

Fact Sheet

Part C Reconsideration Appeals Data – Q4 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 Q4 of 2022.

Reconsideration Volume

The Part C QIC received 44,128 reconsideration requests during Q3 of 2022. This represents a rate of 5.82 reconsiderations for each 1,000 Medicare beneficiaries enrolled¹.

Standard Pre-Service cases represented 14.15% of all appeals received and resulted in a rate of 0.82 reconsiderations for each 1,000 beneficiaries enrolled.

Standard Pre-Service Part B drug cases represented 1.70% of all appeals received and resulted in a rate of 0.10 reconsiderations for each 1,000 beneficiaries enrolled.

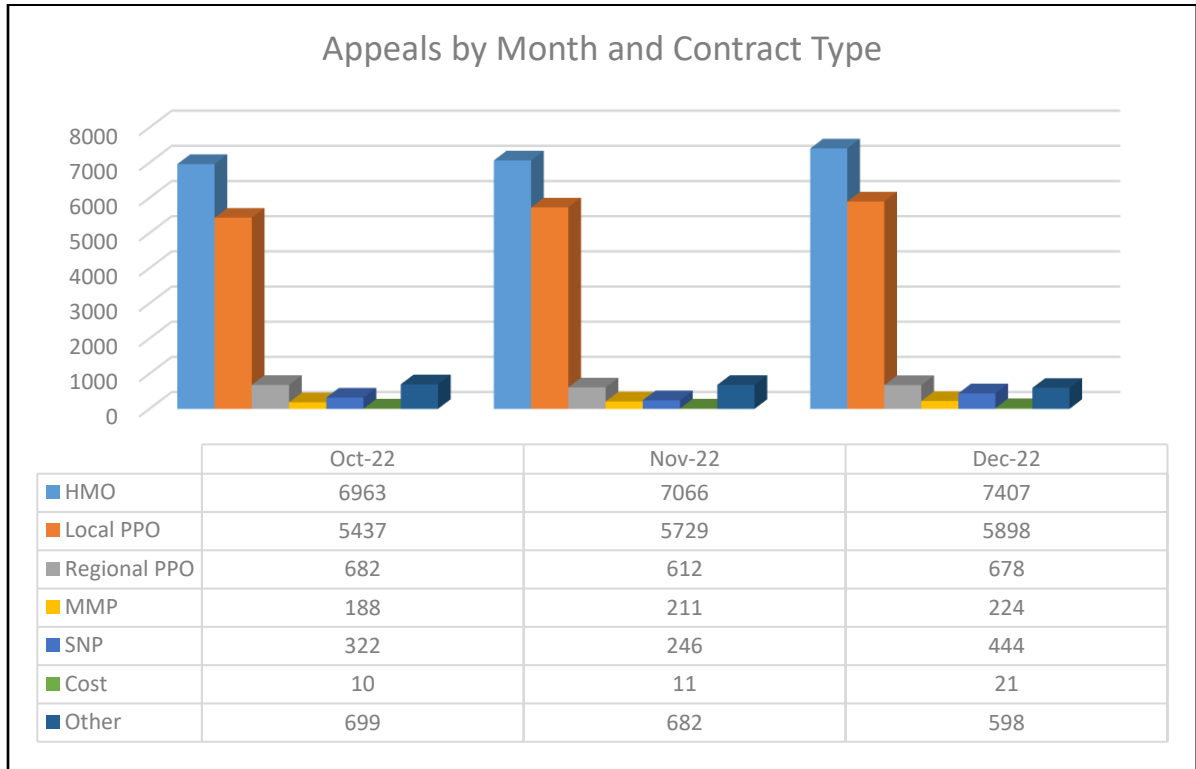
Standard Retrospective cases represented 60.01% of all appeals received and resulted in a rate of 3.49 reconsiderations for each 1,000 beneficiaries enrolled.

Expedited cases represented 24.15% of all appeals received and resulted in a rate of 1.41 expedited cases for each 1,000 beneficiaries enrolled.

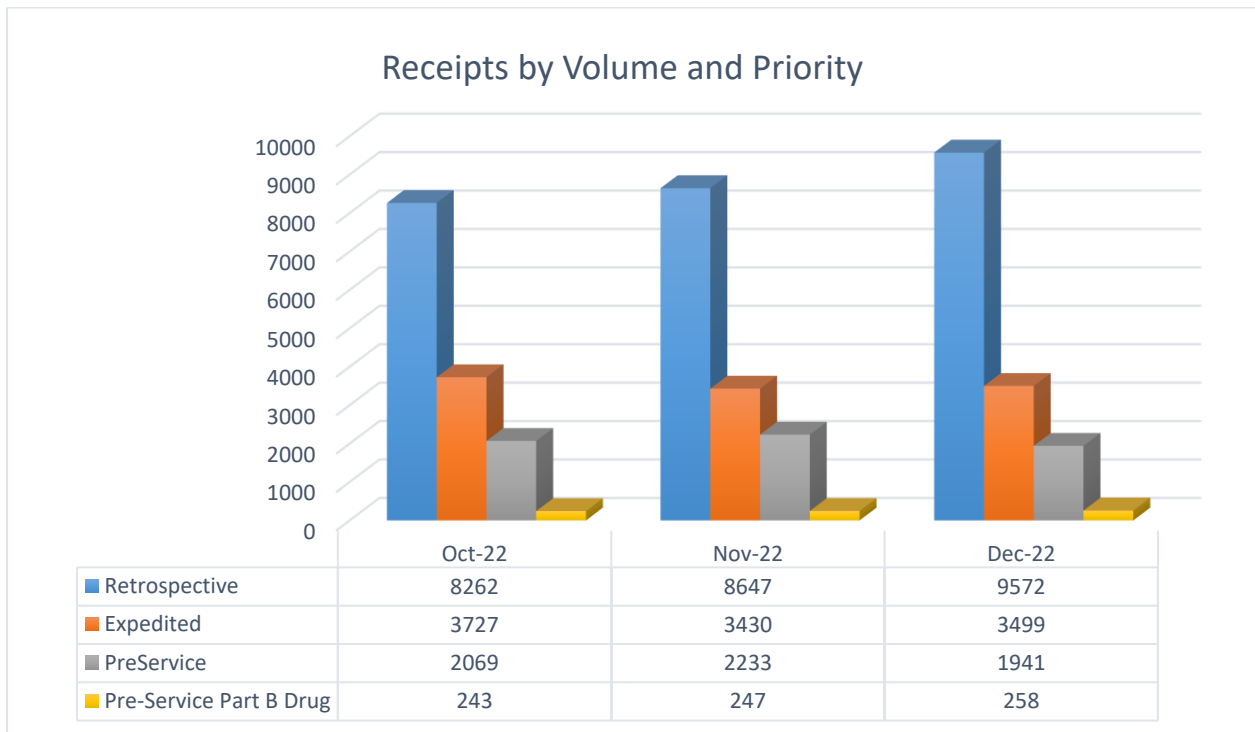
¹ Annual volume, divided by quarter-year enrollment (times 1,000) is used to calculate the annual rate of appeals per 1,000 enrollees.

Reconsideration Volume

Appeal Receipts with Contract Type

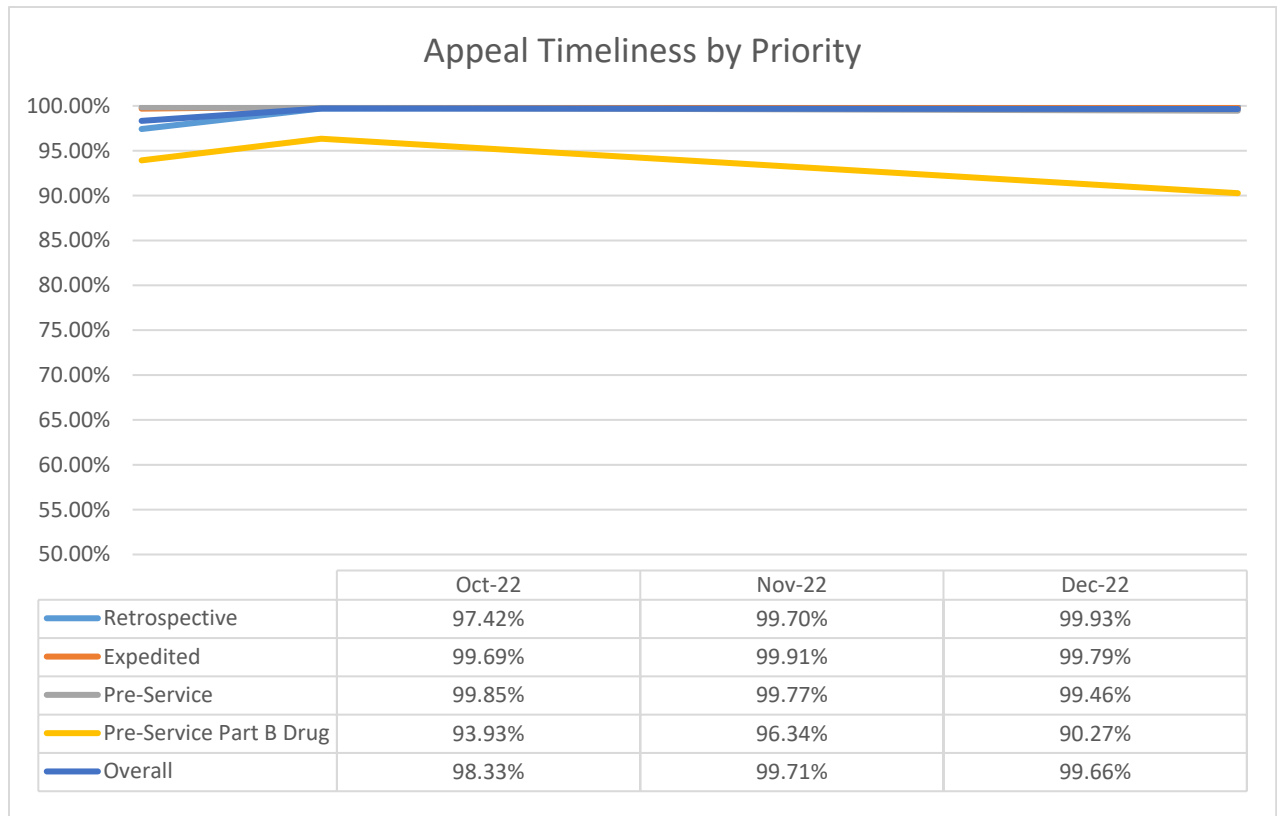


Appeal Receipts by Priority

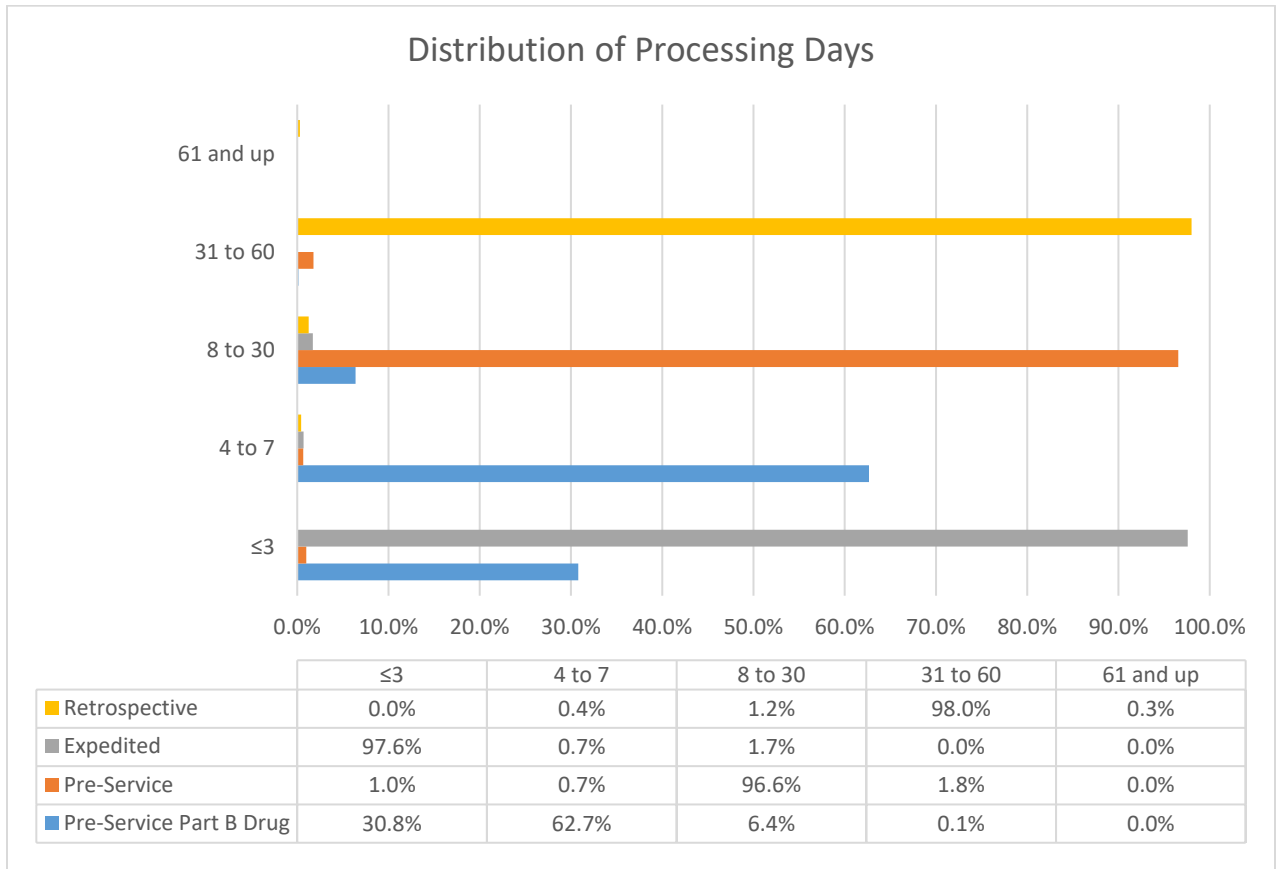


Timeliness of Reconsideration Cases

Timeliness of Decisions by Priority

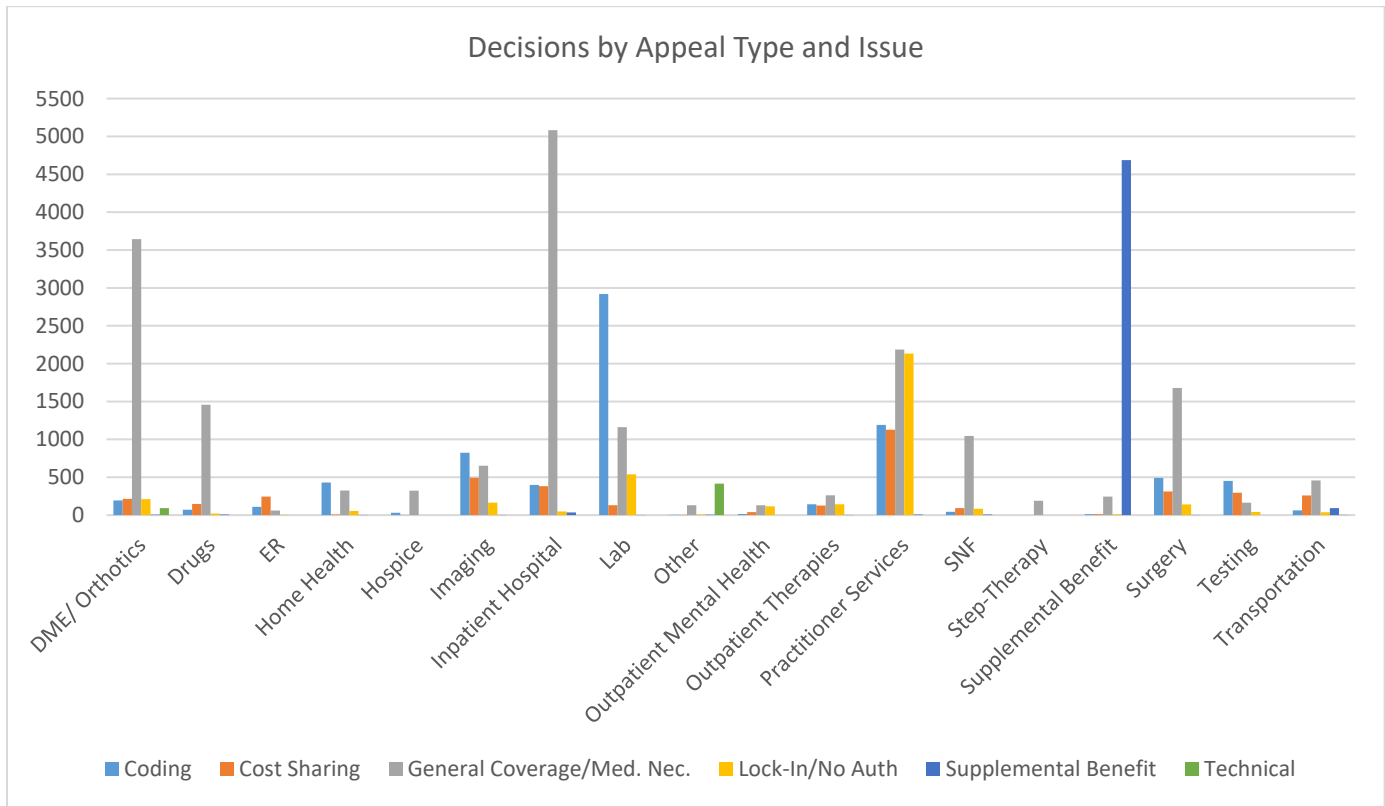


Days to Decision



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	193	4.4%	215	4.9%	3643	83.6%	211	4.8%	5	0.1%	93	2.1%	4360
Drugs	71	4.2%	148	8.7%	1457	85.5%	20	1.2%	8	0.5%	0	0.0%	1704
ER	110	26.3%	245	58.5%	60	14.3%	4	1.0%	0	0.0%	0	0.0%	419
Home Health	430	52.6%	7	0.9%	325	39.7%	55	6.7%	1	0.1%	0	0.0%	818
Hospice	31	8.8%	1	0.3%	322	91.0%	0	0.0%	0	0.0%	0	0.0%	354
Imaging	823	38.5%	494	23.1%	653	30.6%	164	7.7%	2	0.1%	0	0.0%	2136
Inpatient Hospital	399	6.7%	382	6.4%	5082	85.5%	47	0.8%	35	0.6%	0	0.0%	5945
Lab	2920	61.4%	130	2.7%	1162	24.5%	539	11.3%	1	0.0%	0	0.0%	4752
Other	4	0.7%	3	0.5%	130	23.0%	7	1.2%	6	1.1%	415	73.5%	565
Outpatient Mental Health	15	5.0%	39	13.0%	131	43.5%	116	38.5%	0	0.0%	0	0.0%	301
Outpatient Therapies	142	21.0%	127	18.8%	261	38.7%	143	21.2%	2	0.3%	0	0.0%	675
Practitioner Services	1191	17.9%	1127	17.0%	2187	32.9%	2133	32.1%	8	0.1%	0	0.0%	6646
SNF	43	3.4%	93	7.3%	1046	82.2%	83	6.5%	7	0.6%	0	0.0%	1272
Step-Therapy	0	0.0%	0	0.0%	189	100.0%	0	0.0%	0	0.0%	0	0.0%	189
Supplemental Benefit	12	0.2%	13	0.3%	245	4.9%	10	0.2%	4688	94.4%	0	0.0%	4968
Surgery	491	18.7%	312	11.9%	1678	64.0%	140	5.3%	1	0.0%	0	0.0%	2622
Testing	452	47.3%	296	31.0%	165	17.3%	42	4.4%	0	0.0%	0	0.0%	955
Transportation	62	6.8%	260	28.4%	458	50.1%	38	4.2%	92	10.1%	4	0.4%	914
Grand Total	7389	18.7%	3892	9.8%	19194	48.5%	3752	9.5%	4856	12.3%	512	1.3%	39595

Overturn Details

Substantive Case Overturn Rate by Priority

Priority	Substantive Decision				Grand Total
	Favorable (Overturn)	Partially Favorable (Partially Overturn)	Unfavorable (Uphold)	Overturn Rate	
Expedited	399	14	9940	4.0%	10353
Pre-Service	259	38	5747	4.9%	6044
Pre-Service Part B Drug	23	0	682	3.3%	705
Retrospective	903	115	21475	4.5%	22493
Total	1584	167	37844	4.4%	39595

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	4489	4360	97.1%	111	2.5%	6.3%
Drugs	1798	1704	94.8%	84	4.9%	4.8%
ER	453	419	92.5%	23	5.5%	1.3%
Home Health	851	818	96.1%	54	6.6%	3.1%
Hospice	367	354	96.5%	12	3.4%	0.7%
Imaging	2274	2136	93.9%	181	8.5%	10.3%
Inpatient Hospital	6090	5945	97.6%	242	4.1%	13.8%
Lab	5360	4752	88.7%	260	5.5%	14.8%
Other	641	565	88.1%	5	0.9%	0.3%
Outpatient Mental Health	311	301	96.8%	8	2.7%	0.5%
Outpatient Therapies	725	675	93.1%	25	3.7%	1.4%
Practitioner Services	7042	6646	94.4%	277	4.2%	15.8%
SNF	1350	1272	94.2%	78	6.1%	4.5%
Step-Therapy	190	189	99.5%	4	2.1%	0.2%
Supplemental Benefit	5066	4968	98.1%	167	3.4%	9.5%
Surgery	2712	2622	96.7%	144	5.5%	8.2%
Testing	1000	955	95.5%	50	5.2%	2.9%
Transportation	985	914	92.8%	26	2.8%	1.5%
Total	41704	39595	94.9%	1751	4.4%	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	2.36%	103	0.18%	8	97.45%	4249	4360
Compression Stockings	1.52%	1	0.00%	0	98.48%	65	66
CPAP	4.30%	4	0.00%	0	95.70%	89	93
Diabetic Supplies	2.04%	12	0.00%	0	97.96%	576	588
Extremity Brace	0.00%	0	0.00%	0	100.00%	88	88
Foot Orthotics	0.93%	2	0.00%	0	99.07%	212	214
Manual Wheelchair	4.65%	4	0.00%	0	95.35%	82	86
Neck/Back	6.25%	1	0.00%	0	93.75%	15	16
Other	2.67%	51	0.31%	6	97.02%	1855	1912
Oxygen Equipment	1.91%	7	0.00%	0	98.09%	359	366
Pneumatic Compression Device	1.92%	4	0.00%	0	98.08%	204	208
Power Mobility Devices	2.58%	14	0.18%	1	97.24%	528	543
Seat Lift Mechanism	0.00%	0	2.56%	1	97.44%	38	39
Shower/Bath Chair	0.00%	0	0.00%	0	100.00%	86	86
Walker	5.45%	3	0.00%	0	94.55%	52	55
Drugs	4.69%	80	0.23%	4	95.07%	1620	1704
Chemotherapy	10.68%	11	2.91%	3	86.41%	89	103
Immunology	13.33%	2	0.00%	0	86.67%	13	15
Other	6.64%	37	0.18%	1	93.18%	519	557
Pain Management	4.48%	3	0.00%	0	95.52%	64	67
Pre-Service Part B-Drug	3.37%	24	0.00%	0	96.63%	689	713
Rheumatology	14.29%	3	0.00%	0	85.71%	18	21
Self Administered	0.00%	0	0.00%	0	100.00%	228	228
ER	5.01%	21	0.48%	2	94.51%	396	419
Home Health	6.48%	53	0.12%	1	93.40%	764	818
Hospice	3.39%	12	0.00%	0	96.61%	342	354
Imaging	7.58%	162	0.89%	19	91.53%	1955	2136
CT Scan	8.11%	60	0.54%	4	91.35%	676	740
CTA	4.55%	1	0.00%	0	95.45%	21	22
DEXA	0.00%	0	0.00%	0	100.00%	2	2
EKG	0.00%	0	0.00%	0	100.00%	59	59
Mammography	1.74%	2	1.74%	2	96.52%	111	115
MRI	14.10%	44	0.64%	2	85.26%	266	312
Other	6.32%	33	1.92%	10	91.76%	479	522
PET Scan	14.29%	14	0.00%	0	85.71%	84	98
X-Ray	3.01%	8	0.38%	1	96.62%	257	266

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Inpatient Hospital	3.97%	236	0.10%	6	95.93%	5703	5945
Acute Inpatient	13.02%	112	0.35%	3	86.63%	745	860
Acute Inpatient Rehab	2.87%	90	0.00%	0	97.13%	3042	3132
Critical Care	7.89%	3	0.00%	0	92.11%	35	38
Inpatient Mental Health	9.09%	8	0.00%	0	90.91%	80	88
LTACH	0.00%	0	0.00%	0	100.00%	1506	1506
Other	6.94%	22	0.95%	3	92.11%	292	317
Post Stabilization	25.00%	1	0.00%	0	75.00%	3	4
Lab	5.16%	245	0.32%	15	94.53%	4492	4752
Drug Testing	2.78%	23	0.60%	5	96.61%	799	827
General Health Panel	3.53%	17	0.41%	2	96.06%	463	482
Genetic Testing	10.03%	132	0.23%	3	89.74%	1181	1316
Other	3.43%	73	0.24%	5	96.33%	2049	2127
Other	0.88%	5	0.00%	0	99.12%	560	565
Outpatient Mental Health	2.33%	7	0.33%	1	97.34%	293	301
Outpatient Therapies	2.96%	20	0.74%	5	96.30%	650	675
Cardiac Rehab	0.00%	0	0.00%	0	100.00%	8	8
Occupational Therapy	1.96%	1	0.00%	0	98.04%	50	51
Other	2.78%	4	1.39%	2	95.83%	138	144
Physical Therapy	3.07%	14	0.66%	3	96.27%	439	456
Pulmonary Rehab	14.29%	1	0.00%	0	85.71%	6	7
Speech Therapy	0.00%	0	0.00%	0	100.00%	9	9
Practitioner Services	3.78%	251	0.39%	26	95.83%	6369	6646
Acupuncture	8.26%	10	0.83%	1	90.91%	110	121
Anesthesia	5.70%	15	0.00%	0	94.30%	248	263
Cardiovascular Disease	0.00%	0	2.08%	1	97.92%	47	48
Chiropractic Care	3.50%	9	0.39%	1	96.11%	247	257
Experimental/Investigational	6.25%	2	0.00%	0	93.75%	30	32
Immunizations	5.26%	3	0.00%	0	94.74%	54	57
Injections	4.97%	24	1.04%	5	94.00%	454	483
Non-Physician Provider	9.09%	1	0.00%	0	90.91%	10	11
Office Visit	2.47%	51	0.24%	5	97.29%	2009	2065
Other	3.54%	86	0.49%	12	95.97%	2331	2429
Out of Area	4.04%	8	0.00%	0	95.96%	190	198
Pain Management	4.86%	16	0.00%	0	95.14%	313	329
Preventive Services	3.45%	1	0.00%	0	96.55%	28	29
Pulmonary Disease	20.00%	1	0.00%	0	80.00%	4	5
Radiation Therapy	13.51%	15	0.00%	0	86.49%	96	111
Services Not Covered	4.17%	1	0.00%	0	95.83%	23	24
Specialty vs. Primary Care	4.35%	3	1.45%	1	94.20%	65	69
Wound Care	4.35%	5	0.00%	0	95.65%	110	115

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Skilled Nursing Facility	5.90%	75	0.24%	3	93.87%	1194	1272
Step-Therapy	2.12%	4	0.00%	0	97.88%	185	189
Supplemental Benefit	2.50%	124	0.87%	43	96.64%	4801	4968
Dental	2.38%	100	0.76%	32	96.85%	4063	4195
Gym Membership	0.00%	0	0.00%	0	100.00%	30	30
Hearing Aids	1.49%	2	1.49%	2	97.01%	130	134
OTC (Over-The-Counter)	0.00%	0	0.00%	0	100.00%	32	32
Other	2.90%	2	0.00%	0	97.10%	67	69
Transportation	1.77%	2	0.00%	0	98.23%	111	113
Vision Care	4.56%	18	2.28%	9	93.16%	368	395
Surgery	4.46%	117	1.03%	27	94.51%	2478	2622
Brain and Spine	3.46%	14	0.99%	4	95.56%	387	405
Eye	5.32%	5	2.13%	2	92.55%	87	94
Joint/Bone Surgery	3.85%	11	0.35%	1	95.80%	274	286
Other	4.86%	87	1.06%	19	94.08%	1684	1790
Plastic Surgery	0.00%	0	2.13%	1	97.87%	46	47
Testing	4.61%	44	0.63%	6	94.76%	905	955
Colonoscopy	7.78%	7	1.11%	1	91.11%	82	90
Endoscopy	0.00%	0	0.00%	0	100.00%	60	60
Nuclear Stress Test	0.00%	0	0.00%	0	100.00%	12	12
Other	5.73%	13	1.76%	4	92.51%	210	227
PET Scan	0.00%	0	0.00%	0	100.00%	10	10
Sleep Study	11.90%	5	0.00%	0	88.10%	37	42
Ultrasound	3.70%	19	0.19%	1	96.11%	494	514
Transportation	2.74%	25	0.11%	1	97.16%	888	914
Ambulance	3.18%	18	0.18%	1	96.64%	547	566
Ambulance - Air	0.00%	0	0.00%	0	100.00%	25	25
Ambulance - Non Emergent	3.11%	5	0.00%	0	96.89%	156	161
Other	1.23%	2	0.00%	0	98.77%	160	162
Grand Total	4.00%	1584	0.42%	167	95.58%	37844	39595