

Fact Sheet

Part C Reconsideration Appeals Data – Q3 2021

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 2021.

Reconsideration Volume

The Part C QIC received 30,542 reconsideration requests during Q3 of 2021. This represents a rate of 4.39 reconsiderations for each 1,000 Medicare beneficiaries enrolled¹.

Standard PreService cases represented 15.20% of all appeals received and resulted in a rate of 0.77 reconsiderations for each 1,000 beneficiaries enrolled.

Standard PreService Part B drug cases represented 1.70% of all appeals received and resulted in a rate of 0.09 reconsiderations for each 1,000 beneficiaries enrolled.

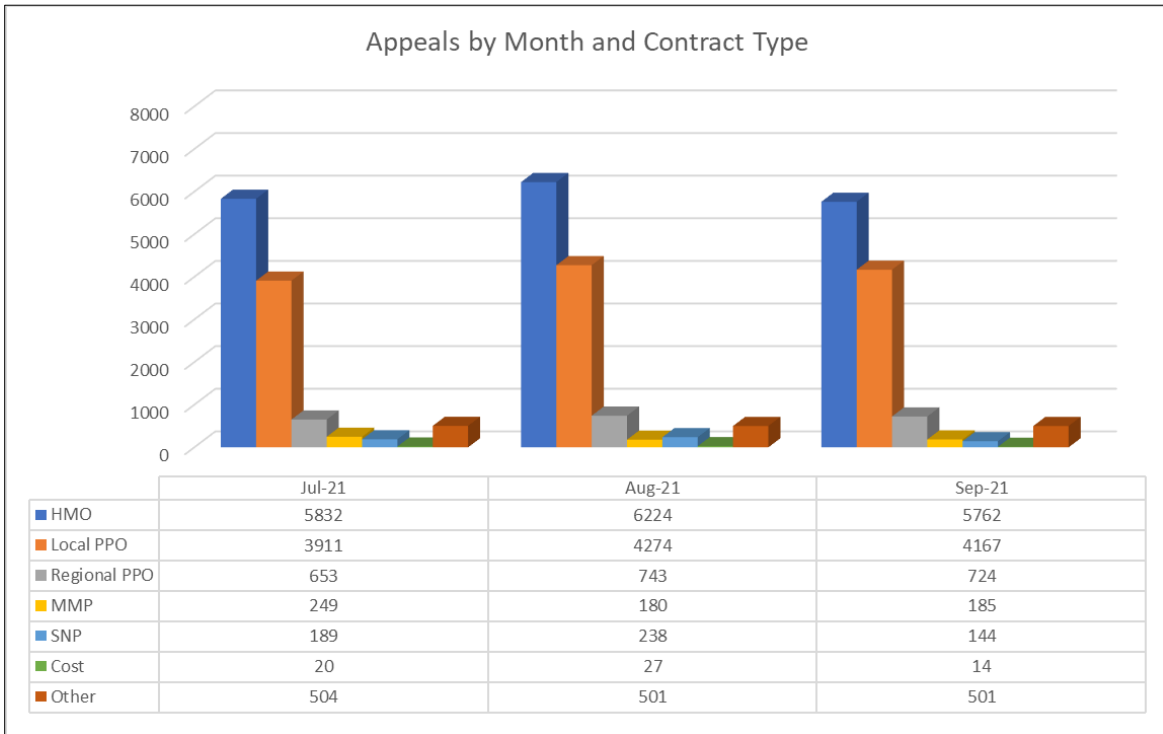
Standard Retrospective cases represented 57.68% of all appeals received and resulted in a rate of 2.91 reconsiderations for each 1,000 beneficiaries enrolled.

Expedited cases represented 25.42% of all appeals received and resulted in a rate of 1.28 expedited cases for each 1,000 beneficiaries enrolled.

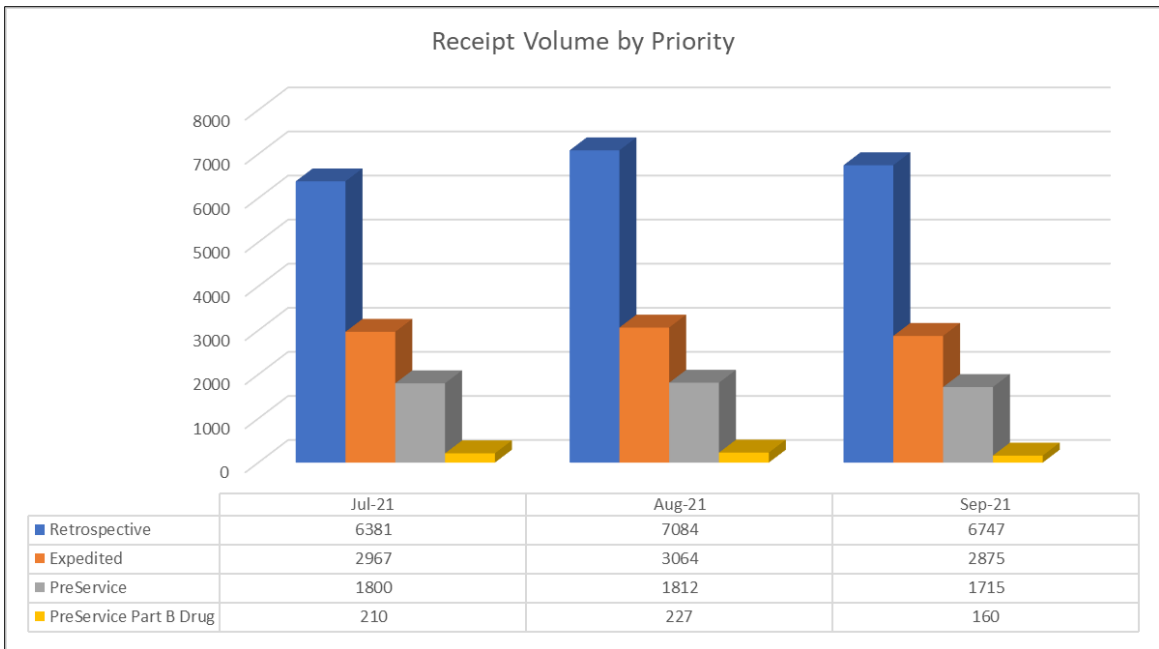
¹ Annual volume, divided by quarter-year enrollment (times 1,000) is used to calculate the annual rate of appeals per 1,000 enrollees.

Reconsideration Volume

Appeal Receipts with Contract Type

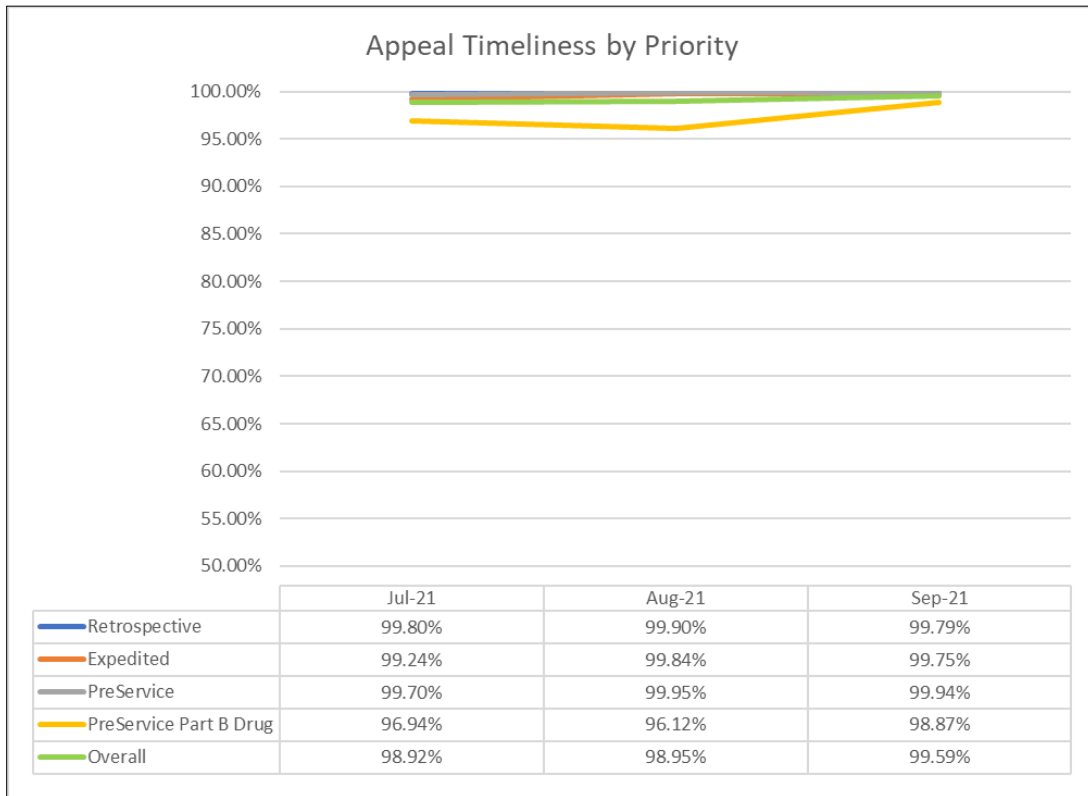


Appeal Receipts by Priority

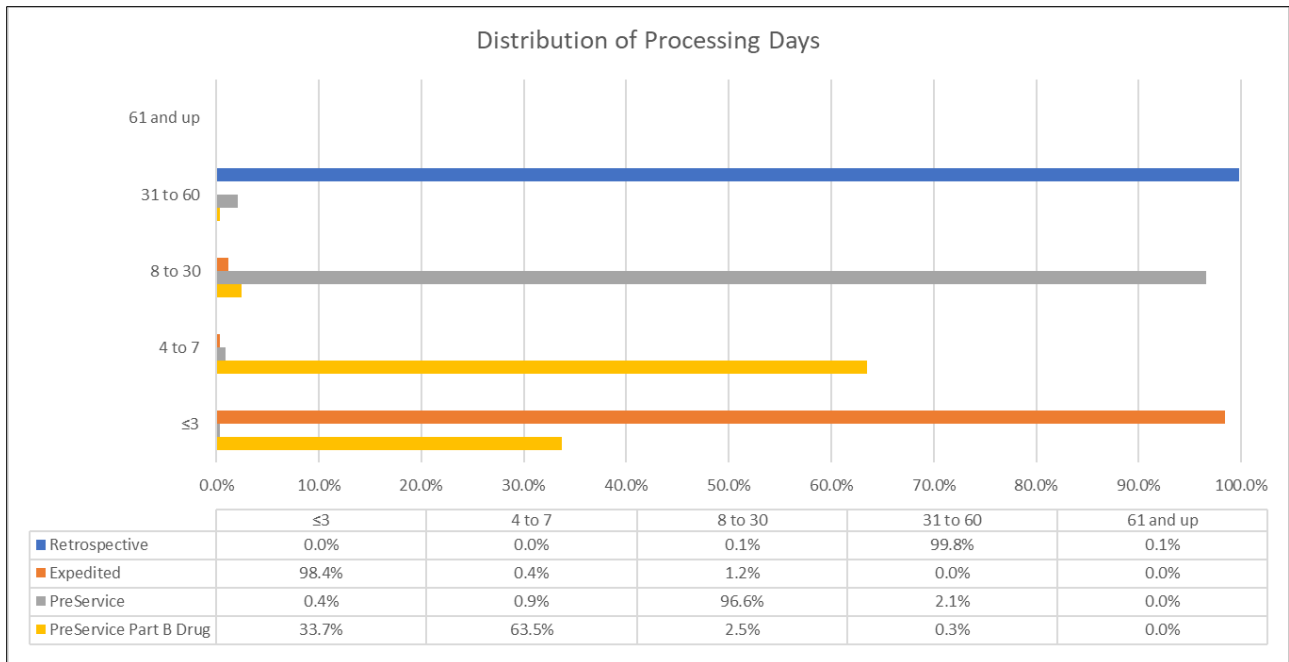


Timeliness of Reconsideration Cases

Timeliness of Decisions by Priority

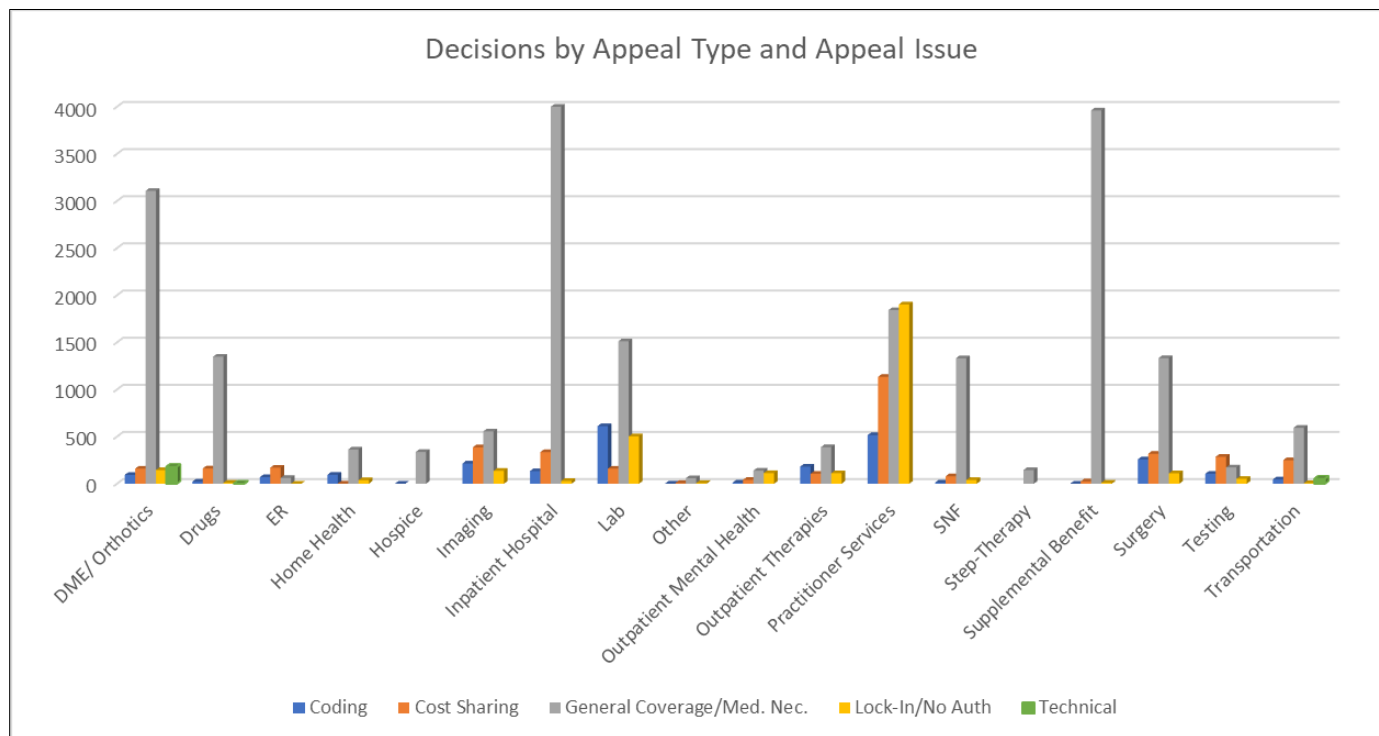


Days to Decision



Appeal Details

Substantive Decisions by Appeal Type and Appeal Issue²



² Substantive cases include appeals where MAXIMUS 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		Technical		
	Number	%	Number	%	Number	%	Number	%	Number	%	
DME/Orthotics	94	2.6%	160	4.3%	3107	84.3%	145	3.9%	180	4.9%	3686
Drugs	22	1.4%	162	10.5%	1348	87.3%	11	0.7%	1	0.1%	1544
ER	70	23.1%	170	56.1%	62	20.5%	1	0.3%	0	0.0%	303
Home Health	95	19.1%	2	0.4%	363	72.9%	38	7.6%	0	0.0%	498
Hospice	1	0.3%	0	0.0%	337	99.7%	0	0.0%	0	0.0%	338
Imaging	215	16.6%	387	29.9%	555	42.9%	137	10.6%	0	0.0%	1294
Inpatient Hospital	134	2.9%	336	7.3%	4089	89.1%	30	0.7%	0	0.0%	4589
Lab	611	21.9%	160	5.7%	1511	54.3%	503	18.1%	0	0.0%	2785
Other	2	2.6%	8	10.4%	59	76.6%	8	10.4%	0	0.0%	77
Outpatient Mental Health	12	3.9%	41	13.4%	139	45.6%	113	37.0%	0	0.0%	305
Outpatient Therapies	181	23.0%	106	13.5%	388	49.3%	112	14.2%	0	0.0%	787
Practitioner Services	516	9.6%	1134	21.0%	1842	34.1%	1902	35.3%	0	0.0%	5394
SNF	13	0.9%	79	5.4%	1331	91.0%	40	2.7%	0	0.0%	1463
Step-Therapy	0	0.0%	0	0.0%	145	100.0%	0	0.0%	0	0.0%	145
Supplemental Benefit	1	0.0%	25	0.6%	3960	99.1%	11	0.3%	0	0.0%	3997
Surgery	258	12.8%	318	15.7%	1333	66.0%	111	5.5%	0	0.0%	2020
Testing	106	17.2%	286	46.4%	173	28.0%	52	8.4%	0	0.0%	617
Transportation	46	4.8%	250	26.3%	594	62.5%	7	0.7%	53	5.6%	950
Grand Total	2377	7.7%	3624	11.8%	21336	69.3%	3221	10.5%	234	0.8%	30792

Overturn Details

Substantive Case Overturn Rate by Priority

Priority	Substantive Decision				Grand Total
	Favorable (Overturn)	Partially Favorable (Partially Overturn)	Unfavorable (Uphold)	Overturn Rate	
Expedited	320	10	8286	3.8%	8616
PreService	172	21	4811	3.9%	5004
PreService Part B Drug	43	0	538	7.4%	581
Retrospective	642	90	15859	4.4%	16591
Total	1177	121	29494	4.2%	30792

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	3773	3686	97.7%	117	3.2%	9.0%
Drugs	1616	1544	95.5%	109	7.1%	8.4%
ER	329	303	92.1%	15	5.0%	1.2%
Home Health	519	498	96.0%	15	3.0%	1.2%
Hospice	344	338	98.3%	1	0.3%	0.1%
Imaging	1416	1294	91.4%	105	8.1%	8.1%
Inpatient Hospital	4718	4589	97.3%	124	2.7%	9.6%
Lab	2909	2785	95.7%	129	4.6%	9.9%
Other	523	77	14.7%	4	5.2%	0.3%
Outpatient Mental Health	319	305	95.6%	31	10.2%	2.4%
Outpatient Therapies	836	787	94.1%	25	3.2%	1.9%
Practitioner Services	5763	5394	93.6%	225	4.2%	17.3%
SNF	1569	1463	93.2%	76	5.2%	5.9%
Step-Therapy	146	145	99.3%	5	3.4%	0.4%
Supplemental Benefit	4124	3997	96.9%	127	3.2%	9.8%
Surgery	2098	2020	96.3%	117	5.8%	9.0%
Testing	650	617	94.9%	34	5.5%	2.6%
Transportation	1013	950	93.8%	39	4.1%	3.0%
Total	32665	30792	94.3%	1298	4.2%	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	2.98%	110	0.19%	7	96.83%	3569	3686
Compression Stockings	0.00%	0	0.00%	0	100.00%	93	93
CPAP	7.78%	7	0.00%	0	92.22%	83	90
Diabetic Supplies	5.56%	27	0.00%	0	94.44%	459	486
Extremity Brace	1.46%	3	0.00%	0	98.54%	203	206
Foot Orthotics	0.46%	1	0.00%	0	99.54%	217	218
Manual Wheelchair	1.67%	1	0.00%	0	98.33%	59	60
Neck/Back	0.00%	0	1.39%	1	98.61%	71	72
Other	3.62%	52	0.28%	4	96.10%	1379	1435
Oxygen Equipment	6.32%	11	0.00%	0	93.68%	163	174
Pneumatic Compression Device	0.46%	1	0.00%	0	99.54%	218	219
Power Mobility Devices	1.27%	6	0.42%	2	98.31%	465	473
Seat Lift Mechanism	2.44%	1	0.00%	0	97.56%	40	41
Shower/Bath Chair	0.00%	0	0.00%	0	100.00%	71	71
Walker	0.00%	0	0.00%	0	100.00%	48	48
Drugs	6.93%	107	0.13%	2	92.94%	1435	1544
Chemotherapy	17.12%	25	0.00%	0	82.88%	121	146
Immunology	10.00%	2	0.00%	0	90.00%	18	20
Other	6.29%	32	0.39%	2	93.32%	475	509
Pain Management	1.54%	1	0.00%	0	98.46%	64	65
PreService Part B-Drug	7.61%	45	0.00%	0	92.39%	546	591
Rheumatology	0.00%	0	0.00%	0	100.00%	8	8
Self-Administered	0.98%	2	0.00%	0	99.02%	203	205
ER	4.29%	13	0.66%	2	95.05%	288	303
Home Health	3.01%	15	0.00%	0	96.99%	483	498
Hospice	0.30%	1	0.00%	0	99.70%	337	338
Imaging	7.57%	98	0.54%	7	91.89%	1189	1294
CT Scan	9.09%	32	0.57%	2	90.34%	318	352
CTA	7.14%	1	0.00%	0	92.86%	13	14
DEXA	18.18%	2	9.09%	1	72.73%	8	11
EKG	10.64%	5	2.13%	1	87.23%	41	47
Endoscopy	0.00%	0	0.00%	0	100.00%	1	1
Mammography	9.62%	5	0.00%	0	90.38%	47	52
MRI	9.00%	19	0.47%	1	90.52%	191	211
Other	8.24%	21	0.00%	0	91.76%	234	255
PET Scan	6.67%	6	0.00%	0	93.33%	84	90
X-Ray	2.68%	7	0.77%	2	96.55%	252	261

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Inpatient Hospital	2.61%	120	0.09%	4	97.30%	4465	4589
Acute Inpatient	12.13%	81	0.45%	3	87.43%	584	668
Acute Inpatient Rehab	0.42%	10	0.00%	0	99.58%	2347	2357
Critical Care	5.45%	3	0.00%	0	94.55%	52	55
Inpatient Mental Health	4.07%	10	0.41%	1	95.53%	235	246
LTACH	0.09%	1	0.00%	0	99.91%	1097	1098
Other	9.27%	14	0.00%	0	90.73%	137	151
Post Stabilization	7.14%	1	0.00%	0	92.86%	13	14
Lab	4.52%	126	0.11%	3	95.37%	2656	2785
Drug Testing	1.31%	6	0.00%	0	98.69%	453	459
General Health Panel	1.84%	5	0.00%	0	98.16%	267	272
Genetic Testing	6.48%	66	0.10%	1	93.42%	952	1019
Other	4.73%	49	0.19%	2	95.07%	984	1035
Other	3.90%	3	1.30%	1	94.81%	73	77
Outpatient Mental Health	9.18%	28	0.98%	3	89.84%	274	305
Outpatient Therapies	2.67%	21	0.51%	4	96.82%	762	787
Cardiac Rehab	20.00%	2	0.00%	0	80.00%	8	10
Occupational Therapy	1.37%	1	0.00%	0	98.63%	72	73
Other	6.29%	10	0.00%	0	93.71%	149	159
Physical Therapy	1.33%	7	0.57%	3	98.10%	516	526
Pulmonary Rehab	0.00%	0	0.00%	0	100.00%	6	6
Speech Therapy	7.69%	1	7.69%	1	84.62%	11	13
Practitioner Services	3.65%	197	0.52%	28	95.83%	5169	5394
Acupuncture	4.41%	3	0.00%	0	95.59%	65	68
Anesthesia	3.11%	5	0.62%	1	96.27%	155	161
Cardiovascular Disease	8.82%	3	0.00%	0	91.18%	31	34
Chiropractic Care	0.00%	0	0.38%	1	99.62%	259	260
Experimental/Investigational	12.00%	3	0.00%	0	88.00%	22	25
Immunizations	0.00%	0	0.00%	0	100.00%	57	57
Injections	3.64%	16	0.68%	3	95.68%	421	440
Non-Physician Provider	0.00%	0	0.00%	0	100.00%	5	5
Office Visit	2.56%	51	0.50%	10	96.93%	1928	1989
Other	4.62%	82	0.45%	8	94.93%	1684	1774
Out of Area	4.55%	4	0.00%	0	95.45%	84	88
Pain Management	4.86%	12	1.62%	4	93.52%	231	247
Preventive Services	9.52%	2	0.00%	0	90.48%	19	21
Pulmonary Disease	0.00%	0	0.00%	0	100.00%	2	2
Services Not Covered	13.33%	2	0.00%	0	86.67%	13	15
Specialty vs. Primary Care	8.93%	10	0.00%	0	91.07%	102	112
Wound Care	4.17%	4	1.04%	1	94.79%	91	96

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Skilled Nursing Facility	4.99%	73	0.21%	3	94.81%	1387	1463
Step-Therapy	3.45%	5	0.00%	0	96.55%	140	145
Supplemental Benefit	2.08%	83	1.10%	44	96.82%	3870	3997
Dental	1.96%	65	1.09%	36	96.95%	3207	3308
Gym Membership	3.28%	2	0.00%	0	96.72%	59	61
Hearing Aids	0.00%	0	0.00%	0	100.00%	92	92
OTC (Over-The-Counter)	0.00%	0	0.00%	0	100.00%	6	6
Other	0.00%	0	0.00%	0	100.00%	130	130
Vision Care	4.00%	16	2.00%	8	94.00%	376	400
Surgery	5.45%	110	0.35%	7	94.21%	1903	2020
Brain and Spine	0.93%	4	0.00%	0	99.07%	428	432
Eye	7.76%	9	0.00%	0	92.24%	107	116
Joint/Bone Surgery	3.53%	10	0.71%	2	95.76%	271	283
Other	7.05%	80	0.44%	5	92.50%	1049	1134
Plastic Surgery	12.73%	7	0.00%	0	87.27%	48	55
Testing	4.86%	30	0.65%	4	94.49%	583	617
Colonoscopy	10.31%	10	1.03%	1	88.66%	86	97
Endoscopy	1.92%	1	0.00%	0	98.08%	51	52
Nuclear Stress Test	4.17%	1	0.00%	0	95.83%	23	24
Other	3.69%	8	0.46%	1	95.85%	208	217
PET Scan	0.00%	0	0.00%	0	100.00%	18	18
Sleep Study	13.79%	4	0.00%	0	86.21%	25	29
Ultrasound	3.33%	6	1.11%	2	95.56%	172	180
Transportation	3.89%	37	0.21%	2	95.89%	911	950
Ambulance	3.84%	22	0.17%	1	95.99%	550	573
Ambulance - Air	16.67%	4	4.17%	1	79.17%	19	24
Ambulance – Non-Emergent	6.84%	8	0.00%	0	93.16%	109	117
Other	1.27%	3	0.00%	0	98.73%	233	236
Grand Total	3.82%	1177	0.39%	121	95.78%	29494	30792