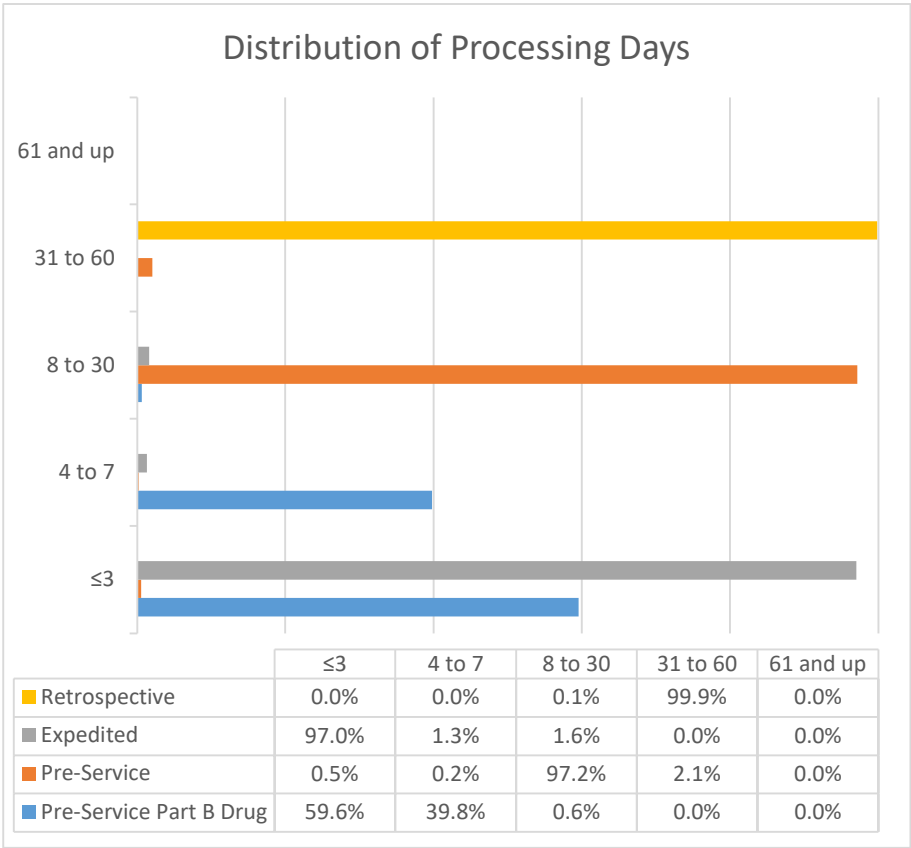


Timeliness of Reconsideration Cases

Timeliness of Decisions by Priority

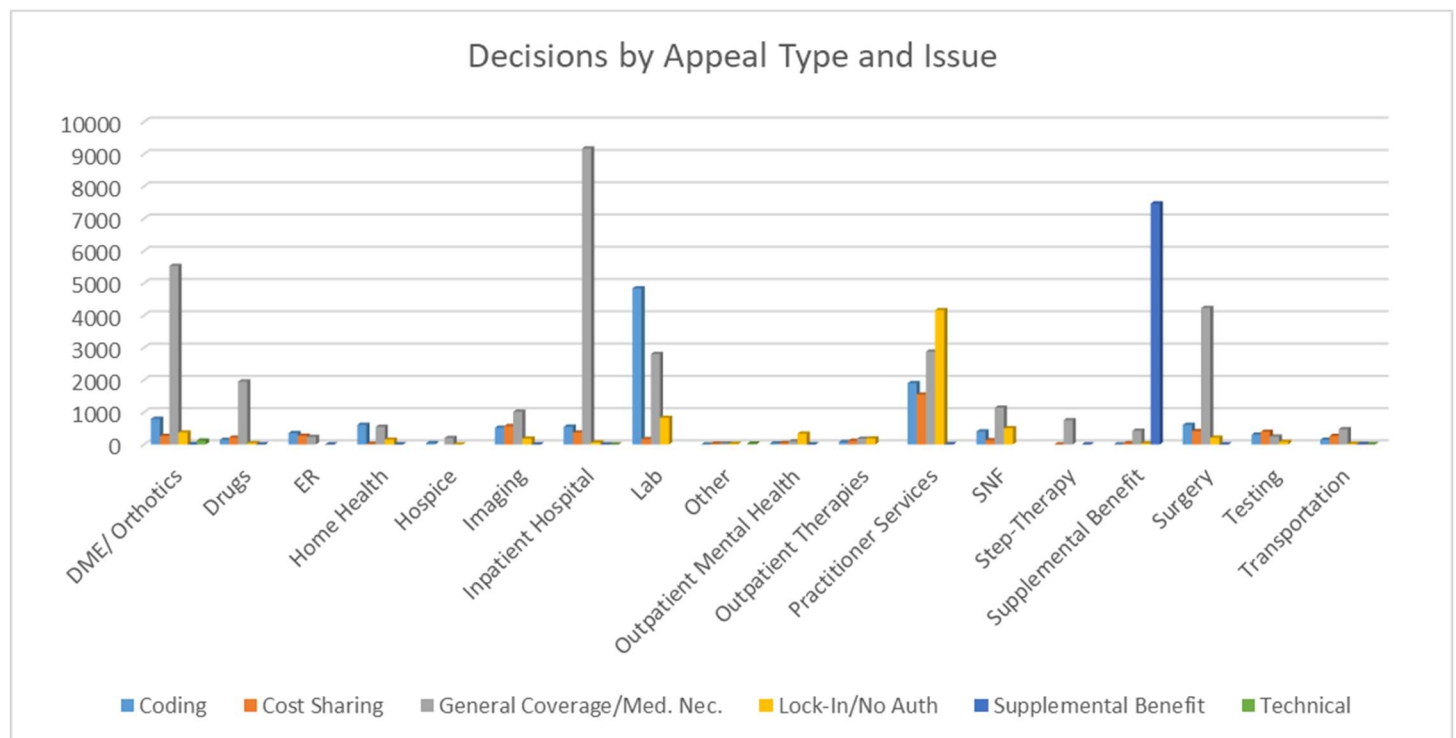


Days to Decision



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	916	12.0%	219	2.9%	5808	76.2%	490	6.4%	12	0.2%	179	2.3%	7624
Drugs	201	8.5%	172	7.3%	1886	79.6%	104	4.4%	6	0.3%	0	0.0%	2369
ER	506	51.2%	221	22.4%	248	25.1%	13	1.3%	0	0.0%	0	0.0%	988
Home Health	778	48.9%	8	0.5%	575	36.1%	230	14.5%	0	0.0%	0	0.0%	1591
Hospice	43	15.0%	0	0.0%	243	84.7%	0	0.0%	1	0.3%	0	0.0%	287
Imaging	532	23.8%	491	22.0%	971	43.5%	237	10.6%	0	0.0%	0	0.0%	2231
Inpatient Hospital	546	5.0%	296	2.7%	9913	91.4%	81	0.7%	3	0.0%	2	0.0%	10841
Lab	5664	57.0%	119	1.2%	2365	23.8%	1793	18.0%	1	0.0%	0	0.0%	9942
Other	2	2.9%	7	10.0%	23	32.9%	12	17.1%	0	0.0%	26	37.1%	70
Outpatient Mental Health	52	8.2%	53	8.3%	118	18.5%	414	64.9%	1	0.2%	0	0.0%	638
Outpatient Therapies	114	19.1%	84	14.1%	142	23.8%	256	43.0%		0.0%	0	0.0%	596
Practitioner Services	2159	20.2%	1519	14.2%	2539	23.8%	4449	41.7%	4	0.0%	0	0.0%	10670
SNF	250	12.0%	85	4.1%	897	43.0%	854	40.9%	0	0.0%	0	0.0%	2086
Step-Therapy	0	0.0%	0	0.0%	741	99.6%	0	0.0%	3	0.4%	0	0.0%	744
Supplemental Benefit	11	0.2%	25	0.4%	277	3.9%	15	0.2%	6784	95.4%	2	0.0%	7114
Surgery	604	11.9%	395	7.8%	3882	76.4%	199	3.9%	2	0.0%	0	0.0%	5082
Testing	322	29.0%	368	33.1%	306	27.5%	115	10.4%	0	0.0%	0	0.0%	1111
Transportation	131	17.4%	198	26.3%	391	51.9%	23	3.1%	5	0.7%	6	0.8%	754
Grand Total	12831	19.8%	4259	6.6%	31325	48.4%	9285	14.3%	6822	10.5%	215	0.3%	64738

Overturn Details

Substantive Case Overturn Rate by Priority

Substantive Decision					
		Partially Favorable (Partially Overturn)			
Priority	Favorable (Overturn)		Unfavorable (Uphold)	Overturn Rate	Grand Total
Expedited	611	24	17929	3.4%	18564
Pre-Service	397	38	7995	5.2%	8430
Pre-Service Part B Drug	27	0	1145	2.3%	1172
Retrospective	833	110	35629	2.6%	36572
Total	1868	172	62698	3.2%	64738

Types of Appeals and Rates of Overturn of Plan Denials

Appeal Type	Total Cases	Substantive Cases	Substantive Rate	Overtures*	% Overturned	% of All Overtures
DME/ Orthotics	7730	7624	98.6%	247	3.2%	12.1%
Drugs	2429	2369	97.5%	102	4.3%	5.0%
ER	1033	988	95.6%	21	2.1%	1.0%
Home Health	1634	1591	97.4%	49	3.1%	2.4%
Hospice	292	287	98.3%	1	0.3%	0.0%
Imaging	2316	2231	96.3%	197	8.8%	9.7%
Inpatient Hospital	10953	10841	99.0%	191	1.8%	9.4%
Lab	10304	9942	96.5%	284	2.9%	13.9%
Other	70	70	100.0%	0	0.0%	0.0%
Outpatient Mental Health	654	638	97.6%	4	0.6%	0.2%
Outpatient Therapies	618	596	96.4%	21	3.5%	1.0%
Practitioner Services	10923	10670	97.7%	299	2.8%	14.7%
SNF	2129	2086	98.0%	44	2.1%	2.2%
Step-Therapy	754	744	98.7%	13	1.7%	0.6%
Supplemental Benefit	7222	7114	98.5%	263	3.7%	12.9%
Surgery	5147	5082	98.7%	224	4.4%	11.0%
Testing	1125	1111	98.8%	42	3.8%	2.1%
Transportation	793	754	95.1%	38	5.0%	1.9%
Total	66126	64738	97.9%	2040	3.2%	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	2.91%	222	0.33%	25	96.76%	7377	7624
Compression Stockings	3.45%	3	0.00%	0	96.55%	84	87
CPAP	2.61%	3	0.00%	0	97.39%	112	115
Diabetic Supplies	3.95%	105	0.00%	0	96.05%	2551	2656
Extremity Brace	1.39%	2	0.69%	1	97.92%	141	144
Foot Orthotics	1.32%	3	0.00%	0	98.68%	225	228
Manual Wheelchair	1.54%	2	0.00%	0	98.46%	128	130
Neck/Back	3.33%	3	0.00%	0	96.67%	87	90
Other - DME	3.41%	63	0.60%	11	95.99%	1771	1845
Oxygen Equipment	3.53%	20	0.00%	0	96.47%	546	566
Pneumatic Compression Device	1.29%	9	0.00%	0	98.71%	686	695
Power Mobility Devices	0.98%	9	1.42%	13	97.60%	895	917
Seat Lift Mechanism	0.00%	0	0.00%	0	100.00%	41	41
Shower/Bath Chair	0.00%	0	0.00%	0	100.00%	60	60
Walker	0.00%	0	0.00%	0	100.00%	50	50
Drugs	4.18%	99	0.13%	3	95.69%	2267	2369
Chemotherapy	13.59%	14	0.97%	1	85.44%	88	103
Immunology	13.04%	3	0.00%	0	86.96%	20	23
Other - Drugs	7.32%	58	0.25%	2	92.42%	732	792
Pain Management	0.47%	1	0.00%	0	99.53%	211	212
Pre-Service Part B-Drug	2.64%	21	0.00%	0	97.36%	775	796
Rheumatology	7.69%	1	0.00%	0	92.31%	12	13
Self Administered	0.23%	1	0.00%	0	99.77%	429	430
ER	1.92%	19	0.20%	2	97.87%	967	988
Home Health	2.70%	43	0.38%	6	96.92%	1542	1591
Hospice	0.35%	1	0.00%	0	99.65%	286	287
Imaging	8.61%	192	0.22%	5	91.17%	2034	2231
CT Scan	9.32%	52	0.18%	1	90.50%	505	558
CTA	22.00%	11	0.00%	0	78.00%	39	50
DEXA	10.00%	1	0.00%	0	90.00%	9	10
EKG	4.55%	7	0.00%	0	95.45%	147	154
Mammography	3.80%	3	0.00%	0	96.20%	76	79
MRI	12.50%	36	0.00%	0	87.50%	252	288
Other - Imaging	6.09%	26	0.23%	1	93.68%	400	427
PET Scan	12.57%	46	0.27%	1	87.16%	319	366
X-Ray	3.34%	10	0.67%	2	95.99%	287	299

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Inpatient Hospital	1.76%	191	0.00%	0	98.24%	10650	10841
Acute Inpatient	9.21%	86	0.00%	0	90.79%	848	934
Acute Inpatient Rehab	1.05%	77	0.00%	0	98.95%	7275	7352
Critical Care	4.65%	4	0.00%	0	95.35%	82	86
Inpatient Mental Health	3.89%	13	0.00%	0	96.11%	321	334
LTACH	0.10%	2	0.00%	0	99.90%	1941	1943
Other - Inpt Hospital	4.22%	7	0.00%	0	95.78%	159	166
Post Stabilization	7.69%	2	0.00%	0	92.31%	24	26
Lab	2.63%	261	0.23%	23	97.14%	9658	9942
Drug Testing	2.62%	10	0.26%	1	97.12%	371	382
General Health Panel	1.31%	23	0.17%	3	98.52%	1729	1755
Genetic Testing	3.08%	134	0.25%	11	96.67%	4210	4355
Other - Lab	2.72%	94	0.23%	8	97.04%	3348	3450
Other	0.00%	0	0.00%	0	100.00%	70	70
Outpatient Mental Health	0.63%	4	0.00%	0	99.37%	634	638
Outpatient Therapies	3.19%	19	0.34%	2	96.48%	575	596
Cardiac Rehab	27.27%	3	0.00%	0	72.73%	8	11
Occupational Therapy	5.56%	2	0.00%	0	94.44%	34	36
Other - Outpt Therapies	0.00%	0	0.00%	0	0.00%	0	0
Physical Therapy	2.62%	14	0.37%	2	97.01%	519	535
Pulmonary Rehab	0.00%	0	0.00%	0	100.00%	3	3
Speech Therapy	0.00%	0	0.00%	0	100.00%	11	11
Practitioner Services	2.57%	274	0.23%	25	97.20%	10371	10670
Acupuncture	4.62%	6	0.00%	0	95.38%	124	130
Anesthesia	3.14%	12	0.00%	0	96.86%	370	382
Cardiovascular Disease	2.92%	5	0.58%	1	96.49%	165	171
Chiropractic Care	1.23%	4	0.00%	0	98.77%	320	324
ESRD Services	0.00%	0	0.00%	0	100.00%	12	12
Experimental/Investigational	2.17%	1	0.00%	0	97.83%	45	46
Immunizations	2.94%	2	0.00%	0	97.06%	66	68
Injections	4.00%	35	0.80%	7	95.20%	833	875
Non-Physician Provider	0.00%	0	0.00%	0	100.00%	28	28
Office Visit	1.35%	48	0.06%	2	98.60%	3510	3560
Other - Prac Services	2.11%	78	0.27%	10	97.62%	3605	3693
Out of Area	0.70%	1	0.00%	0	99.30%	141	142
Pain Management	3.13%	13	0.00%	0	96.88%	403	416
Preventive Services	1.12%	1	1.12%	1	97.75%	87	89
Pulmonary Disease	7.69%	1	0.00%	0	92.31%	12	13
Radiation Therapy	9.60%	19	1.52%	3	88.89%	176	198
Services Not Covered	5.00%	2	2.50%	1	92.50%	37	40
Specialty vs. Primary Care	1.19%	1	0.00%	0	98.81%	83	84
Wound Care	11.28%	45	0.00%	0	88.72%	354	399

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Skilled Nursing Facility	2.06%	43	0.05%	1	97.89%	2042	2086
Step-Therapy	1.75%	13	0.00%	0	98.25%	731	744
Supplemental Benefit	2.84%	202	0.86%	61	96.30%	6851	7114
Dental	2.47%	139	0.91%	51	96.62%	5435	5625
Gym Membership	11.11%	2	5.56%	1	83.33%	15	18
Hearing Aids	1.40%	2	0.00%	0	98.60%	141	143
OTC (Over-The-Counter)	0.00%	0	0.00%	0	100.00%	28	28
Other - Supp Benefit	9.21%	41	0.45%	2	90.34%	402	445
Transportation	1.16%	5	0.00%	0	98.84%	427	432
Vision Care	3.07%	13	1.65%	7	95.27%	403	423
Surgery	4.13%	210	0.28%	14	95.59%	4858	5082
Brain and Spine	3.13%	21	0.00%	0	96.87%	650	671
Eye	5.69%	7	0.81%	1	93.50%	115	123
Joint/Bone Surgery	4.30%	24	0.18%	1	95.52%	533	558
Other - Surgery	4.23%	154	0.30%	11	95.46%	3472	3637
Plastic Surgery	4.30%	4	1.08%	1	94.62%	88	93
Testing	3.33%	37	0.45%	5	96.22%	1069	1111
Colonoscopy	1.05%	1	0.00%	0	98.95%	94	95
Endoscopy	1.47%	1	0.00%	0	98.53%	67	68
Nuclear Stress Test	9.26%	5	0.00%	0	90.74%	49	54
Other - Testing	3.05%	15	0.81%	4	96.13%	472	491
PET Scan	15.79%	3	0.00%	0	84.21%	16	19
Sleep Study	8.11%	3	0.00%	0	91.89%	34	37
Ultrasound	2.59%	9	0.29%	1	97.12%	337	347
Transportation	5.04%	38	0.00%	0	94.96%	716	754
Ambulance	1.17%	6	0.00%	0	98.83%	507	513
Ambulance - Air	43.86%	25	0.00%	0	56.14%	32	57
Ambulance - Non Emergent	4.17%	4	0.00%	0	95.83%	92	96
Other - Transportation	3.41%	3	0.00%	0	96.59%	85	88
Grand Total	2.89%	1868	0.27%	172	96.85%	62698	64738