

Fact Sheet

Part C Reconsideration Appeals Data – Q3 2023

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 2023.

Reconsideration Volume

The Part C QIC received 50,721 reconsideration requests during Q3 of 2023. This represents a rate of 6.26 reconsiderations for each 1,000 Medicare beneficiaries enrolled¹.

Standard Pre-Service cases represented 12.66% of all appeals received and resulted in a rate of 0.79 reconsiderations for each 1,000 beneficiaries enrolled.

Standard Pre-Service Part B drug cases represented 1.53% of all appeals received and resulted in a rate of 0.10 reconsiderations for each 1,000 beneficiaries enrolled.

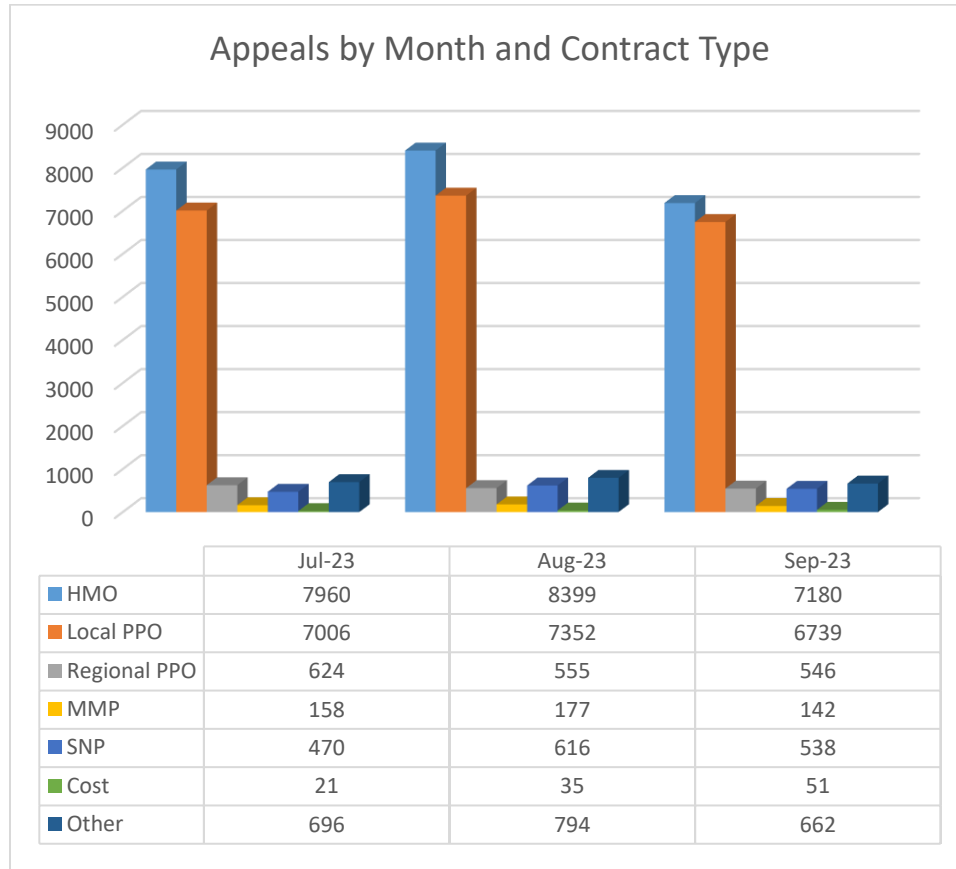
Standard Retrospective cases represented 57.70% of all appeals received and resulted in a rate of 3.61 reconsiderations for each 1,000 beneficiaries enrolled.

Expedited cases represented 28.11% of all appeals received and resulted in a rate of 1.76 expedited cases for each 1,000 beneficiaries enrolled.

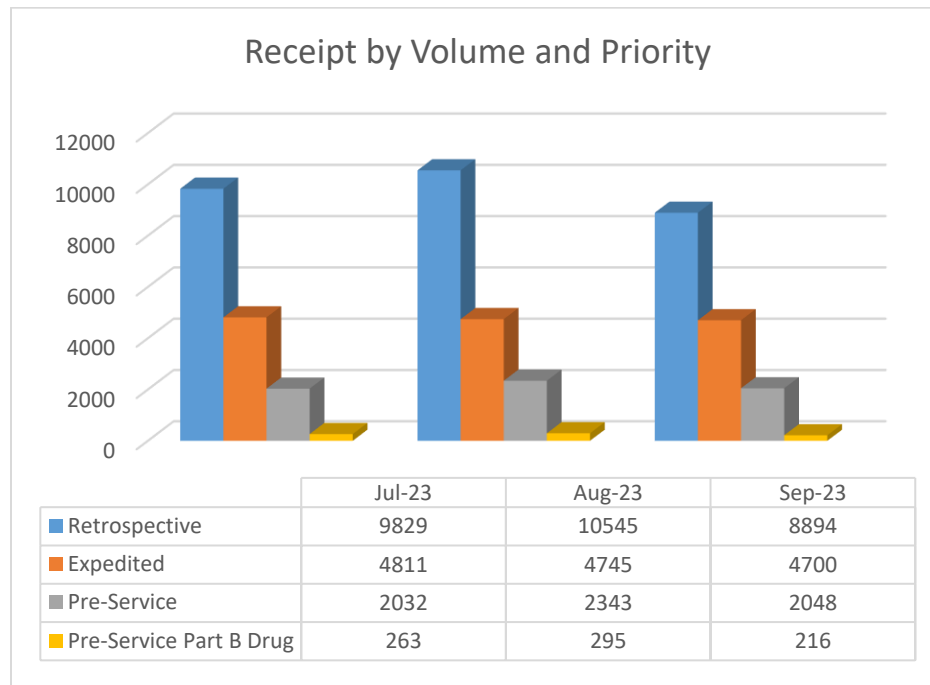
¹ Annual volume, divided by quarter-year enrollment (times 1,000) is used to calculate the annual rate of appeals per 1,000 enrollees.

Reconsideration Volume

Appeal Receipts with Contract Type

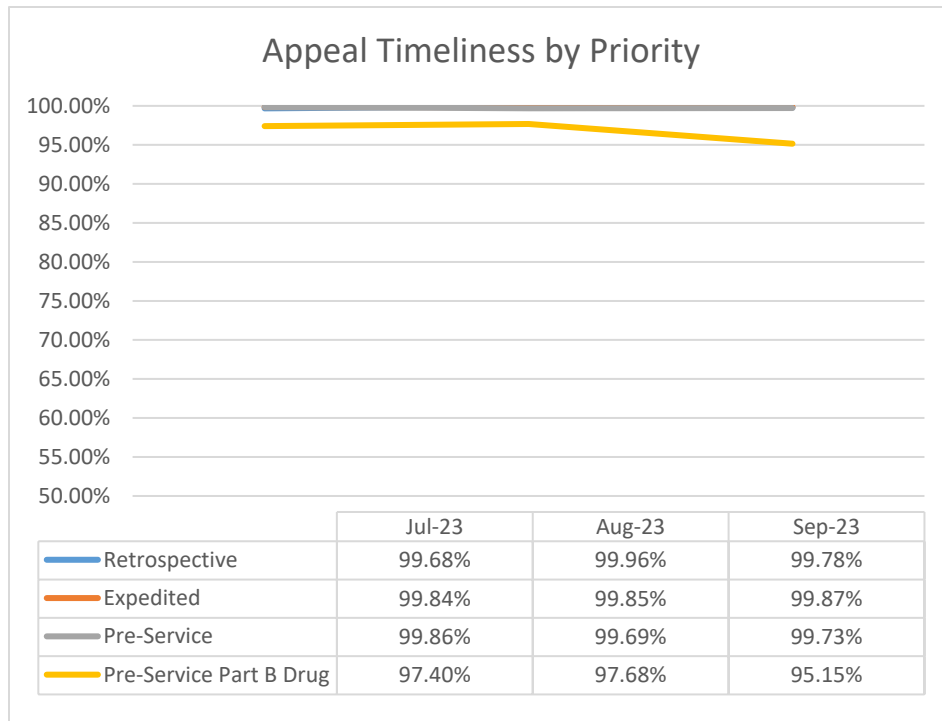


Appeal Receipts by Priority

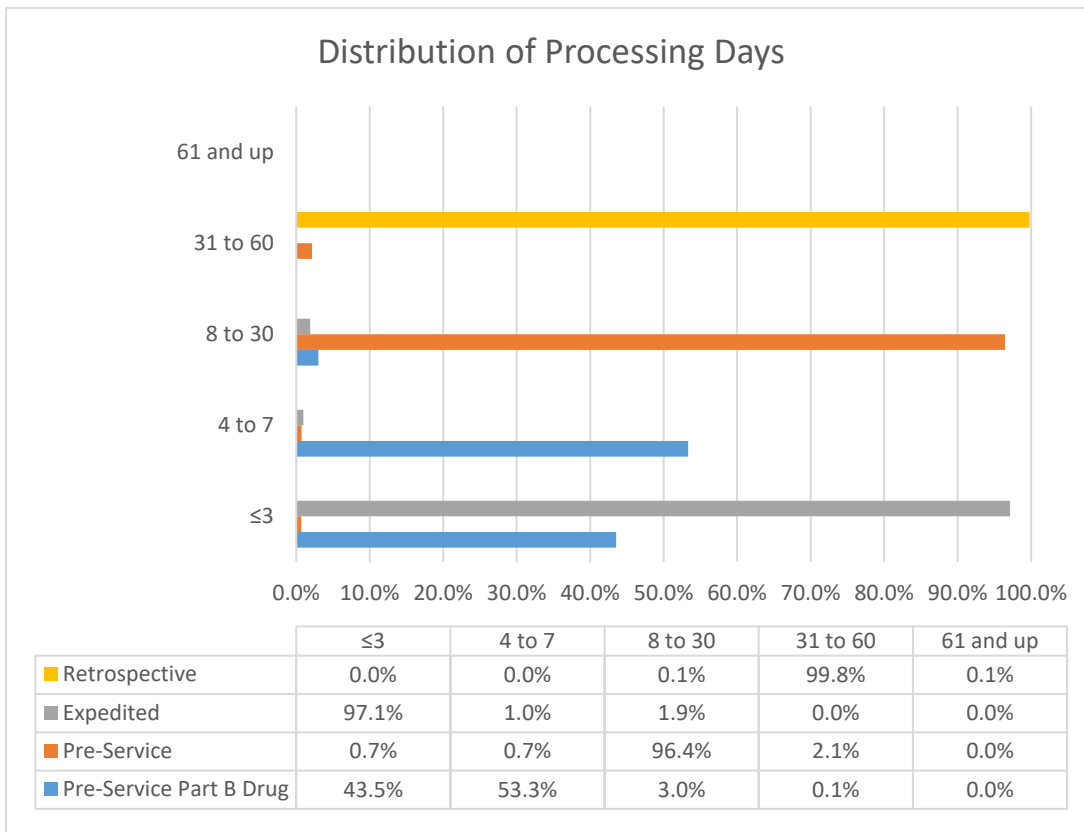


Timeliness of Reconsideration Cases

Timeliness of Decisions by Priority

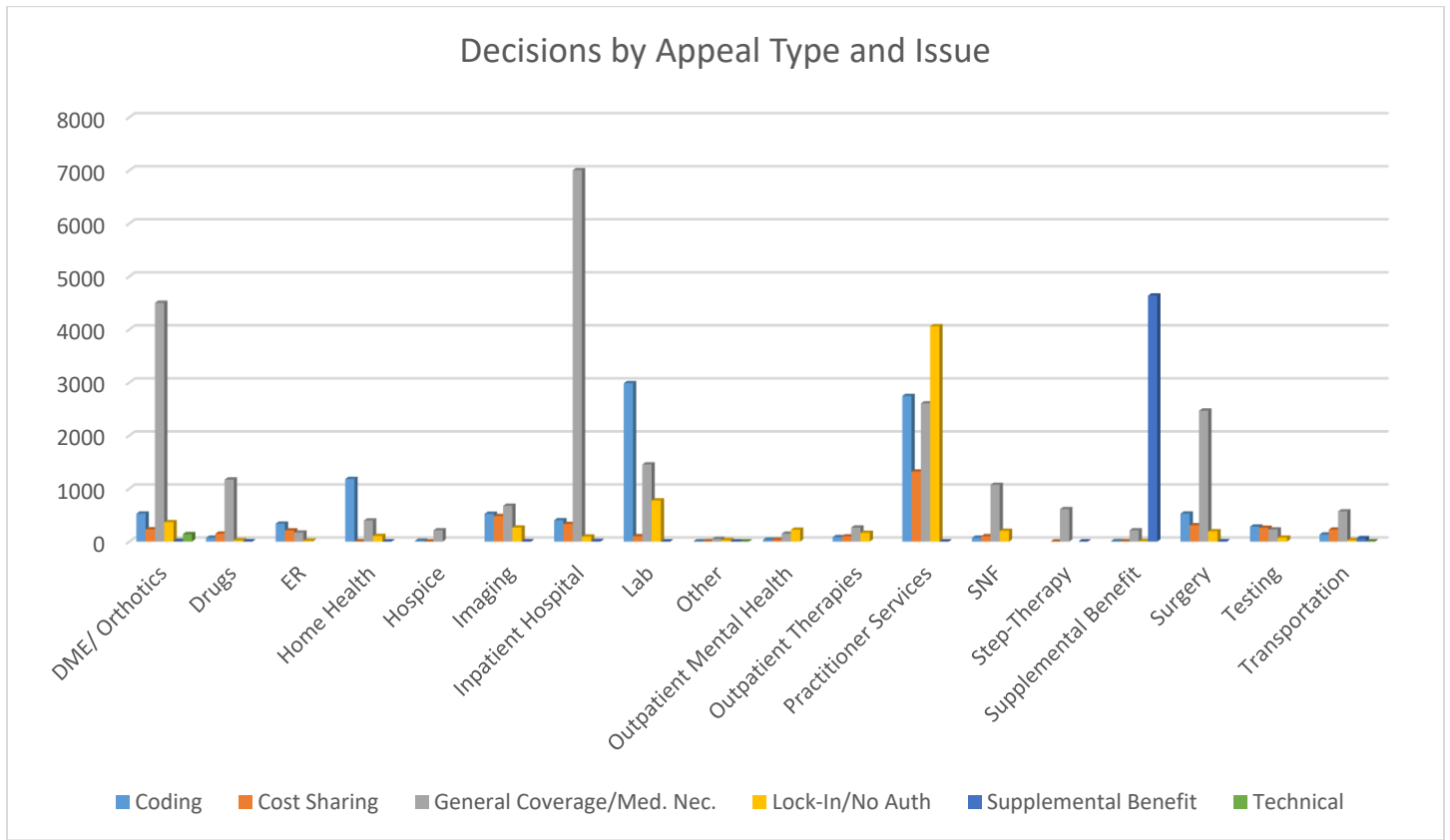


Days to Decision



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.		Lock-In/No Auth		Supplemental Benefit		Technical		All
	N.	%	N.	%	N.	%	N.	%	N.	%	N.	%	
DME/Orthotics	527	9.1%	229	4.0%	4500	78.0%	364	6.3%	13	0.2%	139	2.4%	5772
Drugs	72	5.1%	149	10.5%	1169	82.4%	25	1.8%	4	0.3%	0	0.0%	1419
ER	336	46.2%	209	28.7%	168	23.1%	15	2.1%	0	0.0%	0	0.0%	728
Home Health	1179	69.9%	4	0.2%	396	23.5%	106	6.3%	2	0.1%	0	0.0%	1687
Hospice	13	5.8%	1	0.4%	211	93.8%	0	0.0%	0	0.0%	0	0.0%	225
Imaging	522	26.9%	480	24.7%	674	34.7%	264	13.6%	3	0.2%	0	0.0%	1943
Inpatient Hospital	402	5.1%	332	4.2%	7002	89.3%	95	1.2%	8	0.1%	0	0.0%	7839
Lab	2985	56.2%	100	1.9%	1454	27.4%	775	14.6%	1	0.0%	0	0.0%	5315
Other	3	3.4%	7	8.0%	48	54.5%	26	29.5%	2	2.3%	2	2.3%	88
Outpatient Mental Health	34	7.7%	34	7.7%	148	33.7%	223	50.8%	0	0.0%	0	0.0%	439
Outpatient Therapies	83	13.6%	97	15.9%	264	43.3%	165	27.1%	0	0.0%	0	0.0%	609
Practitioner Services	2745	25.6%	1318	12.3%	2604	24.3%	4060	37.8%	2	0.0%	0	0.0%	10729
SNF	72	5.0%	100	6.9%	1068	74.0%	203	14.1%	0	0.0%	0	0.0%	1443
Step-Therapy	0	0.0%	1	0.2%	611	99.7%	0	0.0%	1	0.2%	0	0.0%	613
Supplemental Benefit	7	0.1%	5	0.1%	211	4.3%	8	0.2%	4638	95.3%	0	0.0%	4869
Surgery	527	15.1%	306	8.7%	2468	70.6%	193	5.5%	4	0.1%	0	0.0%	3498
Testing	281	33.4%	258	30.7%	227	27.0%	75	8.9%	0	0.0%	0	0.0%	841
Transportation	133	13.1%	225	22.1%	569	55.8%	26	2.6%	63	6.2%	3	0.3%	1019
Grand Total	9921	20.2%	3855	7.9%	23792	48.5%	6623	13.5%	4741	9.7%	144	0.3%	49076

Overturn Details

Substantive Case Overturn Rate by Priority

Priority	Substantive Decision				Grand Total
	Favorable (Overturn)	Partially Favorable (Partially Overturn)	Unfavorable (Uphold)	Overturn Rate	
Expedited	697	41	13157	5.3%	13895
Pre-Service	413	44	5891	7.2%	6348
Pre-Service Part B Drug	31	0	749	4.0%	780
Retrospective	1210	219	26624	5.1%	28053
Total	2351	304	46421	5.4%	49076

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	5921	5772	97.5%	378	6.5%	14.2%
Drugs	1465	1419	96.9%	118	8.3%	4.4%
ER	742	728	98.1%	43	5.9%	1.6%
Home Health	1754	1687	96.2%	76	4.5%	2.9%
Hospice	225	225	100.0%	3	1.3%	0.1%
Imaging	2026	1943	95.9%	204	10.5%	7.7%
Inpatient Hospital	7998	7839	98.0%	373	4.8%	14.0%
Lab	5557	5315	95.6%	314	5.9%	11.8%
Other	146	88	60.3%	3	3.4%	0.1%
Outpatient Mental Health	467	439	94.0%	9	2.1%	0.3%
Outpatient Therapies	647	609	94.1%	43	7.1%	1.6%
Practitioner Services	11142	10729	96.3%	515	4.8%	19.4%
SNF	1518	1443	95.1%	83	5.8%	3.1%
Step-Therapy	624	613	98.2%	18	2.9%	0.7%
Supplemental Benefit	4970	4869	98.0%	187	3.8%	7.0%
Surgery	3545	3498	98.7%	167	4.8%	6.3%
Testing	868	841	96.9%	75	8.9%	2.8%
Transportation	1051	1019	97.0%	46	4.5%	1.7%
Total	50666	49076	96.9%	2655	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	5.94%	343	0.61%	35	93.45%	5394	5772
Compression Stockings	0.96%	1	0.96%	1	98.08%	102	104
CPAP	5.60%	7	0.80%	1	93.60%	117	125
Diabetic Supplies	10.53%	73	0.00%	0	89.47%	620	693
Extremity Brace	12.68%	9	0.00%	0	87.32%	62	71
Foot Orthotics	1.31%	3	0.00%	0	98.69%	226	229
Manual Wheelchair	4.76%	6	0.00%	0	95.24%	120	126
Neck/Back	0.00%	0	0.00%	0	100.00%	25	25
Other	7.59%	160	0.85%	18	91.55%	1929	2107
Oxygen Equipment	5.08%	37	0.41%	3	94.51%	689	729
Pneumatic Compression Device	0.93%	6	0.00%	0	99.07%	639	645
Power Mobility Devices	4.57%	34	1.61%	12	93.82%	698	744
Seat Lift Mechanism	0.00%	0	0.00%	0	100.00%	42	42
Shower/Bath Chair	0.00%	0	0.00%	0	100.00%	62	62
Walker	10.00%	7	0.00%	0	90.00%	63	70
Drugs	8.03%	114	0.28%	4	91.68%	1301	1419
Chemotherapy	19.17%	23	0.00%	0	80.83%	97	120
Immunology	27.27%	9	0.00%	0	72.73%	24	33
Other	9.80%	50	0.78%	4	89.41%	456	510
Pain Management	8.33%	4	0.00%	0	91.67%	44	48
Pre-Service Part B-Drug	5.43%	24	0.00%	0	94.57%	418	442
Rheumatology	27.27%	3	0.00%	0	72.73%	8	11
Self-Administered	0.39%	1	0.00%	0	99.61%	254	255
ER	5.22%	38	0.69%	5	94.09%	685	728
Home Health	4.09%	69	0.41%	7	95.49%	1611	1687
Hospice	1.33%	3	0.00%	0	98.67%	222	225
Imaging	9.32%	181	1.18%	23	89.50%	1739	1943
CT Scan	10.91%	49	1.34%	6	87.75%	394	449
CTA	26.92%	7	0.00%	0	73.08%	19	26
DEXA	0.00%	0	0.00%	0	100.00%	9	9
EKG	5.88%	3	3.92%	0	90.20%	46	51
Mammography	2.25%	2	0.00%	0	97.75%	87	89
MRI	17.06%	50	1.02%	3	81.91%	240	293
Other	6.37%	31	1.85%	9	91.79%	447	487
PET Scan	12.29%	22	0.56%	1	87.15%	156	179
X-Ray	4.72%	17	0.56%	2	94.72%	341	360

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Inpatient Hospital	4.68%	367	0.08%	6	95.24%	7466	7839
Acute Inpatient	18.48%	160	0.12%	1	81.41%	705	866
Acute Inpatient Rehab	2.98%	150	0.00%	0	97.02%	4884	5034
Critical Care	15.79%	3	0.00%	0	84.21%	16	19
Inpatient Mental Health	9.23%	12	0.00%	0	90.77%	118	130
LTACH	1.00%	15	0.00%	0	99.00%	1490	1505
Other	9.70%	26	1.87%	5	88.43%	237	268
Post Stabilization	5.88%	1	0.00%	0	94.12%	16	17
Lab	4.70%	250	1.20%	64	94.09%	5001	5315
Drug Testing	6.72%	34	0.99%	5	92.29%	467	506
General Health Panel	4.00%	25	0.64%	4	95.36%	596	625
Genetic Testing	6.60%	80	0.74%	9	92.66%	1123	1212
Other	3.73%	111	1.55%	46	94.72%	2815	2972
Other	3.41%	3	0.00%	0	96.59%	85	88
Outpatient Mental Health	1.82%	8	0.23%	1	97.95%	430	439
Outpatient Therapies	6.24%	38	0.82%	5	92.94%	566	609
Cardiac Rehab	0.00%	0	0.00%	0	100.00%	12	12
Occupational Therapy	7.50%	3	0.00%	0	92.50%	37	40
Other	3.39%	2	0.00%	0	96.61%	57	59
Physical Therapy	6.28%	30	0.84%	4	92.89%	444	478
Pulmonary Rehab	0.00%	0	0.00%	0	100.00%	1	1
Speech Therapy	15.79%	3	5.26%	1	78.95%	15	19
Practitioner Services	4.11%	441	0.69%	74	95.20%	10214	10729
Acupuncture	9.48%	11	0.00%	0	90.52%	105	116
Anesthesia	4.67%	12	3.89%	10	91.44%	235	257
Cardiovascular Disease	2.75%	3	0.00%	0	97.25%	106	109
Chiropractic Care	1.47%	5	0.00%	0	98.53%	334	339
Experimental/Investigational	8.70%	2	0.00%	0	91.30%	21	23
Immunizations	3.61%	3	0.00%	0	96.39%	80	83
Injections	4.84%	32	1.06%	7	94.10%	622	661
Non-Physician Provider	7.14%	1	0.00%	0	92.86%	13	14
Office Visit	2.08%	55	0.30%	8	97.61%	2576	2639
Other	3.84%	199	0.79%	41	95.37%	4947	5187
Out of Area	3.59%	7	0.00%	0	96.41%	188	195
Pain Management	6.75%	28	0.72%	3	92.53%	384	415
Preventive Services	10.87%	5	2.17%	1	86.96%	40	46
Pulmonary Disease	0.00%	0	0.00%	0	100.00%	4	4
Radiation Therapy	23.44%	60	1.56%	4	75.00%	192	256
Services Not Covered	4.11%	3	0.00%	0	95.89%	70	73
Specialty vs. Primary Care	1.47%	1	0.00%	0	98.53%	67	68
Wound Care	5.74%	14	0.00%	0	94.26%	230	244

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Skilled Nursing Facility	5.54%	80	0.21%	3	94.25%	1360	1443
Step-Therapy	2.94%	18	0.00%	0	97.06%	595	613
Supplemental Benefit	3.12%	152	0.72%	35	96.16%	4682	4869
Dental	3.01%	120	0.73%	29	96.27%	3841	3990
Gym Membership	5.13%	2	0.00%	0	94.87%	37	39
Hearing Aids	3.38%	5	0.00%	0	96.62%	143	148
OTC (Over-The-Counter)	5.00%	1	0.00%	0	95.00%	19	20
Other	4.90%	5	0.00%	0	95.10%	97	102
Transportation	0.52%	1	0.00%	0	99.48%	191	192
Vision Care	4.76%	18	1.59%	6	93.65%	354	378
Surgery	3.97%	139	0.80%	28	95.23%	3331	3498
Brain and Spine	1.06%	8	0.40%	3	98.55%	746	757
Eye	2.17%	3	0.00%	0	97.83%	135	138
Joint/Bone Surgery	1.91%	7	0.82%	3	97.27%	356	366
Other	5.53%	119	1.02%	22	93.45%	2012	2153
Plastic Surgery	2.38%	2	0.00%	0	97.62%	82	84
Testing	7.37%	62	1.55%	13	91.08%	766	841
Colonoscopy	3.30%	3	0.00%	0	96.70%	88	91
Endoscopy	8.93%	5	0.00%	0	91.07%	51	56
Nuclear Stress Test	0.00%	0	0.00%	0	100.00%	24	24
Other	9.55%	34	1.69%	6	88.76%	316	356
PET Scan	0.00%	0	0.00%	0	100.00%	5	5
Sleep Study	13.73%	7	0.00%	0	86.27%	44	51
Ultrasound	5.04%	13	2.71%	7	92.25%	238	258
Transportation	4.42%	45	0.10%	1	95.49%	973	1019
Ambulance	5.78%	36	0.16%	1	94.06%	586	623
Ambulance - Air	8.82%	3	0.00%	0	91.18%	31	34
Ambulance - Non Emergent	0.72%	1	0.00%	0	99.28%	137	138
Other	2.23%	5	0.00%	0	97.77%	219	224
Grand Total	4.79%	2351	0.62%	304	94.59%	46421	49076