

Fact Sheet

Part C Reconsideration Appeals Data – Q2 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 Q2 of 2025.

Reconsideration Volume

The Part C QIC received 73,323 reconsideration requests during Q2 of 2025. This represents a rate of 8.30 reconsiderations for each 1,000 Medicare beneficiaries enrolled¹.

Standard Pre-Service cases represented 15.52% of all appeals received and resulted in a rate of 1.29 reconsiderations for each 1,000 beneficiaries enrolled.

Standard Pre-Service Part B drug cases represented 1.61% of all appeals received and resulted in a rate of 0.13 reconsiderations for each 1,000 beneficiaries enrolled.

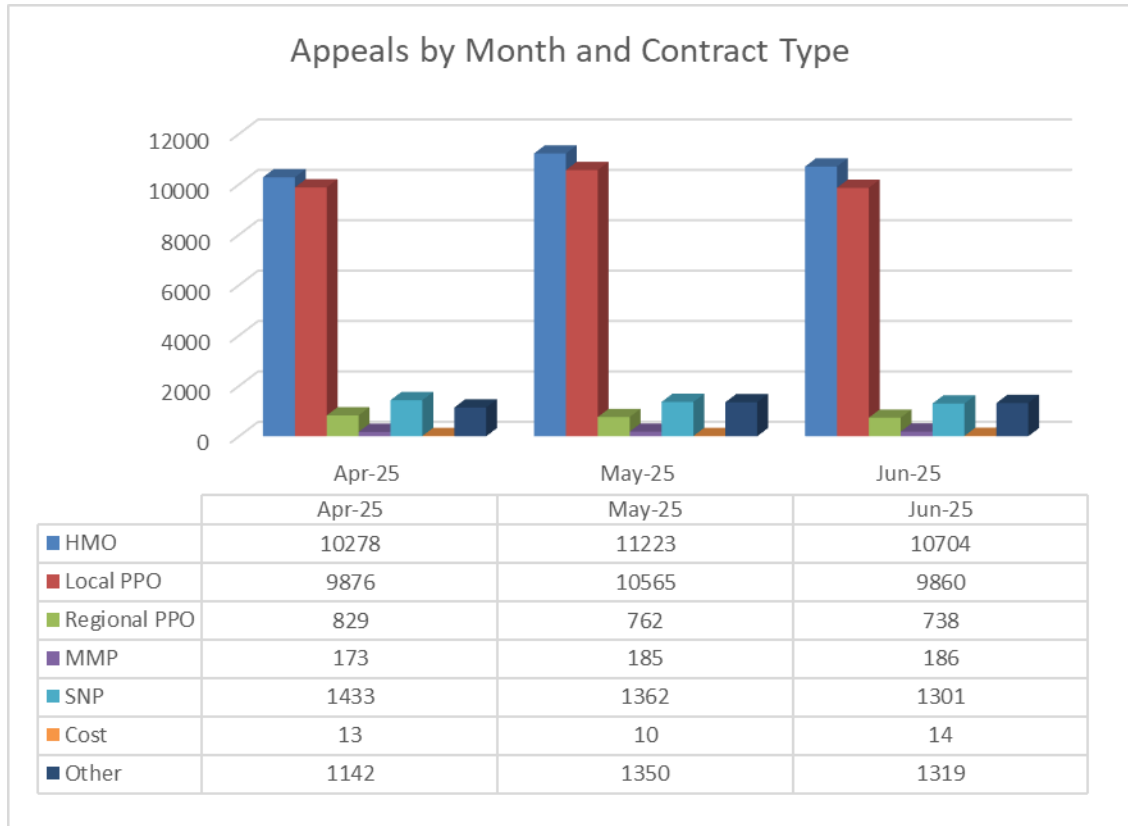
Standard Retrospective cases represented 54.33% of all appeals received and resulted in a rate of 4.51 reconsiderations for each 1,000 beneficiaries enrolled.

Expedited cases represented 28.54% of all appeals received and resulted in a rate of 2.37 expedited cases for each 1,000 beneficiaries enrolled.

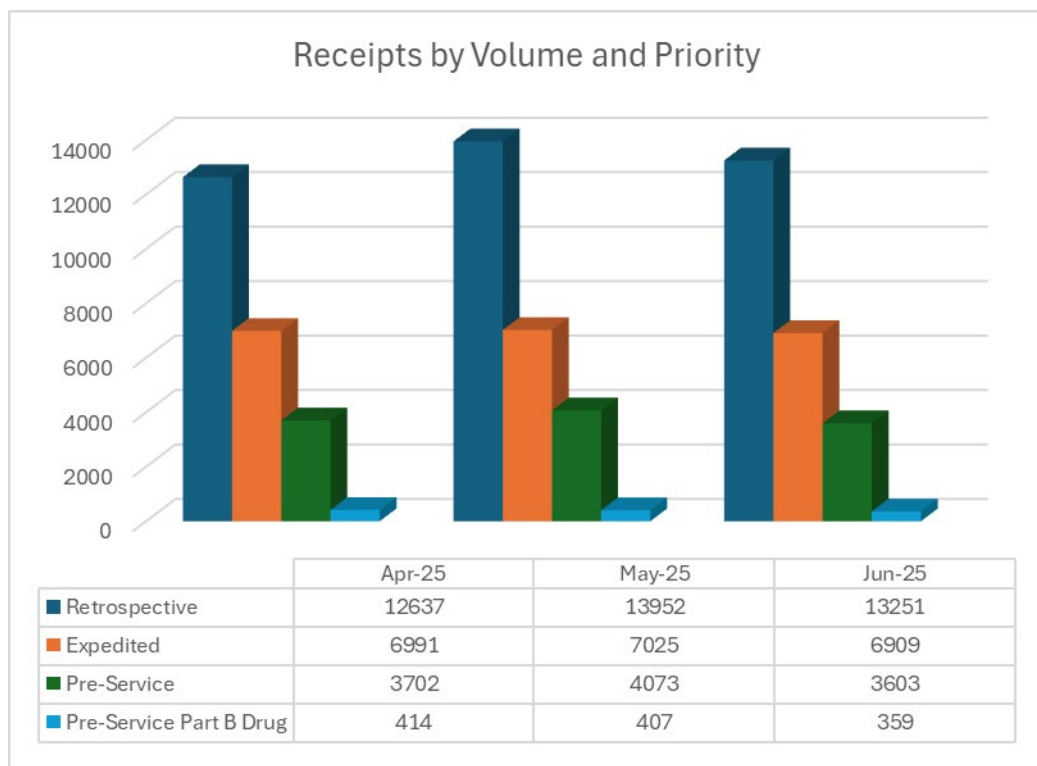
¹ Annual volume, divided by quarter-year enrollment (times 1,000) is used to calculate the annual rate of appeals per 1,000 enrollees.

Reconsideration Volume

Appeal Receipts with Contract Type

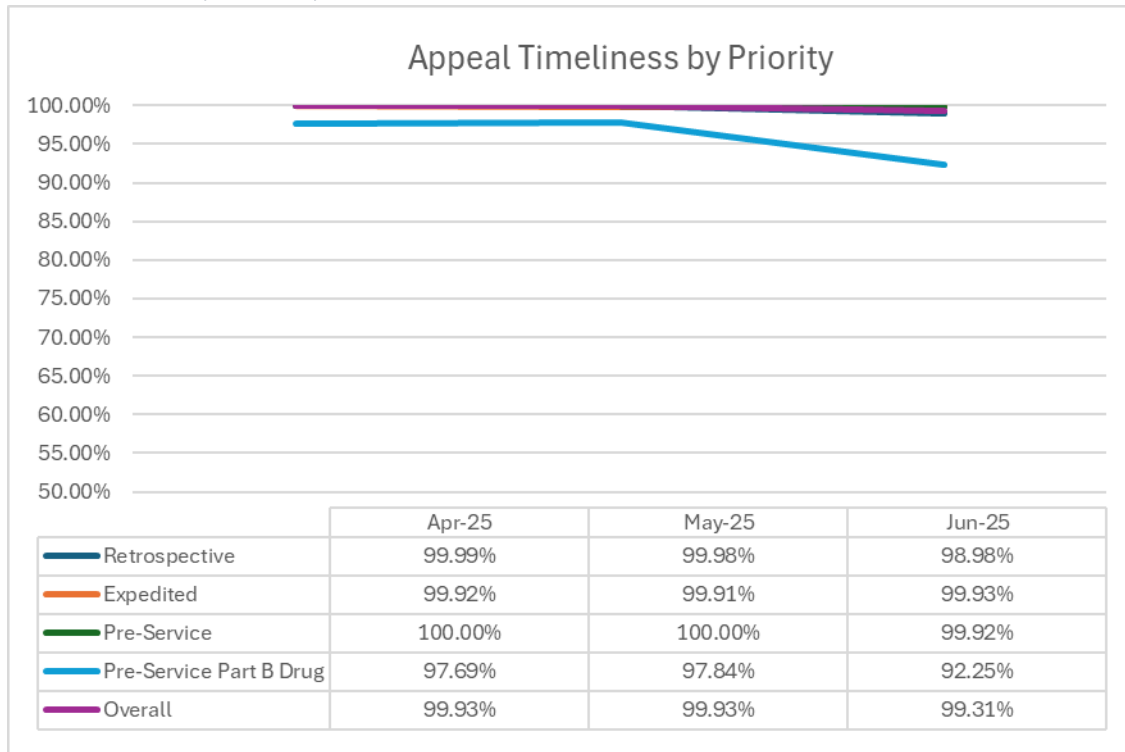


Appeal Receipts by Priority

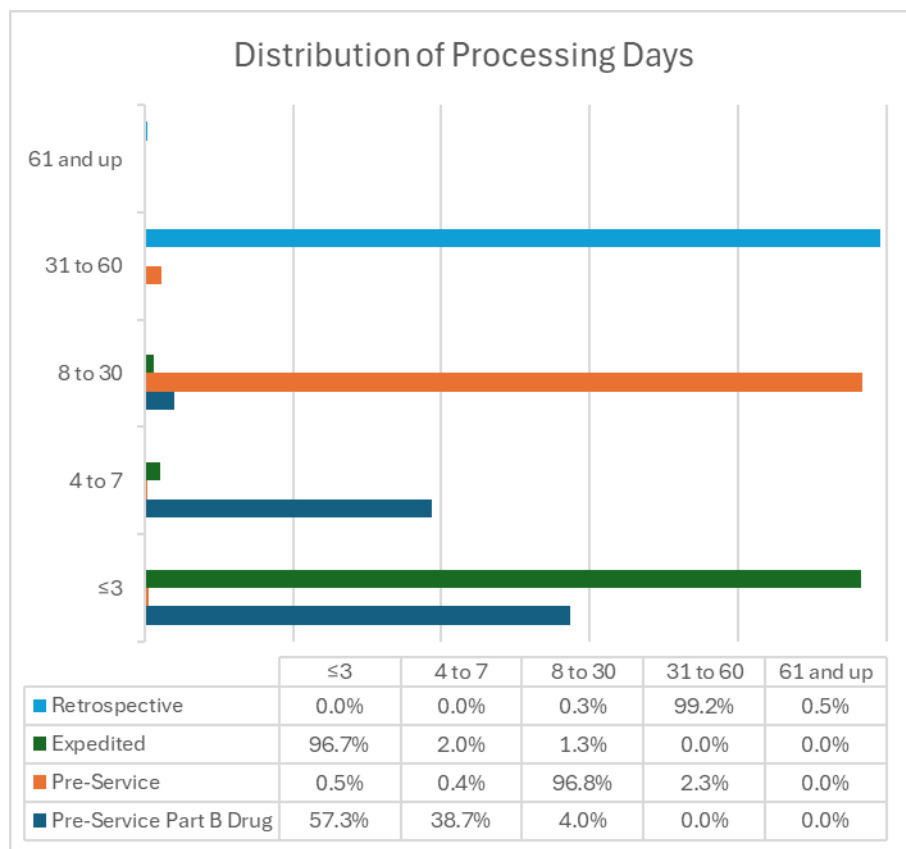


Timeliness of Reconsideration Cases

Timeliness of Decisions by Priority

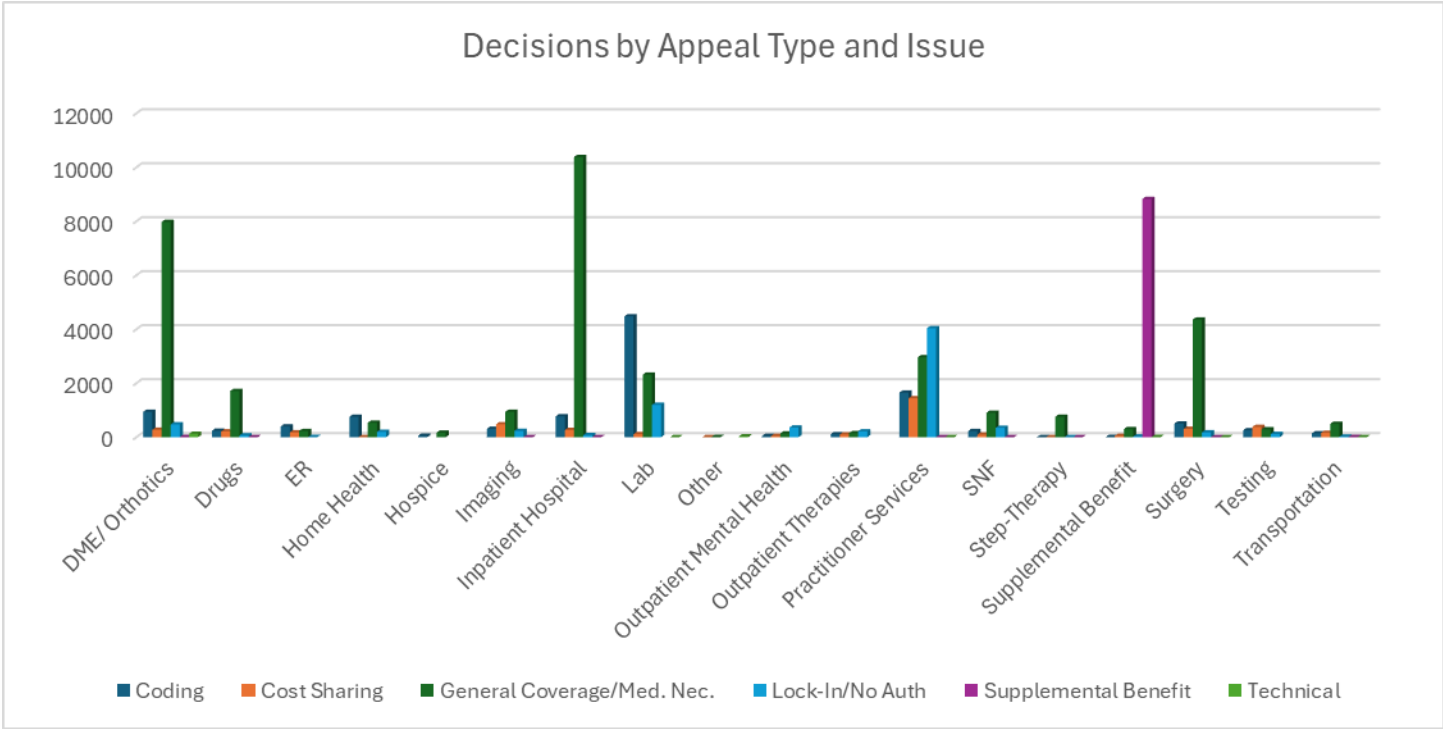


Days to Decision



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	Coding		Cost Sharing		General Coverage/Med. Nec.		Lock-In/No Auth		Supplemental Benefit		Technical		All
	N.	%	N.	%	N.	%	N.	%	N.	%	N.	%	
DME/ Orthotics	941	9.6%	278	2.8%	7979	81.3%	479	4.9%	8	0.1%	127	1.3%	9812
Drugs	237	10.6%	215	9.6%	1714	76.6%	68	3.0%	5	0.2%	0	0.0%	2239
ER	399	48.9%	182	22.3%	229	28.1%	6	0.7%	0	0.0%	0	0.0%	816
Home Health	758	50.5%	5	0.3%	538	35.8%	201	13.4%	0	0.0%	0	0.0%	1502
Hospice	56	25.2%	0	0.0%	166	74.8%	0	0.0%	0	0.0%	0	0.0%	222
Imaging	311	15.8%	480	24.4%	939	47.7%	235	11.9%	2	0.1%	0	0.0%	1967
Inpatient Hospital	773	6.7%	267	2.3%	10381	90.3%	78	0.7%	2	0.0%	0	0.0%	11501
Lab	4479	55.2%	114	1.4%	2317	28.6%	1200	14.8%	0	0.0%	2	0.0%	8112
Other	0	0.0%	1	2.4%	7	17.1%	0	0.0%	0	0.0%	33	80.5%	41
Outpatient Mental Health	48	8.1%	51	8.6%	136	22.9%	359	60.4%	0	0.0%	0	0.0%	594
Outpatient Therapies	110	18.8%	105	18.0%	152	26.0%	217	37.2%	0	0.0%	0	0.0%	584
Practitioner Services	1652	16.4%	1446	14.3%	2963	29.3%	4038	40.0%	3	0.0%	1	0.0%	10103
SNF	229	14.5%	98	6.2%	906	57.2%	349	22.0%	1	0.1%	0	0.0%	1583
Step-Therapy	2	0.3%	1	0.1%	756	99.2%	2	0.3%	1	0.1%	0	0.0%	762
Supplemental Benefit	8	0.1%	51	0.6%	300	3.3%	25	0.3%	8826	95.8%	6	0.1%	9216
Surgery	506	9.4%	309	5.8%	4358	81.4%	178	3.3%	2	0.0%	2	0.0%	5355
Testing	256	24.3%	383	36.3%	293	27.8%	123	11.7%	0	0.0%	0	0.0%	1055
Transportation	143	17.1%	164	19.6%	496	59.4%	18	2.2%	9	1.1%	5	0.6%	835
Grand Total	10908	16.5%	4150	6.3%	34630	52.2%	7576	11.4%	8859	13.4%	176	0.3%	66299

Overturn Details

Substantive Case Overturn Rate by Priority

Substantive Decision					
Priority	Favorable (Overturn)	Partially Favorable (Partially Overturn)	Unfavorable (Uphold)	Overturn Rate	Grand Total
Expedited	739	39	19585	3.8%	20363
Pre-Service	494	39	10010	5.1%	10543
Pre-Service Part B Drug	32	0	1097	2.8%	1129
Retrospective	866	94	33304	2.8%	34264
Total	2131	172	63996	3.5%	66299

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	10011	9812	98.0%	418	4.3%	18.2%
Drugs	2300	2239	97.3%	114	5.1%	5.0%
ER	903	816	90.4%	18	2.2%	0.8%
Home Health	1596	1502	94.1%	44	2.9%	1.9%
Hospice	233	222	95.3%	3	1.4%	0.1%
Imaging	2108	1967	93.3%	195	9.9%	8.5%
Inpatient Hospital	11649	11501	98.7%	186	1.6%	8.1%
Lab	8784	8112	92.3%	201	2.5%	8.7%
Other	44	41	93.2%	0	0.0%	0.0%
Outpatient Mental Health	627	594	94.7%	7	1.2%	0.3%
Outpatient Therapies	604	584	96.7%	20	3.4%	0.9%
Practitioner Services	10586	10103	95.4%	376	3.7%	16.3%
SNF	1638	1583	96.6%	38	2.4%	1.7%
Step-Therapy	771	762	98.8%	14	1.8%	0.6%
Supplemental Benefit	9356	9216	98.5%	230	2.5%	10.0%
Surgery	5455	5355	98.2%	360	6.7%	15.6%
Testing	1099	1055	96.0%	34	3.2%	1.5%
Transportation	874	835	95.5%	45	5.4%	2.0%
Total	68638	66299	96.6%	2303	3.5%	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	3.94%	387	0.32%	31	95.74%	9394	9812
Compression Stockings	4.00%	2	0.00%	0	96.00%	48	50
CPAP	4.17%	4	0.00%	0	95.83%	92	96
Diabetic Supplies	4.77%	207	0.00%	0	95.23%	4134	4341
Extremity Brace	4.29%	7	0.00%	0	95.71%	156	163
Foot Orthotics	2.46%	7	0.70%	2	96.83%	275	284
Manual Wheelchair	0.72%	1	0.72%	1	98.55%	136	138
Neck/Back	0.00%	0	0.00%	0	100.00%	64	64
Other - DME	4.59%	104	0.49%	11	94.92%	2149	2264
Oxygen Equipment	2.38%	16	0.15%	1	97.47%	656	673
Pneumatic Compression Dev	3.85%	20	0.00%	0	96.15%	500	520
Power Mobility Devices	1.54%	16	1.45%	15	97.01%	1006	1037
Seat Lift Mechanism	2.00%	1	2.00%	1	96.00%	48	50
Shower/Bath Chair	0.00%	0	0.00%	0	100.00%	64	64
Walker	2.94%	2	0.00%	0	97.06%	66	68
Drugs	5.05%	113	0.04%	1	94.91%	2125	2239
Chemotherapy	10.83%	13	0.00%	0	89.17%	107	120
Immunology	12.00%	3	0.00%	0	88.00%	22	25
Other - Drugs	7.36%	65	0.11%	1	92.53%	817	883
Pain Management	5.38%	5	0.00%	0	94.62%	88	93
Pre-Service Part B-Drug	3.46%	26	0.00%	0	96.54%	726	752
Rheumatology	4.35%	1	0.00%	0	95.65%	22	23
Self Administered	0.00%	0	0.00%	0	100.00%	343	343
ER	2.08%	17	0.12%	1	97.79%	798	816
Home Health	2.40%	36	0.53%	8	97.07%	1458	1502
Hospice	1.35%	3	0.00%	0	98.65%	219	222
Imaging	9.81%	193	0.10%	2	90.09%	1772	1967
CT Scan	8.68%	40	0.00%	0	91.32%	421	461
CTA	16.33%	8	0.00%	0	83.67%	41	49
DEXA	16.67%	2	0.00%	0	83.33%	10	12
EKG	4.40%	4	0.00%	0	95.60%	87	91
Mammography	2.94%	2	0.00%	0	97.06%	66	68
MRI	12.40%	30	0.00%	0	87.60%	212	242
Other - Imaging	8.52%	35	0.24%	1	91.24%	375	411
PET Scan	18.29%	64	0.00%	0	81.71%	286	350
X-Ray	2.83%	8	0.35%	1	96.82%	274	283

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Inpatient Hospital	1.57%	181	0.04%	5	98.38%	11315	11501
Acute Inpatient	7.42%	84	0.09%	1	92.49%	1047	1132
Acute Inpatient Rehab	0.93%	73	0.00%	0	99.07%	7816	7889
Critical Care	3.77%	2	1.89%	1	94.34%	50	53
Inpatient Mental Health	0.64%	2	0.00%	0	99.36%	311	313
LTACH	0.05%	1	0.00%	0	99.95%	1864	1865
Other - Inpt Hospital	6.82%	15	0.91%	2	92.27%	203	220
Post Stabilization	13.79%	4	3.45%	1	82.76%	24	29
Lab	2.32%	188	0.16%	13	97.52%	7911	8112
Drug Testing	1.31%	5	0.00%	0	98.69%	376	381
General Health Panel	1.32%	20	0.53%	8	98.15%	1484	1512
Genetic Testing	3.06%	92	0.07%	2	96.87%	2911	3005
Other - Lab	2.21%	71	0.09%	3	97.70%	3140	3214
Other	0.00%	0	0.00%	0	100.00%	41	41
Outpatient Mental Health	1.18%	7	0.00%	0	96.58%	587	594
Outpatient Therapies	2.91%	17	0.51%	3	96.58%	564	584
Cardiac Rehab	4.76%	1	0.00%	0	95.24%	20	21
Occupational Therapy	0.00%	0	0.00%	0	100.00%	31	31
Other - Outpt Therapies	0.00%	0	0.00%	0	0.00%	0	0
Physical Therapy	2.92%	15	0.39%	2	96.69%	496	513
Pulmonary Rehab	25.00%	1	0.00%	0	75.00%	3	4
Speech Therapy	0.00%	0	6.67%	1	93.33%	14	15
Practitioner Services	3.34%	337	0.39%	39	96.28%	9727	10103
Acupuncture	2.44%	4	1.22%	2	96.34%	158	164
Anesthesia	3.85%	14	0.55%	2	95.60%	348	364
Cardiovascular Disease	4.73%	8	0.59%	1	94.67%	160	169
Chiropractic Care	1.72%	6	0.57%	2	97.70%	340	348
ESRD Services	3.13%	1	3.13%	1	93.75%	30	32
Experimental/Investigational	2.63%	2	0.00%	0	97.37%	74	76
Immunizations	0.00%	0	0.00%	0	100.00%	62	62
Injections	3.33%	27	1.48%	12	95.19%	771	810
Non-Physician Provider	8.33%	3	0.00%	0	91.67%	33	36
Office Visit	1.57%	52	0.15%	5	98.28%	3265	3322
Other - Prac Services	2.61%	90	0.23%	8	97.16%	3347	3445
Out of Area	3.39%	4	0.00%	0	96.61%	114	118
Pain Management	5.07%	18	0.28%	1	94.65%	336	355
Preventive Services	6.58%	5	0.00%	0	93.42%	71	76
Pulmonary Disease	0.00%	0	0.00%	0	100.00%	6	6
Radiation Therapy	14.88%	32	2.33%	5	82.79%	178	215
Services Not Covered	4.65%	2	0.00%	0	95.35%	41	43
Specialty vs. Primary Care	1.49%	1	0.00%	0	98.51%	66	67
Wound Care	17.22%	68	0.00%	0	82.78%	327	395

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Skilled Nursing Facility	2.21%	35	0.19%	3	97.60%	1545	1583
Step-Therapy	1.84%	14	0.00%	0	98.16%	748	762
Supplemental Benefit	2.02%	186	0.48%	44	97.50%	8986	9216
Dental	1.64%	111	0.52%	35	97.85%	6640	6786
Gym Membership	0.00%	0	0.00%	0	100.00%	47	47
Hearing Aids	3.59%	6	0.00%	0	96.41%	161	167
OTC (Over-The-Counter)	4.76%	2	0.00%	0	95.24%	40	42
Other - Supp Benefit	6.46%	49	0.53%	4	93.02%	706	759
Transportation	0.44%	4	0.00%	0	99.56%	905	909
Vision Care	2.77%	14	0.99%	5	96.25%	487	506
Surgery	6.35%	340	0.37%	20	93.28%	4995	5355
Brain and Spine	4.25%	25	0.51%	3	95.24%	560	588
Eye	3.36%	4	0.00%	0	96.64%	115	119
Joint/Bone Surgery	6.90%	33	0.63%	3	92.47%	442	478
Other - Surgery	6.75%	275	0.34%	14	92.91%	3787	4076
Plastic Surgery	3.19%	3	0.00%	0	96.81%	91	94
Testing	3.13%	33	0.09%	1	96.78%	1021	1055
Colonoscopy	4.71%	4	0.00%	0	95.29%	81	85
Endoscopy	5.00%	4	1.25%	1	93.75%	75	80
Nuclear Stress Test	0.00%	0	0.00%	0	100.00%	53	53
Other - Testing	2.52%	11	0.00%	0	97.48%	426	437
PET Scan	16.67%	1	0.00%	0	83.33%	5	6
Sleep Study	11.11%	4	0.00%	0	88.89%	32	36
Ultrasound	2.51%	9	0.00%	0	97.49%	349	358
Transportation	5.27%	44	0.12%	1	94.61%	790	835
Ambulance	2.21%	12	0.00%	0	97.79%	530	542
Ambulance - Air	36.84%	21	0.00%	0	63.16%	36	57
Ambulance - Non Emergent	6.92%	9	0.00%	0	93.08%	121	130
Other - Transportation	1.89%	2	0.94%	1	97.17%	103	106
Grand Total	3.21%	2131	0.26%	172	96.53%	63996	66299