

# Fact Sheet

## Part C Reconsideration Appeals Data – Q4 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 Q4 of 2021.

### Reconsideration Volume

The Part C QIC received 36,414 reconsideration requests during Q4 of 2021. This represents a rate of 5.20 reconsiderations for each 1,000 Medicare beneficiaries enrolled<sup>1</sup>.

Standard PreService cases represented 14.79% 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 1.74% of all appeals received and resulted in a rate of 0.09 reconsiderations for each 1,000 beneficiaries enrolled.

Standard Retrospective cases represented 58.88% of all appeals received and resulted in a rate of 3.06 reconsiderations for each 1,000 beneficiaries enrolled.

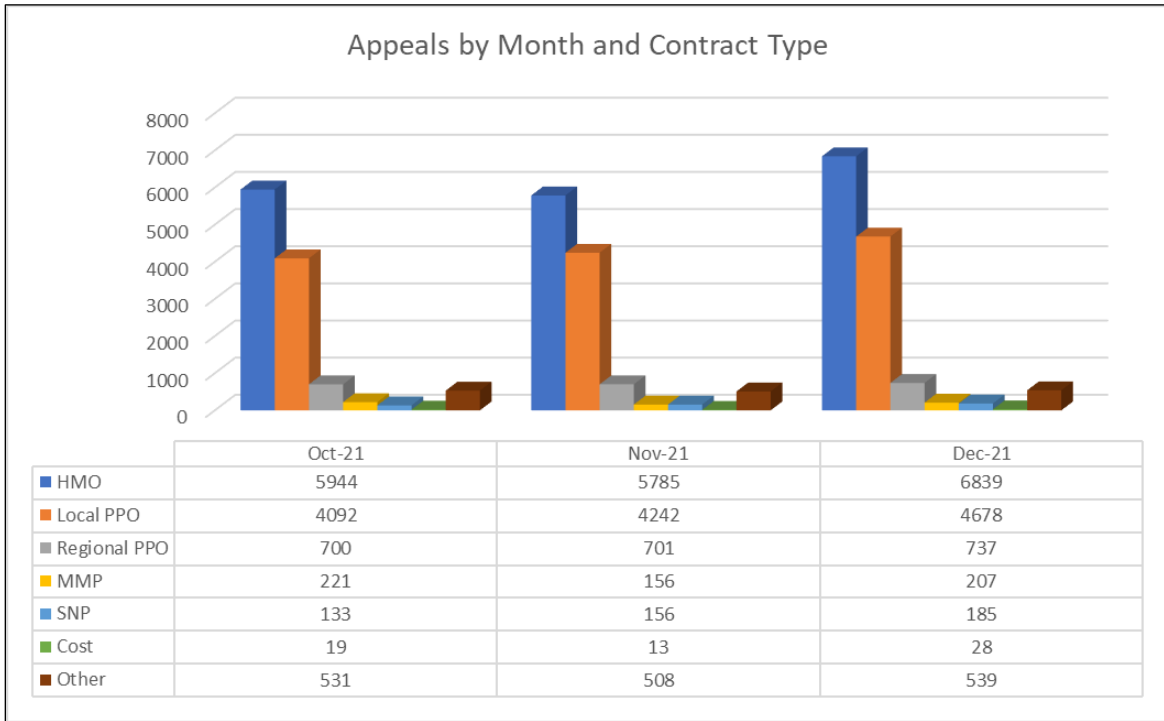
Expedited cases represented 24.59% of all appeals received and resulted in a rate of 1.28 expedited cases for each 1,000 beneficiaries enrolled.

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<sup>1</sup> 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

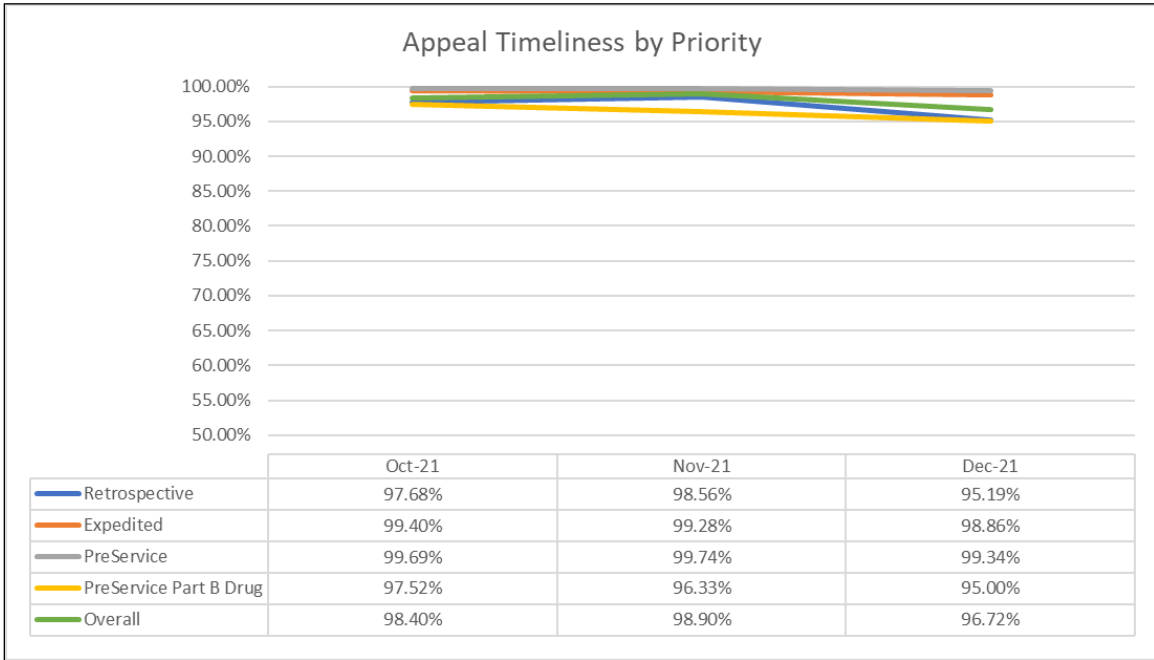


## Appeal Receipts by Priority

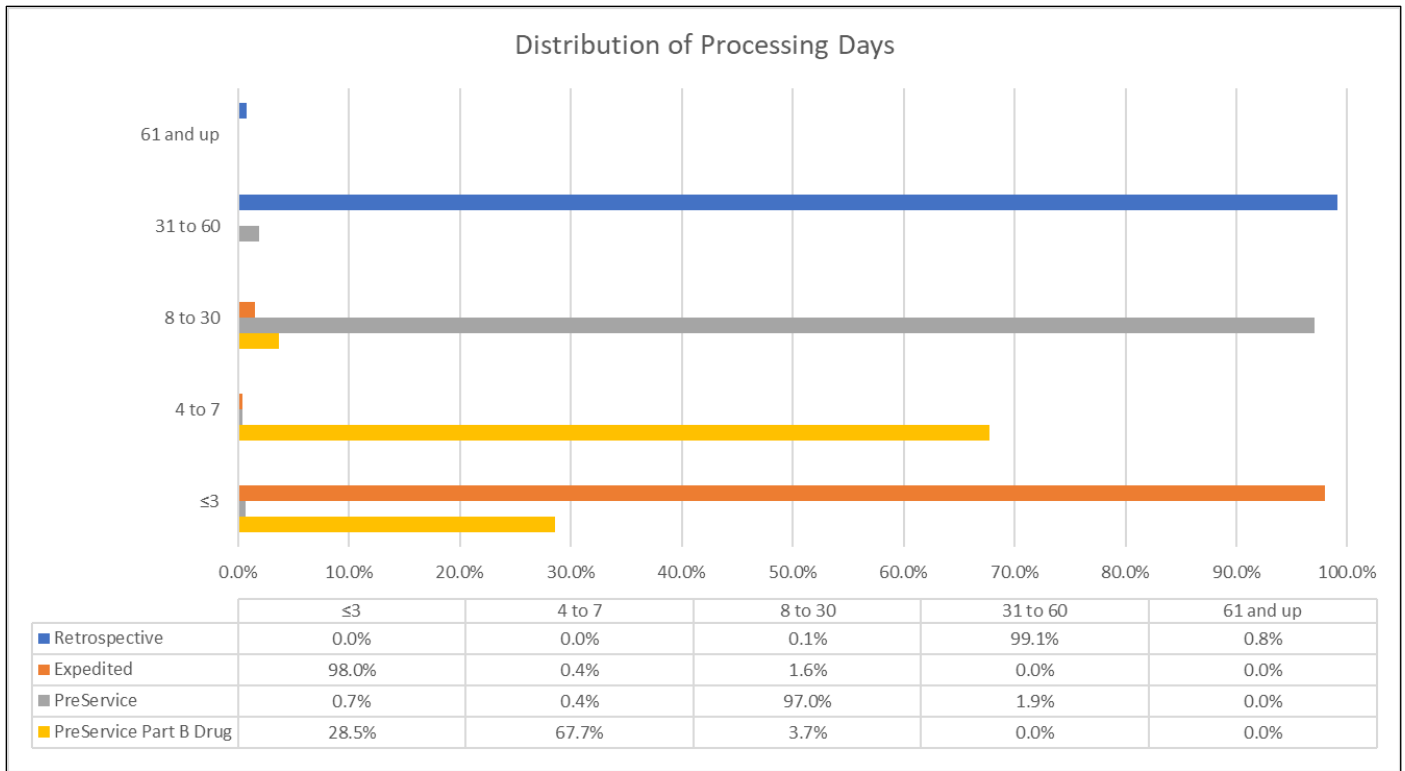


# Timeliness of Reconsideration Cases

## Timeliness of Decisions by Priority

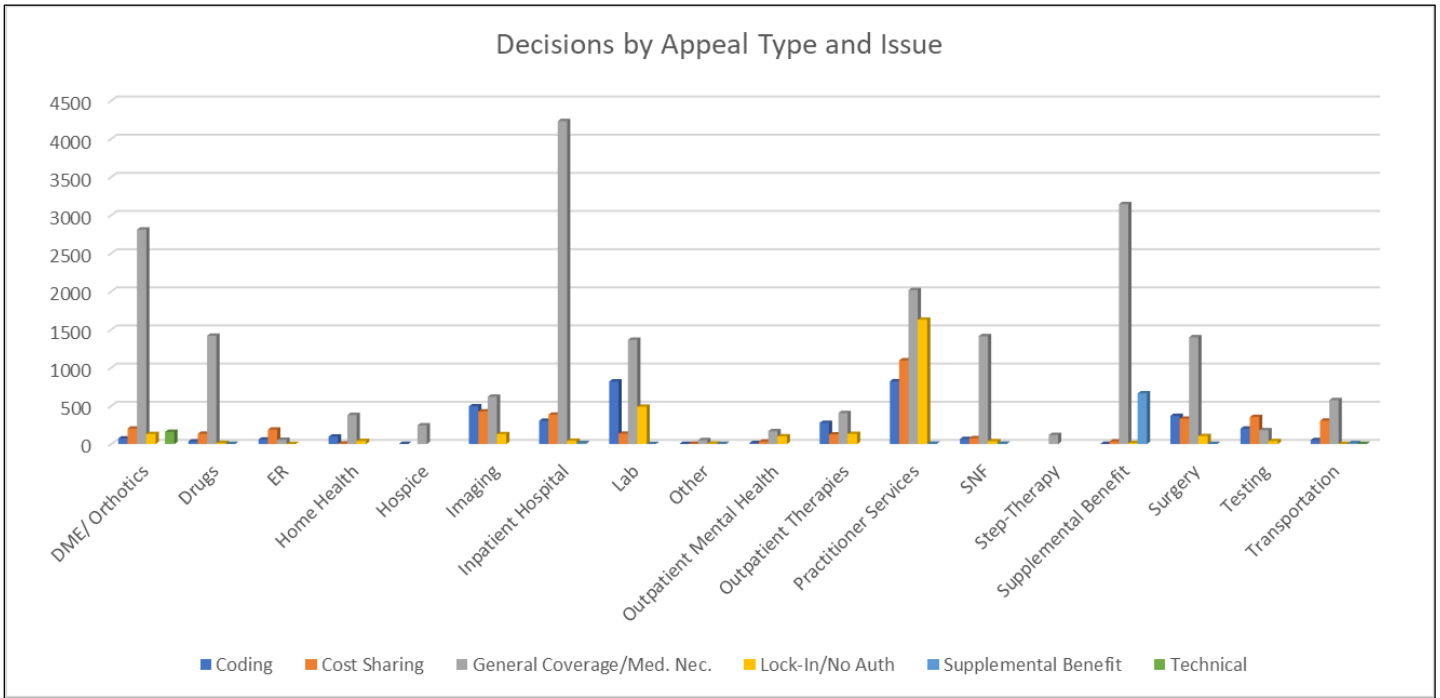


## Days to Decision



# Appeal Details

## Substantive Decisions by Appeal Type and Appeal Issue<sup>2</sup>



<sup>2</sup> 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		Supplemental Benefit		Technical		
	N.	%	N.	%	N.	%	N.	%	N.	%	N.	%	
DME/Orthotics	74	2.2%	203	6.0%	2812	83.2%	132	3.9%	0	0.0%	160	4.7%	3381
Drugs	35	2.2%	136	8.5%	1420	88.4%	13	0.8%	3	0.2%	0	0.0%	1607
ER	60	19.6%	190	62.1%	55	18.0%	1	0.3%	0	0.0%	0	0.0%	306
Home Health	99	18.7%	7	1.3%	381	72.0%	42	7.9%	0	0.0%	0	0.0%	529
Hospice	2	0.8%	0	0.0%	246	99.2%	0	0.0%	0	0.0%	0	0.0%	248
Imaging	495	29.6%	428	25.6%	620	37.0%	131	7.8%	0	0.0%	0	0.0%	1674
Inpatient Hospital	306	6.1%	385	7.7%	4234	85.0%	43	0.9%	11	0.2%	0	0.0%	4979
Lab	821	29.2%	135	4.8%	1366	48.6%	489	17.4%	1	0.0%	0	0.0%	2812
Other	2	2.9%	5	7.4%	52	76.5%	7	10.3%	2	2.9%	0	0.0%	68
Outpatient Mental Health	14	4.4%	33	10.4%	169	53.1%	102	32.1%	0	0.0%	0	0.0%	318
Outpatient Therapies	278	29.4%	127	13.4%	407	43.1%	133	14.1%	0	0.0%	0	0.0%	945
Practitioner Services	823	14.8%	1098	19.7%	2019	36.2%	1631	29.3%	5	0.1%	0	0.0%	5576
SNF	66	4.1%	77	4.8%	1414	88.4%	38	2.4%	4	0.3%	0	0.0%	1599
Step-Therapy	0	0.0%	0	0.0%	120	100.0%	0	0.0%	0	0.0%	0	0.0%	120
Supplemental Benefit	2	0.1%	34	0.9%	3144	81.5%	14	0.4%	665	17.2%	0	0.0%	3859
Surgery	370	16.7%	332	15.0%	1400	63.3%	106	4.8%	2	0.1%	0	0.0%	2210
Testing	202	25.9%	355	45.6%	182	23.4%	40	5.1%	0	0.0%	0	0.0%	779
Transportation	52	5.5%	307	32.2%	577	60.5%	3	0.3%	12	1.3%	3	0.3%	954
<b>Grand Total</b>	<b>3701</b>	<b>11.6%</b>	<b>3852</b>	<b>12.1%</b>	<b>20618</b>	<b>64.5%</b>	<b>2925</b>	<b>9.2%</b>	<b>705</b>	<b>2.2%</b>	<b>163</b>	<b>0.5%</b>	<b>31964</b>

## Overturn Details

### Substantive Case Overturn Rate by Priority

Priority	Substantive Decision				Grand Total
	Favorable (Overturn)	Partially Favorable (Partially Overturn)	Unfavorable (Uphold)	Overturn Rate	
Expedited	276	12	8496	3.3%	8784
PreService	180	16	4671	4.0%	4867
PreService Part B Drug	32	0	548	5.5%	580
Retrospective	740	133	16860	4.9%	17733
Total	1228	161	30575	4.3%	31964

### Types of Appeals and Rates of Overturn of Plan Denials

Appeal Type	Total Cases	Substantive Cases	Substantive Rate	Overturns*	% Overtured	% of All Overturns
DME/ Orthotics	3481	3381	97.1%	77	2.3%	5.5%
Drugs	1685	1607	95.4%	89	5.5%	6.4%
ER	327	306	93.6%	16	5.2%	1.2%
Home Health	544	529	97.2%	20	3.8%	1.4%
Hospice	254	248	97.6%	2	0.8%	0.1%
Imaging	1770	1674	94.6%	116	6.9%	8.4%
Inpatient Hospital	5159	4979	96.5%	130	2.6%	9.4%
Lab	2947	2812	95.4%	158	5.6%	11.4%
Other	360	68	18.9%	5	7.4%	0.4%
Outpatient Mental Health	336	318	94.6%	14	4.4%	1.0%
Outpatient Therapies	984	945	96.0%	33	3.5%	2.4%
Practitioner Services	5939	5576	93.9%	270	4.8%	19.4%
SNF	1661	1599	96.3%	105	6.6%	7.6%
Step-Therapy	120	120	100.0%	6	5.0%	0.4%
Supplemental Benefit	3949	3859	97.7%	140	3.6%	10.1%
Surgery	2285	2210	96.7%	133	6.0%	9.6%
Testing	795	779	98.0%	41	5.3%	3.0%
Transportation	1035	954	92.2%	34	3.6%	2.4%
Total	33631	31964	95.0%	1389	4.3%	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
<b>DME/ Orthotics</b>	<b>2.07%</b>	<b>70</b>	<b>0.21%</b>	<b>7</b>	<b>97.72%</b>	<b>3304</b>	<b>3381</b>
Compression Stockings	1.12%	1	0.00%	0	98.88%	88	89
CPAP	11.71%	13	1.80%	2	86.49%	96	111
Diabetic Supplies	3.32%	13	0.00%	0	96.68%	379	392
Extremity Brace	0.00%	0	0.00%	0	100.00%	98	98
Foot Orthotics	1.42%	3	0.00%	0	98.58%	208	211
Manual Wheelchair	1.22%	1	0.00%	0	98.78%	81	82
Neck/Back	7.69%	2	0.00%	0	92.31%	24	26
Other	1.74%	24	0.22%	3	98.05%	1356	1383
Oxygen Equipment	3.45%	5	0.00%	0	96.55%	140	145
Pneumatic Compression Device	0.39%	1	0.00%	0	99.61%	257	258
Power Mobility Devices	1.62%	7	0.46%	2	97.92%	423	432
Seat Lift Mechanism	0.00%	0	0.00%	0	100.00%	43	43
Shower/Bath Chair	0.00%	0	0.00%	0	100.00%	71	71
Walker	0.00%	0	0.00%	0	100.00%	40	40
<b>Drugs</b>	<b>5.35%</b>	<b>86</b>	<b>0.19%</b>	<b>3</b>	<b>94.46%</b>	<b>1518</b>	<b>1607</b>
Chemotherapy	12.40%	15	0.83%	1	86.78%	105	121
Immunology	0.00%	0	0.00%	0	100.00%	14	14
Injections	0.00%	0	0.00%	0	100.00%	1	1
Other	6.23%	39	0.16%	1	93.61%	586	626
Pain Management	0.00%	0	1.35%	1	98.65%	73	74
PreService Part B-Drug	5.43%	32	0.00%	0	94.57%	557	589
Rheumatology	0.00%	0	0.00%	0	100.00%	11	11
Self-Administered	0.00%	0	0.00%	0	100.00%	171	171
<b>ER</b>	<b>5.23%</b>	<b>16</b>	<b>0.00%</b>	<b>0</b>	<b>94.77%</b>	<b>290</b>	<b>306</b>
<b>Home Health</b>	<b>3.40%</b>	<b>18</b>	<b>0.38%</b>	<b>2</b>	<b>96.22%</b>	<b>509</b>	<b>529</b>
<b>Hospice</b>	<b>0.40%</b>	<b>1</b>	<b>0.40%</b>	<b>1</b>	<b>99.19%</b>	<b>246</b>	<b>248</b>
<b>Imaging</b>	<b>6.69%</b>	<b>112</b>	<b>0.24%</b>	<b>4</b>	<b>93.07%</b>	<b>1558</b>	<b>1674</b>
CT Scan	7.09%	38	0.19%	1	92.72%	497	536
CTA	33.33%	4	0.00%	0	66.67%	8	12
DEXA	0.00%	0	0.00%	0	100.00%	4	4
EKG	3.28%	2	0.00%	0	96.72%	59	61
Mammography	1.64%	1	0.00%	0	98.36%	60	61
MRI	7.45%	19	0.00%	0	92.55%	236	255
Other	7.10%	24	0.89%	3	92.01%	311	338
PET Scan	18.18%	12	0.00%	0	81.82%	54	66
X-Ray	3.52%	12	0.00%	0	96.48%	329	341

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
<b>Inpatient Hospital</b>	<b>2.45%</b>	<b>122</b>	<b>0.16%</b>	<b>8</b>	<b>97.39%</b>	<b>4849</b>	<b>4979</b>
Acute Inpatient	11.29%	97	0.81%	7	87.89%	755	859
Acute Inpatient Rehab	0.12%	3	0.00%	0	99.88%	2555	2558
Critical Care	1.67%	1	0.00%	0	98.33%	59	60
Inpatient Mental Health	4.31%	11	0.00%	0	95.69%	244	255
LTACH	0.19%	2	0.00%	0	99.81%	1047	1049
Other	4.21%	8	0.53%	1	95.26%	181	190
Post Stabilization	0.00%	0	0.00%	0	100.00%	8	8
<b>Lab</b>	<b>5.26%</b>	<b>148</b>	<b>0.36%</b>	<b>10</b>	<b>94.38%</b>	<b>2654</b>	<b>2812</b>
Drug Testing	7.99%	31	0.00%	0	92.01%	357	388
General Health Panel	3.74%	13	0.57%	2	95.69%	333	348
Genetic Testing	4.90%	52	0.38%	4	94.72%	1005	1061
Other	5.12%	52	0.39%	4	94.48%	959	1015
<b>Other</b>	<b>7.35%</b>	<b>5</b>	<b>0.00%</b>	<b>0</b>	<b>92.65%</b>	<b>63</b>	<b>68</b>
<b>Outpatient Mental Health</b>	<b>4.40%</b>	<b>14</b>	<b>0.00%</b>	<b>0</b>	<b>95.60%</b>	<b>304</b>	<b>318</b>
<b>Outpatient Therapies</b>	<b>2.86%</b>	<b>27</b>	<b>0.63%</b>	<b>6</b>	<b>96.51%</b>	<b>912</b>	<b>945</b>
Cardiac Rehab	4.35%	1	0.00%	0	95.65%	22	23
Occupational Therapy	2.97%	3	0.00%	0	97.03%	98	101
Other	4.59%	9	1.02%	2	94.39%	185	196
Physical Therapy	2.30%	14	0.66%	4	97.05%	592	610
Pulmonary Rehab	0.00%	0	0.00%	0	100.00%	1	1
Speech Therapy	0.00%	0	0.00%	0	100.00%	14	14
<b>Practitioner Services</b>	<b>4.16%</b>	<b>232</b>	<b>0.68%</b>	<b>38</b>	<b>95.16%</b>	<b>5306</b>	<b>5576</b>
Acupuncture	1.37%	1	0.00%	0	98.63%	72	73
Anesthesia	5.38%	15	1.08%	3	93.55%	261	279
Cardiovascular Disease	24.39%	10	0.00%	0	75.61%	31	41
Chiropractic Care	0.72%	2	0.00%	0	99.28%	277	279
Experimental/Investigational	7.50%	3	0.00%	0	92.50%	37	40
Immunizations	0.00%	0	0.00%	0	100.00%	83	83
Injections	3.85%	16	0.24%	1	95.91%	399	416
Non-Physician Provider	11.11%	1	0.00%	0	88.89%	8	9
Office Visit	4.21%	71	0.53%	9	95.26%	1608	1688
Other	4.59%	94	1.02%	21	94.39%	1934	2049
Out of Area	5.32%	5	1.06%	1	93.62%	88	94
Pain Management	2.55%	8	0.96%	3	96.50%	303	314
Preventive Services	0.00%	0	0.00%	0	100.00%	19	19
Pulmonary Disease	12.50%	1	0.00%	0	87.50%	7	8
Services Not Covered	0.00%	0	0.00%	0	100.00%	15	15
Specialty vs. Primary Care	5.56%	3	0.00%	0	94.44%	51	54
Wound Care	1.74%	2	0.00%	0	98.26%	113	115



	Partially Favorable				Unfavorable		Substantive Cases
	Favorable (Overturn)		(Partially Overturn)		(Uphold)		
	%	Number	%	Number	%	Number	
<b>Skilled Nursing Facility</b>	<b>6.07%</b>	<b>97</b>	<b>0.50%</b>	<b>8</b>	<b>93.43%</b>	<b>1494</b>	<b>1599</b>
<b>Step-Therapy</b>	<b>5.00%</b>	<b>6</b>	<b>0.00%</b>	<b>0</b>	<b>95.00%</b>	<b>114</b>	<b>120</b>
<b>Supplemental Benefit</b>	<b>2.46%</b>	<b>95</b>	<b>1.17%</b>	<b>45</b>	<b>96.37%</b>	<b>3719</b>	<b>3859</b>
Dental	2.44%	77	1.17%	37	96.39%	3041	3155
Gym Membership	0.00%	0	0.00%	0	100.00%	29	29
Hearing Aids	0.00%	0	0.76%	1	99.24%	131	132
OTC (Over The Counter)	0.00%	0	0.00%	0	100.00%	20	20
Other	3.20%	4	0.00%	0	96.80%	121	125
Vision Care	3.52%	14	1.76%	7	94.72%	377	398
<b>Surgery</b>	<b>5.16%</b>	<b>114</b>	<b>0.86%</b>	<b>19</b>	<b>93.98%</b>	<b>2077</b>	<b>2210</b>
Brain and Spine	1.53%	7	0.65%	3	97.82%	449	459
Eye	3.51%	4	0.00%	0	96.49%	110	114
Joint/Bone Surgery	4.18%	11	0.76%	2	95.06%	250	263
Other	6.56%	86	0.99%	13	92.45%	1212	1311
Plastic Surgery	9.52%	6	1.59%	1	88.89%	56	63
<b>Testing</b>	<b>4.36%</b>	<b>34</b>	<b>0.90%</b>	<b>7</b>	<b>94.74%</b>	<b>738</b>	<b>779</b>
Colonoscopy	4.85%	5	1.94%	2	93.20%	96	103
Endoscopy	1.43%	1	0.00%	0	98.57%	69	70
Nuclear Stress Test	15.79%	3	0.00%	0	84.21%	16	19
Other	6.35%	16	1.98%	5	91.67%	231	252
PET Scan	0.00%	0	0.00%	0	100.00%	6	6
Sleep Study	6.45%	2	0.00%	0	93.55%	29	31
Ultrasound	2.35%	7	0.00%	0	97.65%	291	298
<b>Transportation</b>	<b>3.25%</b>	<b>31</b>	<b>0.31%</b>	<b>3</b>	<b>96.44%</b>	<b>920</b>	<b>954</b>
Ambulance	3.16%	19	0.33%	2	96.51%	581	602
Ambulance - Air	24.24%	8	3.03%	1	72.73%	24	33
Ambulance – Non-Emergent	1.57%	2	0.00%	0	98.43%	125	127
Other	1.04%	2	0.00%	0	98.96%	190	192
<b>Grand Total</b>	<b>3.84%</b>	<b>1228</b>	<b>0.50%</b>	<b>161</b>	<b>95.65%</b>	<b>30575</b>	<b>31964</b>