

Fact Sheet

Part C Reconsideration Appeals Data – Q1 and Q2 2020

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 and Q2 of 2020.

Reconsideration Volume

The Part C QIC received 49,873 reconsideration requests during Q1 and Q2 of 2020. This represents a rate of 4.00 reconsiderations for each 1,000 Medicare beneficiaries enrolled¹.

Standard pre-service cases represented 14.8% of all appeals received and resulted in a rate of 0.58 reconsiderations for each 1,000 beneficiaries enrolled.

Standard pre-service Part B drug cases represented 2.5% of all appeals received and resulted in a rate of 0.1 reconsiderations for each 1,000 beneficiaries enrolled.

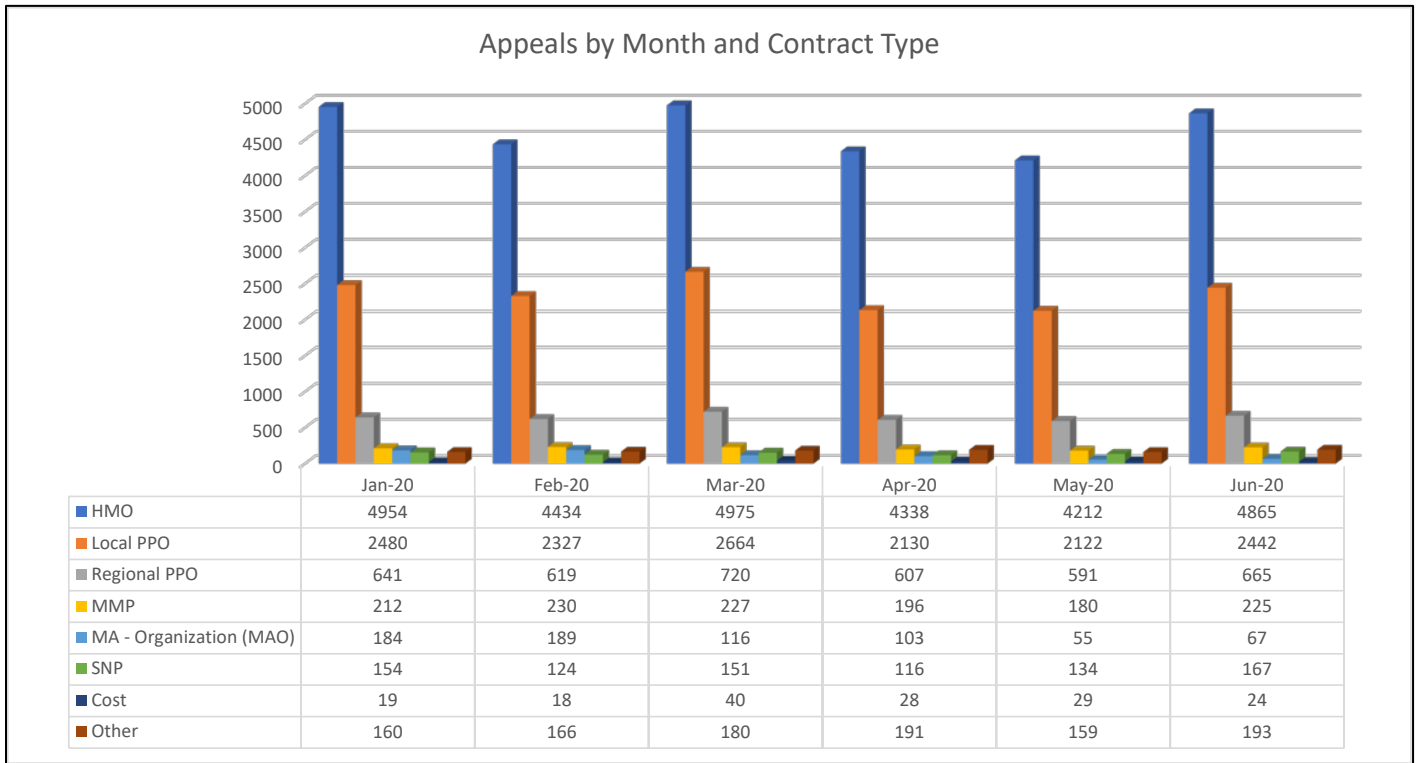
Standard retrospective cases represented 64.9% of all appeals received and resulted in a rate of 2.59 reconsiderations for each 1,000 beneficiaries enrolled.

Expedited cases represented 18.3% of all appeals received and resulted in a rate of 0.73 expedited cases for each 1,000 beneficiaries enrolled.

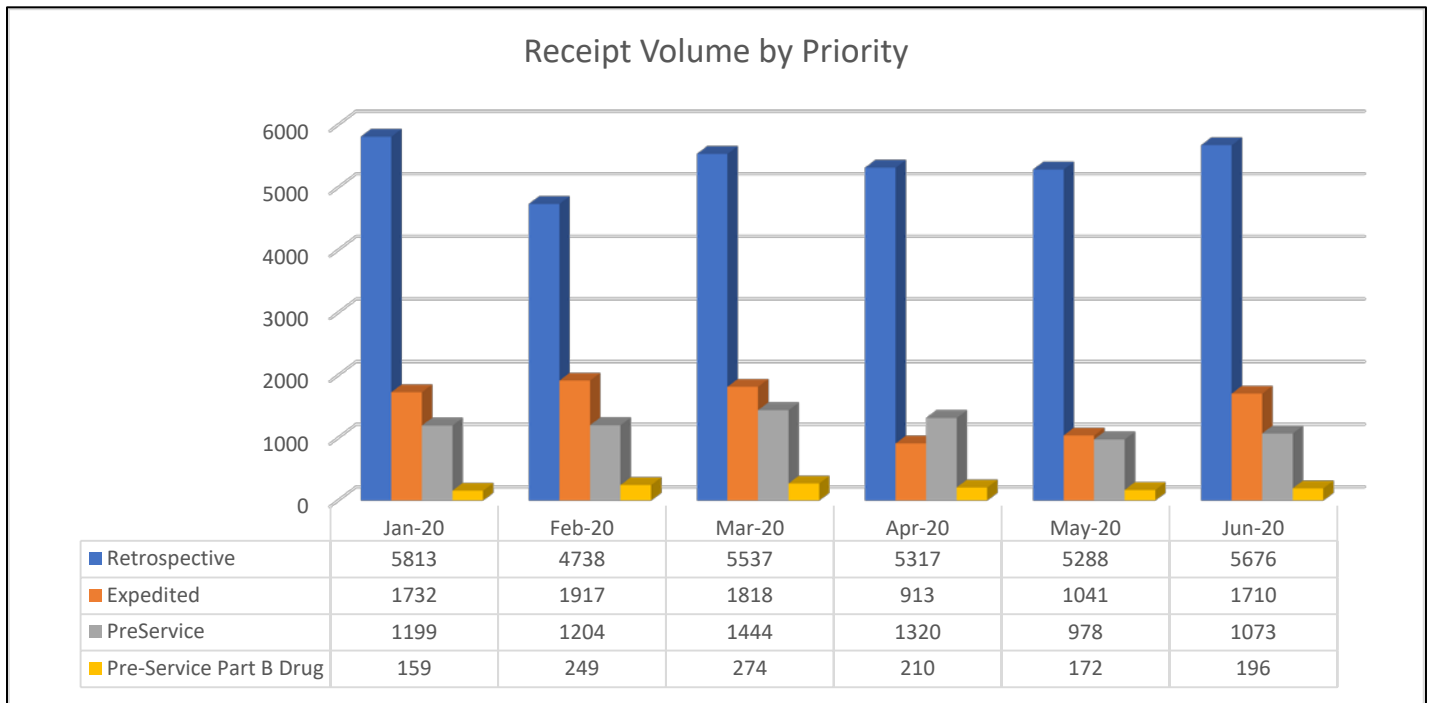
¹ Annual volume, divided by quarter-year enrollment (times 1,000) is used to calculate the annual rate of appeals per 1,000 enrollees.

Reconsideration Volume

Appeal Receipts with Contract Type

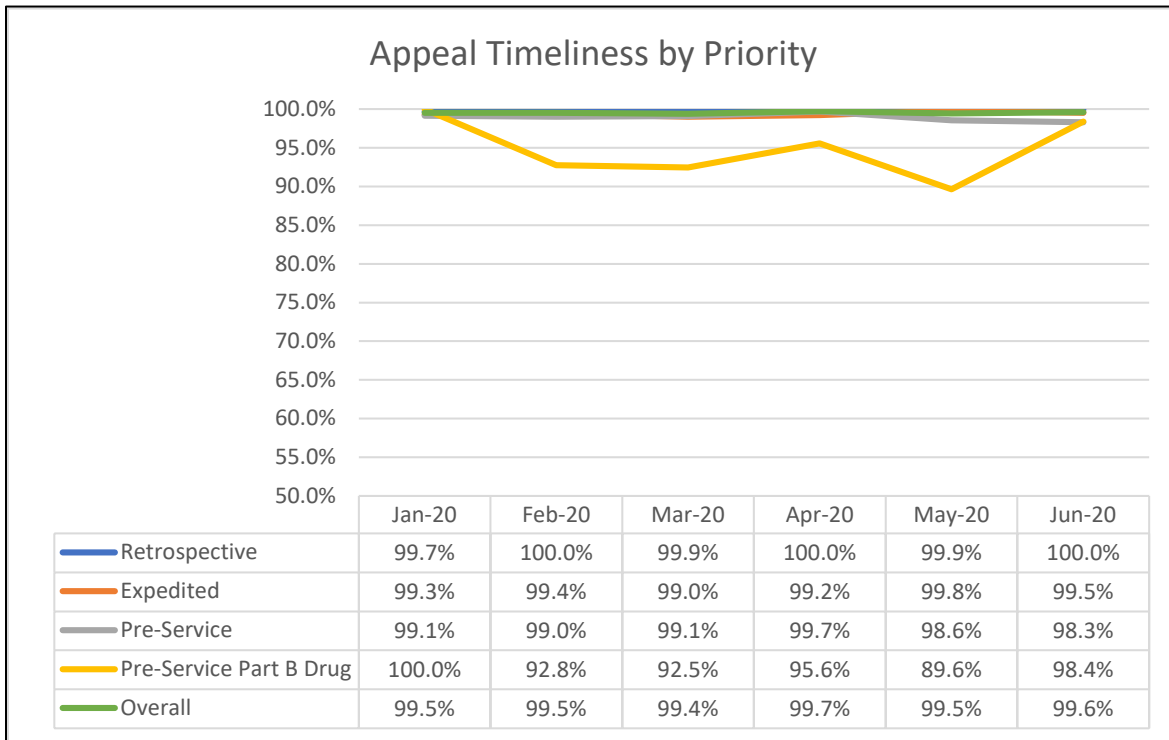


Appeal Receipts by Priority

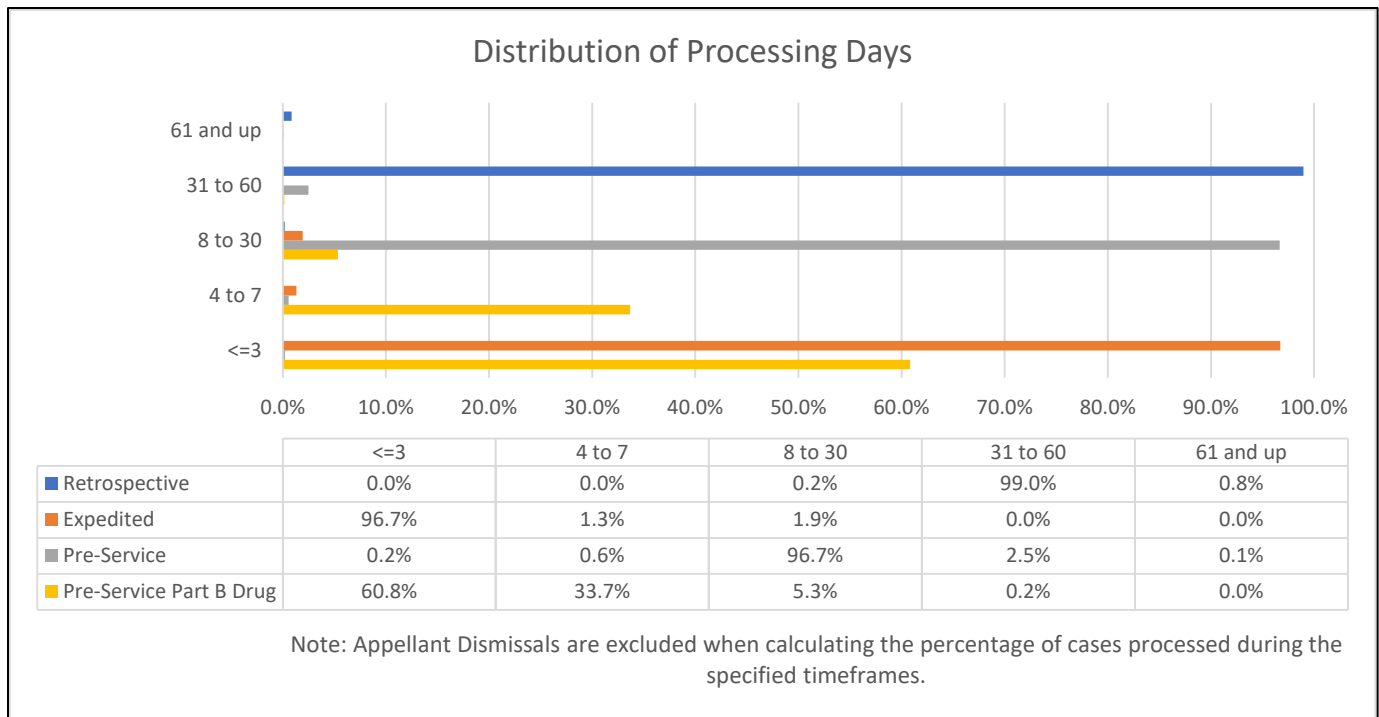


Timeliness of Reconsideration Cases

Timeliness of Decisions by Priority

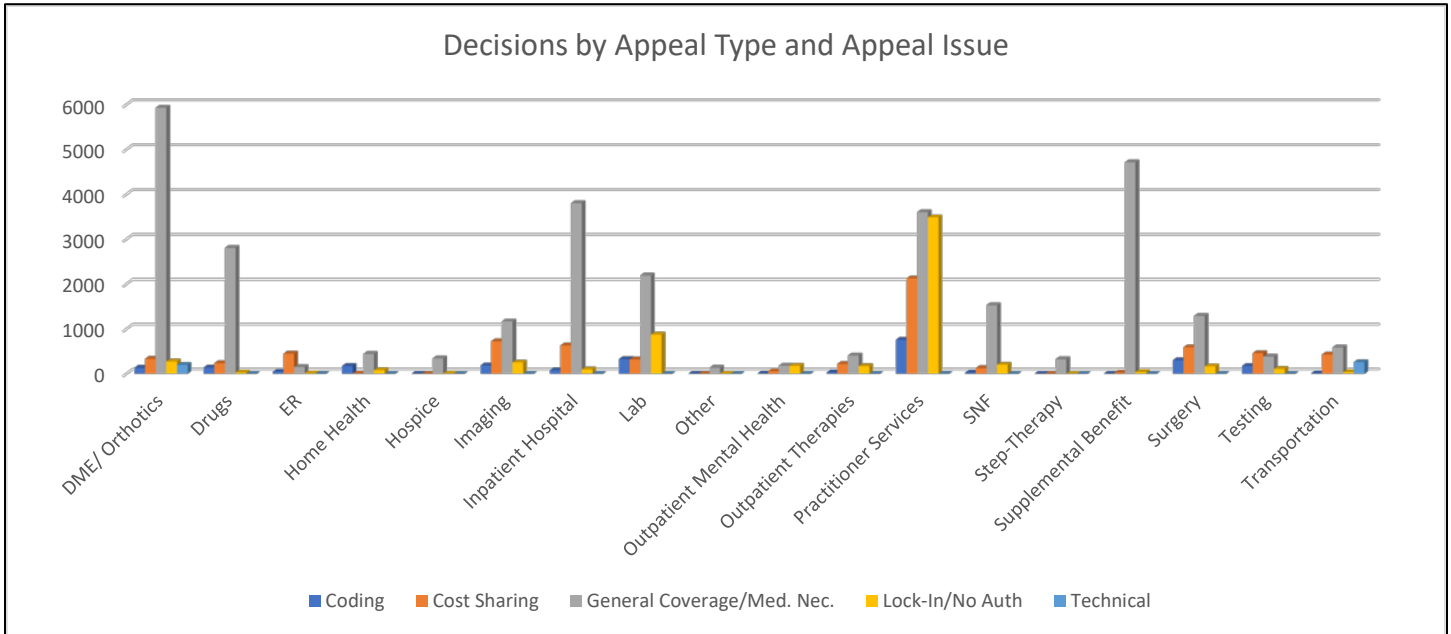


Days to Decision



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

Substantive Cases											
Appeal Type	Coding		Cost Sharing		General Coverage/ Med. Nec.		Lock-In/No Auth		Technical		All
	Number	%	Number	%	Number	%	Number	%	Number	%	
DME/ Orthotics	134	1.9%	333	4.8%	5930	86.3%	277	4.0%	199	2.9%	6873
Drugs	139	4.3%	236	7.4%	2806	87.4%	28	0.9%	0	0.0%	3209
ER	49	7.4%	448	67.8%	151	22.8%	12	1.8%	1	0.2%	661
Home Health	175	24.8%	7	1.0%	441	62.6%	82	11.6%	0	0.0%	705
Hospice	1	0.3%	0	0.0%	343	98.3%	5	1.4%	0	0.0%	349
Imaging	186	8.0%	726	31.1%	1167	50.0%	253	10.8%	0	0.0%	2332
Inpatient Hospital	81	1.8%	632	13.7%	3803	82.4%	97	2.1%	0	0.0%	4613
Lab	328	8.8%	322	8.7%	2191	58.9%	877	23.6%	0	0.0%	3718
Other	2	1.4%	2	1.4%	134	94.4%	4	2.8%	0	0.0%	142
Outpatient Mental Health	8	1.9%	60	14.1%	180	42.3%	178	41.8%	0	0.0%	426
Outpatient Therapies	31	3.7%	220	26.5%	408	49.1%	172	20.7%	0	0.0%	831
Practitioner Services	758	7.6%	2127	21.3%	3602	36.1%	3487	35.0%	1	0.0%	9975
SNF	28	1.5%	127	6.7%	1530	81.0%	203	10.8%	0	0.0%	1888
Step-Therapy	0	0.0%	0	0.0%	325	100.0%	0	0.0%	0	0.0%	325
Supplemental Benefit	1	0.0%	24	0.5%	4714	98.6%	40	0.8%	0	0.0%	4779
Surgery	303	12.9%	589	25.1%	1290	54.9%	167	7.1%	0	0.0%	2349
Testing	174	15.5%	458	40.7%	383	34.1%	109	9.7%	0	0.0%	1124
Transportation	16	1.2%	430	32.4%	587	44.2%	37	2.8%	259	19.5%	1329
Grand Total	2414	5.3%	6741	14.8%	29985	65.7%	6028	13.2%	460	1.0%	45628

Overturn Details

Substantive Case Overturn Rate by Priority

Priority	Substantive Decision			Overturn Rate	Grand Total
	Favorable (Overturn)	Partially Favorable (Partially Overturn)	Unfavorable (Uphold)		
Expedited	486	25	8286	5.8%	8797
Pre-Service	422	46	6879	6.4%	7347
Pre-Service Part B Drug	64	1	1114	5.5%	1179
Retrospective	1196	169	26940	4.8%	28305
Total	2168	241	43219	5.3%	45628

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	7119	6873	96.5%	152	2.2%	6.3%
Drugs	3236	3209	99.2%	165	5.1%	6.8%
ER	724	661	91.3%	46	7.0%	1.9%
Home Health	741	705	95.1%	34	4.8%	1.4%
Hospice	352	349	99.1%	11	3.2%	0.5%
Imaging	2460	2332	94.8%	256	11.0%	10.6%
Inpatient Hospital	5106	4613	90.3%	368	8.0%	15.3%
Lab	3919	3718	94.9%	154	4.1%	6.4%
Other	517	142	27.5%	5	3.5%	0.2%
Outpatient Mental Health	452	426	94.2%	10	2.3%	0.4%
Outpatient Therapies	921	831	90.2%	40	4.8%	1.7%
Practitioner Services	10571	9975	94.4%	518	5.2%	21.5%
SNF	1978	1888	95.4%	90	4.8%	3.7%
Step-Therapy	325	325	100.0%	7	2.2%	0.3%
Supplemental Benefit	4914	4779	97.3%	211	4.4%	8.8%
Surgery	2533	2349	92.7%	204	8.7%	8.5%
Testing	1170	1124	96.1%	92	8.2%	3.8%
Transportation	1454	1329	91.4%	48	3.6%	2.0%
Total	51486	45628	88.6%	2409	5.3%	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	2.0%	139	0.2%	13	97.8%	6721	6873
Compression Stockings	0.0%	0	0.0%	0	100.0%	160	160
CPAP	5.2%	8	0.0%	0	94.8%	145	153
Diabetic Supplies	5.0%	36	0.1%	1	94.8%	678	715
Extremity Brace	0.8%	5	0.0%	0	99.2%	595	600
Foot Orthotics	2.2%	8	0.3%	1	97.5%	353	362
Manual Wheelchair	0.9%	1	0.0%	0	99.1%	107	108
Neck/Back	0.4%	1	0.0%	0	99.6%	245	246
Other	2.2%	63	0.3%	9	97.5%	2834	2906
Oxygen Equipment	2.0%	6	0.0%	0	98.0%	300	306
Pneumatic Compression Device	0.7%	3	0.0%	0	99.3%	439	442
Power Mobility Devices	1.0%	6	0.3%	2	98.6%	569	577
Seat Lift Mechanism	0.0%	0	0.0%	0	100.0%	90	90
Shower/Bath Chair	0.0%	0	0.0%	0	100.0%	136	136
Walker	2.8%	2	0.0%	0	97.2%	70	72
Drugs	4.8%	155	0.3%	10	94.9%	3044	3209
Chemotherapy	14.8%	33	1.3%	3	83.9%	187	223
Immunology	5.9%	3	0.0%	0	94.1%	48	51
Injections	0.0%	0	0.0%	0	100.0%	1	1
Other	4.9%	89	0.2%	4	94.9%	1736	1829
Pain Management	11.0%	13	1.7%	2	87.3%	103	118
Pre-Service Part B-Drug	90.0%	9	10.0%	1	0.0%	0	10
Rheumatology	8.8%	5	0.0%	0	91.2%	52	57
Self-Administered	0.3%	3	0.0%	0	99.7%	917	920
ER	6.1%	40	0.9%	6	93.0%	615	661
Home Health	4.4%	31	0.4%	3	95.2%	671	705
Hospice	3.2%	11	0.0%	0	96.8%	338	349
Imaging	10.4%	242	0.5%	12	89.1%	2078	2332
CT Scan	12.7%	68	0.9%	5	86.4%	464	537
CTA	21.4%	6	0.0%	0	78.6%	22	28
DEXA	16.7%	1	0.0%	0	83.3%	5	6
EKG	5.3%	5	2.1%	2	92.6%	88	95
Mammography	3.5%	7	2.0%	4	94.5%	189	200
MRI	14.9%	58	0.0%	0	85.1%	332	390
Other	7.4%	36	0.2%	1	92.4%	448	485
PET Scan	27.5%	30	0.0%	0	72.5%	79	109
X-Ray	6.4%	31	0.0%	0	93.6%	451	482

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Inpatient Hospital	7.8%	359	0.2%	9	92.0%	4245	4613
Acute Inpatient	21.5%	281	0.3%	4	78.1%	1019	1304
Acute Inpatient Rehab	1.8%	28	0.0%	0	98.2%	1544	1572
Critical Care	3.1%	2	0.0%	0	96.9%	62	64
Emergency Room Services	0.0%	0	0.0%	0	100.0%	1	1
Inpatient Mental Health	5.6%	15	0.7%	2	93.7%	253	270
LTACH	0.4%	4	0.0%	0	99.6%	1061	1065
Other	7.9%	20	1.2%	3	90.9%	231	254
Post Stabilization	10.8%	9	0.0%	0	89.2%	74	83
Lab	3.7%	136	0.5%	18	95.9%	3564	3718
Drug Testing	2.1%	28	0.3%	4	97.6%	1279	1311
Experimental/Investigational	0.0%	0	0.0%	0	100.0%	1	1
General Health Panel	2.9%	8	1.1%	3	96.0%	262	273
Genetic Testing	5.7%	39	0.7%	5	93.6%	639	683
Other	4.2%	61	0.4%	6	95.4%	1383	1450
Other	2.1%	3	1.4%	2	96.5%	137	142
Outpatient Mental Health	2.1%	9	0.2%	1	97.7%	416	426
Outpatient Therapies	3.9%	32	1.0%	8	95.2%	791	831
Cardiac Rehab	0.0%	0	0.0%	0	100.0%	18	18
Occupational Therapy	0.0%	0	0.0%	0	100.0%	43	43
Other	8.0%	15	0.5%	1	91.5%	172	188
Physical Therapy	2.9%	16	0.9%	5	96.3%	540	561
Pulmonary Rehab	25.0%	1	0.0%	0	75.0%	3	4
Speech Therapy	0.0%	0	11.8%	2	88.2%	15	17
Practitioner Services	4.5%	448	0.7%	70	94.8%	9457	9975
Acupuncture	9.3%	7	1.3%	1	89.3%	67	75
Anesthesia	9.4%	21	0.4%	1	90.2%	202	224
Cardiovascular Disease	6.5%	5	1.3%	1	92.2%	71	77
Chiropractic Care	1.8%	9	0.2%	1	98.0%	479	489
Experimental/Investigational	9.1%	2	0.0%	0	90.9%	20	22
Immunizations	3.4%	5	0.0%	0	96.6%	140	145
Injections	9.3%	82	1.9%	17	88.8%	782	881
Non-Physician Provider	1.9%	1	0.0%	0	98.1%	52	53
Nuclear Stress Test	0.0%	0	0.0%	0	100.0%	1	1
Office Visit	3.2%	118	0.4%	16	96.4%	3563	3697
Other	4.2%	144	0.7%	24	95.1%	3238	3406
Out of Area	6.3%	8	0.0%	0	93.8%	120	128

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Pain Management	5.7%	13	1.3%	3	93.0%	211	227
Preventive Services	8.8%	3	0.0%	0	91.2%	31	34
Pulmonary Disease	6.3%	1	0.0%	0	93.8%	15	16
Services Not Covered	3.2%	2	0.0%	0	96.8%	61	63
Specialty vs. Primary Care	7.0%	19	2.2%	6	90.8%	247	272
Vision Care	0.0%	0	0.0%	0	100.0%	9	9
Wound Care	5.1%	8	0.0%	0	94.9%	148	156
SNF	4.3%	81	0.5%	9	95.2%	1798	1888
Skilled Nursing Facility	4.3%	81	0.5%	9	95.2%	1798	1888
Step-Therapy	2.2%	7	0.0%	0	97.8%	318	325
Supplemental Benefit	3.5%	169	0.9%	42	95.6%	4568	4779
Acupuncture	0.0%	0	0.0%	0	100.0%	1	1
Dental	3.5%	124	1.1%	38	95.5%	3424	3586
Gym Membership	0.0%	0	0.0%	0	100.0%	62	62
Hearing Aids	4.0%	9	0.0%	0	96.0%	218	227
OTC (Over-The-Counter)	0.0%	0	0.0%	0	100.0%	11	11
Other	3.5%	9	0.0%	0	96.5%	248	257
Vision Care	4.3%	27	0.6%	4	95.1%	604	635
Surgery	7.6%	179	1.1%	25	91.3%	2145	2349
Brain and Spine	3.8%	8	0.0%	0	96.2%	205	213
Eye	4.8%	9	1.6%	3	93.7%	177	189
Joint/Bone Surgery	11.1%	34	1.0%	3	87.9%	268	305
Other	7.2%	112	1.0%	15	91.9%	1439	1566
Plastic Surgery	21.1%	16	5.3%	4	73.7%	56	76
Testing	7.4%	83	0.8%	9	91.8%	1032	1124
Colonoscopy	6.1%	13	0.5%	1	93.4%	198	212
Endoscopy	6.4%	7	0.0%	0	93.6%	103	110
Nuclear Stress Test	12.5%	8	1.6%	1	85.9%	55	64
Other	6.4%	29	1.1%	5	92.5%	421	455
PET Scan	23.1%	3	0.0%	0	76.9%	10	13
Sleep Study	7.1%	6	1.2%	1	91.8%	78	85
Ultrasound	9.2%	17	0.5%	1	90.3%	167	185
Transportation	3.3%	44	0.3%	4	96.4%	1281	1329
Ambulance	3.5%	33	0.4%	4	96.0%	896	933
Ambulance - Air	10.5%	4	0.0%	0	89.5%	34	38
Ambulance – Non-Emergent	3.1%	5	0.0%	0	96.9%	154	159
Other	1.0%	2	0.0%	0	99.0%	197	199
Grand Total	4.8%	2168	0.5%	241	94.7%	43219	45628