

Fact Sheet

Part C Reconsideration Appeals Data – Q2 2024

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 Q2 of 2024.

Reconsideration Volume

The Part C QIC received 54,005 reconsideration requests during Q2 of 2024. This represents a rate of 6.34 reconsiderations for each 1,000 Medicare beneficiaries enrolled¹.

Standard Pre-Service cases represented 15.02% of all appeals received and resulted in a rate of 0.95 reconsiderations for each 1,000 beneficiaries enrolled.

Standard Pre-Service Part B drug cases represented 1.77% of all appeals received and resulted in a rate of 0.11 reconsiderations for each 1,000 beneficiaries enrolled.

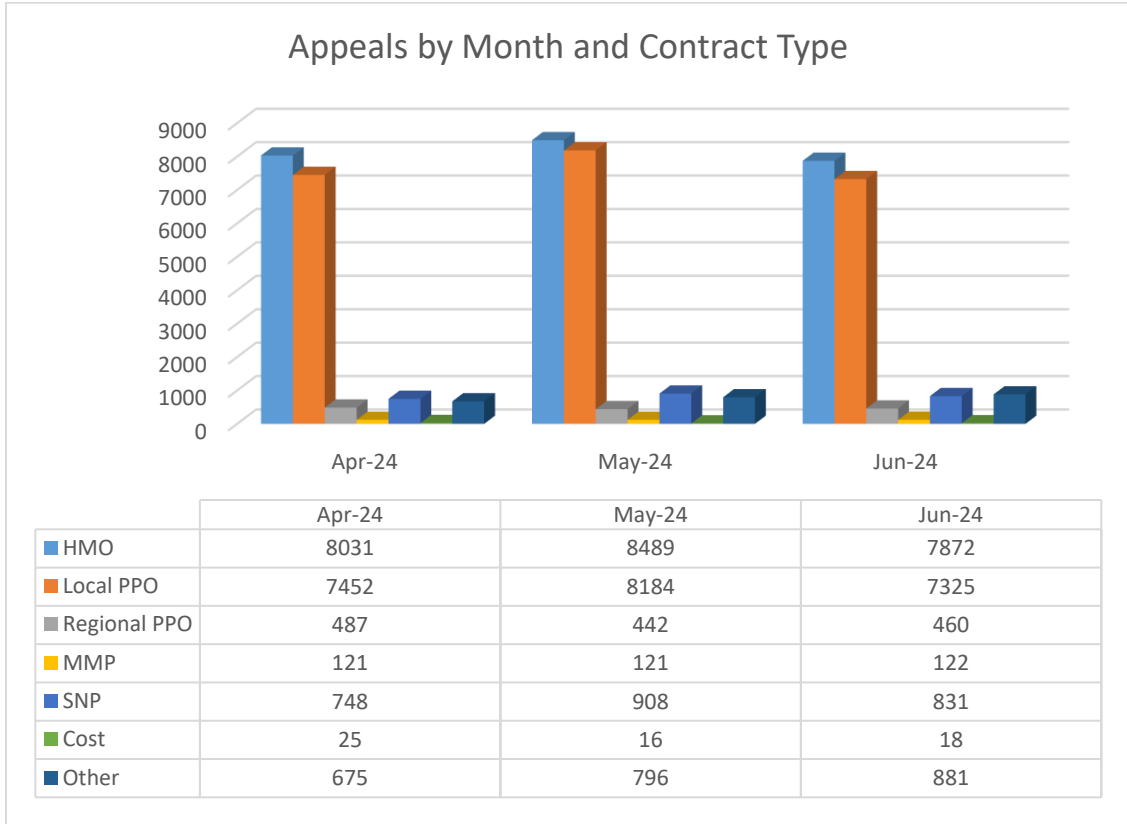
Standard Retrospective cases represented 54.68% of all appeals received and resulted in a rate of 3.47 reconsiderations for each 1,000 beneficiaries enrolled.

Expedited cases represented 28.53% of all appeals received and resulted in a rate of 1.81 expedited cases for each 1,000 beneficiaries enrolled.

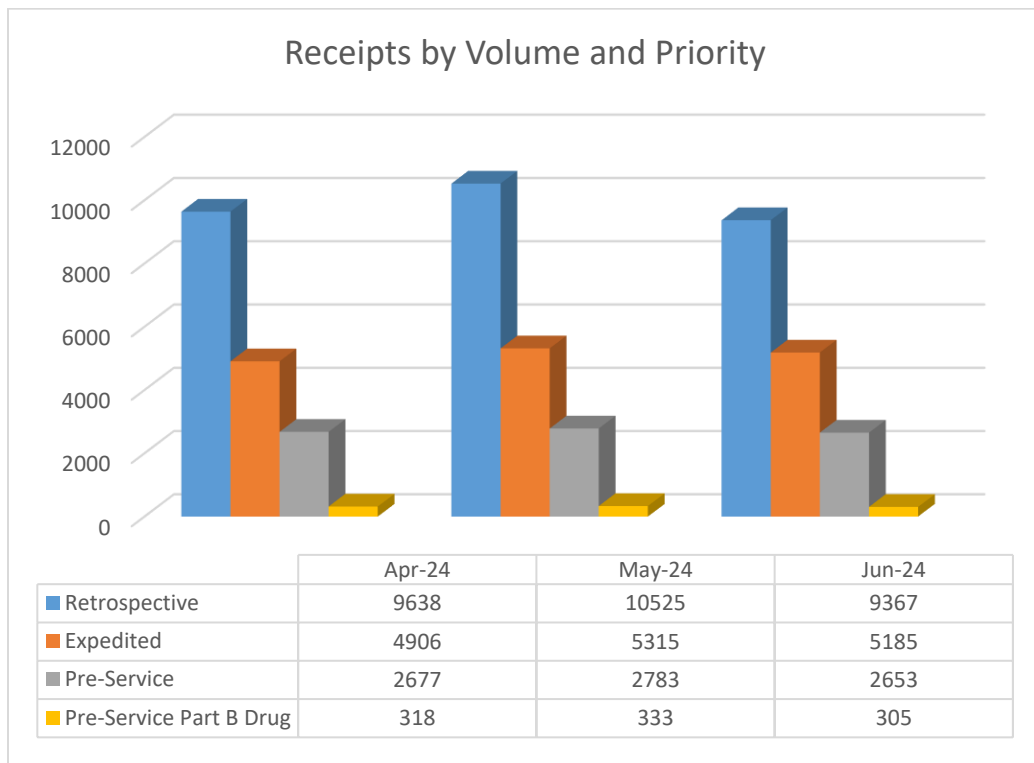
¹ Annual volume, divided by quarter-year enrollment (times 1,000) is used to calculate the annual rate of appeals per 1,000 enrollees.

Reconsideration Volume

Appeal Receipts with Contract Type

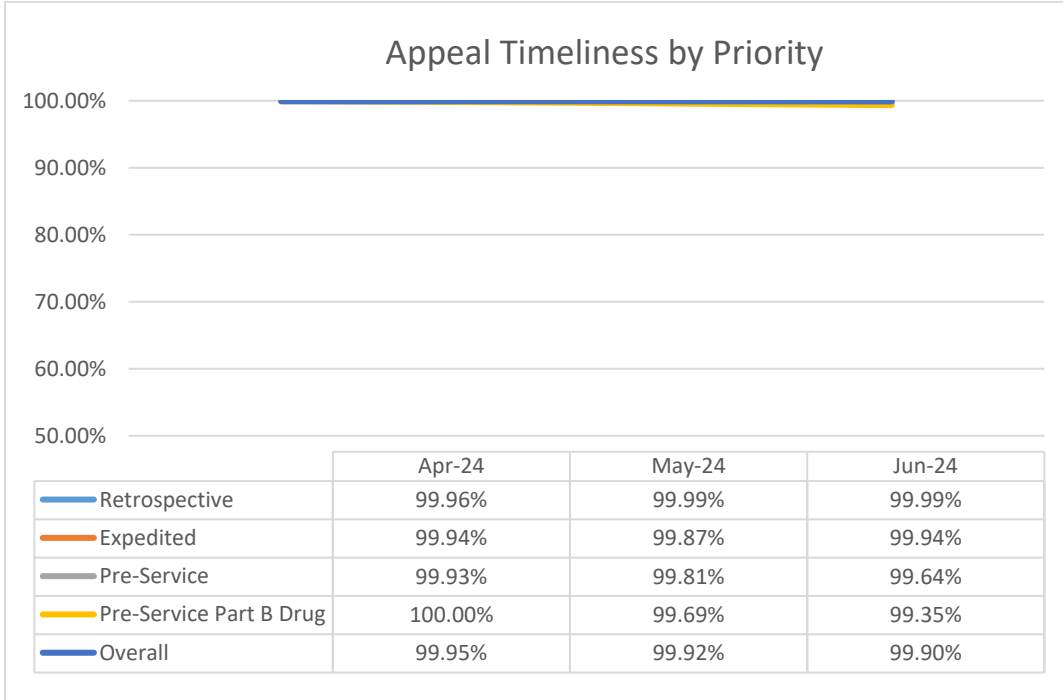


Appeal Receipts by Priority

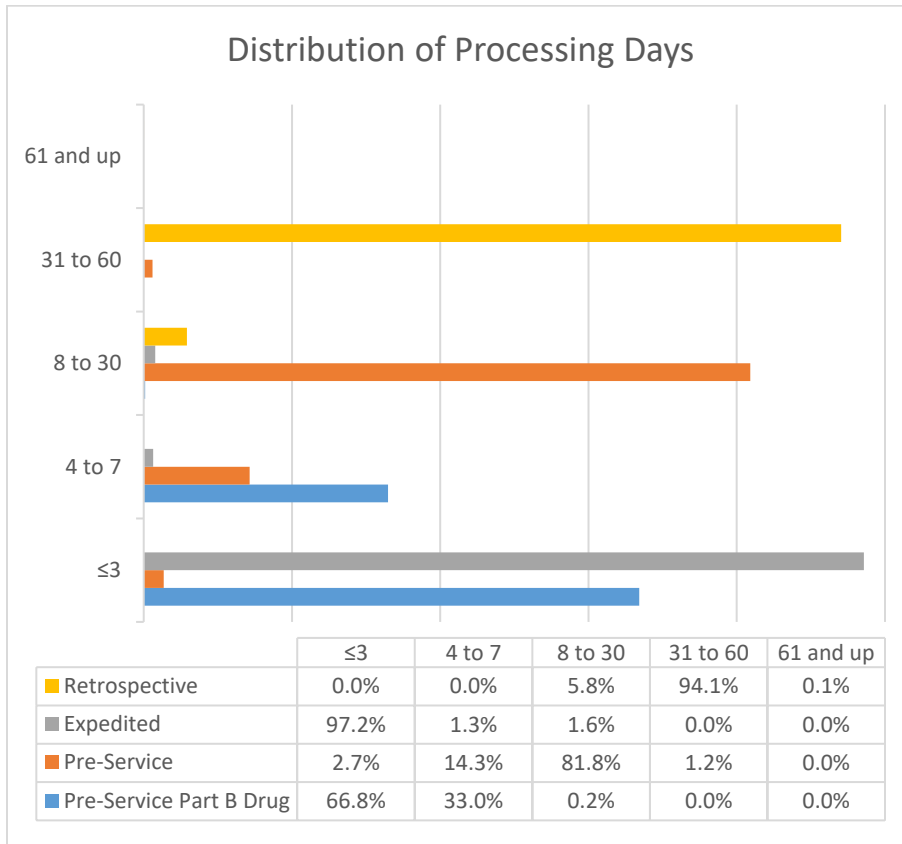


Timeliness of Reconsideration Cases

Timeliness of Decisions by Priority

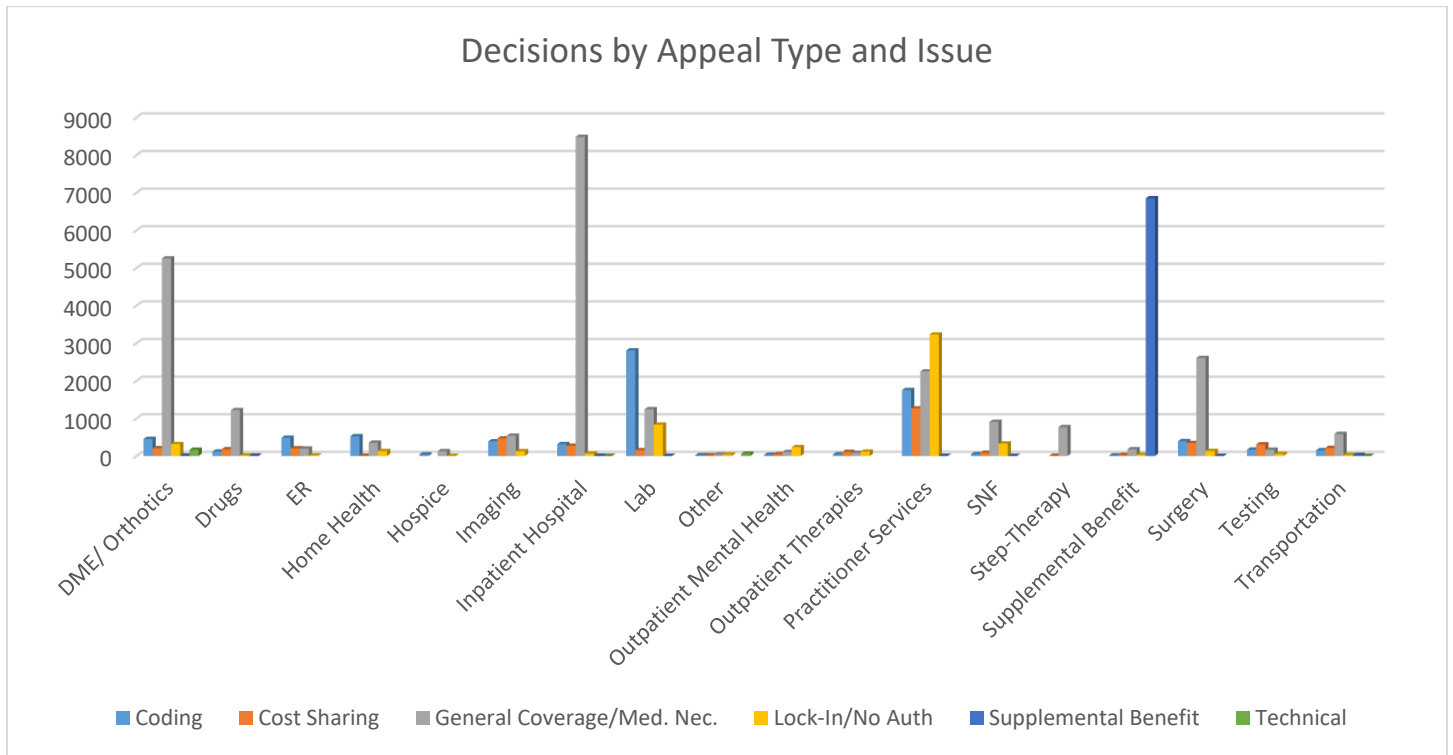


Days to Decision



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.		Lock-In/No Auth		Supplemental Benefit		Technical		
	N.	%	N.	%	N.	%	N.	%	N.	%	N.	%	
DME/ Orthotics	449	7.0%	205	3.2%	5252	82.1%	315	4.9%	9	0.1%	164	2.6%	6394
Drugs	116	7.6%	178	11.6%	1216	79.4%	13	0.8%	9	0.6%	0	0.0%	1532
ER	482	54.3%	201	22.6%	195	22.0%	10	1.1%	0	0.0%	0	0.0%	888
Home Health	524	51.8%	6	0.6%	353	34.9%	128	12.7%	0	0.0%	0	0.0%	1011
Hospice	40	24.0%		0.0%	126	75.4%	1	0.6%	0	0.0%	0	0.0%	167
Imaging	386	25.5%	463	30.6%	536	35.4%	127	8.4%	0	0.0%	0	0.0%	1512
Inpatient Hospital	314	3.4%	269	2.9%	8483	92.9%	62	0.7%	5	0.1%	2	0.0%	9135
Lab	2805	55.7%	153	3.0%	1242	24.7%	831	16.5%	2	0.0%	0	0.0%	5033
Other	20	11.6%	17	9.9%	39	22.7%	37	21.5%	0	0.0%	59	34.3%	172
Outpatient Mental Health	30	7.2%	45	10.8%	105	25.3%	235	56.6%	0	0.0%	0	0.0%	415
Outpatient Therapies	42	12.2%	107	31.2%	81	23.6%	113	32.9%	0	0.0%	0	0.0%	343
Practitioner Services	1751	20.6%	1263	14.9%	2246	26.5%	3229	38.0%	1	0.0%	0	0.0%	8490
SNF	47	3.4%	84	6.1%	905	66.2%	330	24.1%	2	0.1%	0	0.0%	1368
Step-Therapy		0.0%	6	0.8%	765	99.2%	0	0.0%	0	0.0%	0	0.0%	771
Supplemental Benefit	12	0.2%	26	0.4%	178	2.5%	31	0.4%	6852	96.5%	0	0.0%	7099
Surgery	392	11.3%	341	9.8%	2605	75.0%	132	3.8%	3	0.1%	0	0.0%	3473
Testing	168	24.2%	307	44.2%	165	23.8%	54	7.8%	0	0.0%	0	0.0%	694
Transportation	151	15.1%	211	21.1%	584	58.4%	26	2.6%	25	2.5%	3	0.3%	1000
Grand Total	7729	15.6%	3882	7.8%	25076	50.7%	5674	11.5%	6908	14.0%	228	0.5%	49497

Overturn Details

Substantive Case Overturn Rate by Priority

Substantive Decision					
Priority	Favorable (Overturn)	Partially Favorable (Partially)	Unfavorable (Uphold)	Overturn Rate	Grand Total
Expedited	403	28	14775	2.8%	15206
Pre-Service	286	50	7187	4.5%	7523
Pre-Service Part B Drug	27	0	926	2.8%	953
Retrospective	696	89	25030	3.0%	25815
Total	1412	167	47918	3.2%	49497

Types of Appeals and Rates of Overturn of Plan Denials

Appeal Type	Total Cases	Substantive Cases	Substantive Rate	Overturns*	% Overturn	% of All Overturns
DME/ Orthotics	6504	6394	98.3%	203	3.2%	12.9%
Drugs	1591	1532	96.3%	99	6.5%	6.3%
ER	909	888	97.7%	88	9.9%	5.6%
Home Health	1046	1011	96.7%	38	3.8%	2.4%
Hospice	171	167	97.7%	3	1.8%	0.2%
Imaging	1564	1512	96.7%	98	6.5%	6.2%
Inpatient Hospital	9225	9135	99.0%	170	1.9%	10.8%
Lab	5140	5033	97.9%	147	2.9%	9.3%
Other	182	172	94.5%	1	0.6%	0.1%
Outpatient Mental Health	428	415	97.0%	14	3.4%	0.9%
Outpatient Therapies	362	343	94.8%	12	3.5%	0.8%
Practitioner Services	8740	8490	97.1%	257	3.0%	16.3%
SNF	1393	1368	98.2%	46	3.4%	2.9%
Step-Therapy	778	771	99.1%	13	1.7%	0.8%
Supplemental Benefit	7206	7099	98.5%	211	3.0%	13.4%
Surgery	3523	3473	98.6%	118	3.4%	7.5%
Testing	717	694	96.8%	30	4.3%	1.9%
Transportation	1028	1000	97.3%	31	3.1%	2.0%
Total	50507	49497	98.0%	1579	3.2%	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	2.77%	177	0.41%	26	96.83%	6191	6394
Compression Stockings	9.09%	4	0.00%	0	90.91%	40	44
CPAP	6.60%	7	0.00%	0	93.40%	99	106
Diabetic Supplies	3.05%	52	0.12%	2	96.83%	1652	1706
Extremity Brace	3.41%	3	0.00%	0	96.59%	85	88
Foot Orthotics	0.80%	2	0.40%	1	98.80%	246	249
Manual Wheelchair	1.83%	2	0.00%	0	98.17%	107	109
Neck/Back	2.00%	1	0.00%	0	98.00%	49	50
Other - DME	3.24%	69	0.33%	7	96.43%	2054	2130
Oxygen Equipment	3.44%	18	0.19%	1	96.37%	505	524
Pneumatic Compression Device	2.43%	13	0.00%	0	97.57%	522	535
Power Mobility Devices	0.84%	6	2.11%	15	97.05%	691	712
Seat Lift Mechanism	0.00%	0	0.00%	0	100.00%	48	48
Shower/Bath Chair	0.00%	0	0.00%	0	100.00%	57	57
Walker	0.00%	0	0.00%	0	100.00%	36	36
Drugs	6.46%	99	0.00%	0	93.54%	1433	1532
Chemotherapy	19.83%	23	0.00%	0	80.17%	93	116
Immunology	11.11%	2	0.00%	0	88.89%	16	18
Other - Drugs	9.25%	47	0.00%	0	90.75%	461	508
Pain Management	7.87%	7	0.00%	0	92.13%	82	89
Pre-Service Part B-Drug	3.96%	20	0.00%	0	96.04%	485	505
Rheumatology	0.00%	0	0.00%	0	100.00%	15	15
Self Administered	0.00%	0	0.00%	0	100.00%	281	281
ER	9.35%	83	0.56%	5	90.09%	800	888
Home Health	3.56%	36	0.20%	2	96.24%	973	1011
Hospice	1.20%	2	0.60%	1	98.20%	164	167
Imaging	6.22%	94	0.26%	4	93.52%	1414	1512
CT Scan	4.26%	18	0.24%	1	95.51%	404	423
CTA	15.38%	2	0.00%	0	84.62%	11	13
DEXA	4.65%	2	0.00%	0	95.35%	41	43
EKG	0.00%	0	1.85%	1	98.15%	53	54
Mammography	1.30%	1	0.00%	0	98.70%	76	77
MRI	8.70%	20	0.00%	0	91.30%	210	230
Other - Imaging	8.50%	25	0.68%	2	90.82%	267	294
PET Scan	15.48%	24	0.00%	0	84.52%	131	155
X-Ray	0.90%	2	0.00%	0	99.10%	221	223

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Inpatient Hospital	1.83%	167	0.03%	3	98.14%	8965	9135
Acute Inpatient	13.30%	75	0.18%	1	86.52%	488	564
Acute Inpatient Rehab	0.40%	26	0.00%	0	99.60%	6520	6546
Critical Care	8.57%	3	2.86%	1	88.57%	31	35
Inpatient Mental Health	7.35%	10	0.00%	0	92.65%	126	136
LTACH	1.96%	32	0.00%	0	98.04%	1597	1629
Other - Inpt Hospital	9.62%	20	0.00%	0	90.38%	188	208
Post Stabilization	5.88%	1	5.88%	1	88.24%	15	17
Lab	2.56%	129	0.36%	18	97.08%	4886	5033
Drug Testing	9.29%	30	0.00%	0	90.71%	293	323
General Health Panel	1.47%	14	0.31%	3	98.22%	938	955
Genetic Testing	3.15%	47	0.20%	3	96.65%	1443	1493
Other - Lab	1.68%	38	0.53%	12	97.79%	2212	2262
Other	0.58%	1	0.00%	0	99.42%	171	172
Outpatient Mental Health	3.37%	14	0.00%	0	96.63%	401	415
Outpatient Therapies	2.33%	8	1.17%	4	96.50%	331	343
Cardiac Rehab	0.00%	0	0.00%	0	100.00%	18	18
Occupational Therapy	4.17%	1	0.00%	0	95.83%	23	24
Other - Outpt Therapies	2.11%	6	1.40%	4	96.49%	275	285
Physical Therapy	33.33%	1	0.00%	0	66.67%	2	3
Pulmonary Rehab	0.00%	0	0.00%	0	100.00%	13	13
Speech Therapy	15.79%	3	5.26%	1	78.95%	15	19
Practitioner Services	2.61%	222	0.41%	35	96.97%	8234	8490
Acupuncture	0.00%	0	0.00%	0	100.00%	124	124
Anesthesia	3.29%	7	0.47%	1	96.24%	205	213
Cardiovascular Disease	1.60%	2	0.80%	1	97.60%	122	125
Chiropractic Care	0.28%	1	0.00%	0	99.72%	357	358
Experimental/Investigational	7.14%	2	0.00%	0	92.86%	26	28
Immunizations	2.17%	2	0.00%	0	97.83%	90	92
Injections	3.15%	18	0.70%	4	96.15%	549	571
Non-Physician Provider	0.00%	0	0.00%	0	100.00%	21	21
Office Visit	1.86%	41	0.14%	3	98.01%	2164	2208
Other - Prac Services	2.67%	93	0.60%	21	96.72%	3365	3478
Out of Area	3.75%	6	0.00%	0	96.25%	154	160
Pain Management	1.71%	6	0.28%	1	98.01%	344	351
Preventive Services	6.90%	4	0.00%	0	93.10%	54	58
Pulmonary Disease	0.00%	0	0.00%	0	100.00%	2	2
Radiation Therapy	11.11%	24	1.39%	3	87.50%	189	216
Services Not Covered	0.00%	0	2.04%	1	97.96%	48	49
Specialty vs. Primary Care	0.00%	0	0.00%	0	100.00%	68	68
Wound Care	4.35%	16	0.00%	0	95.65%	352	368

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Skilled Nursing Facility	2.92%	40	0.44%	6	96.64%	1322	1368
Step-Therapy	1.69%	13	0.00%	0	98.31%	758	771
Supplemental Benefit	2.32%	165	0.65%	46	97.03%	6888	7099
Dental	1.89%	111	0.68%	40	97.43%	5719	5870
Gym Membership	16.36%	9	0.00%	0	83.64%	46	55
Hearing Aids	2.17%	4	0.00%	0	97.83%	180	184
OTC (Over-The-Counter)	0.00%	0	0.00%	0	100.00%	51	51
Other - Supp Benefit	13.57%	27	0.50%	1	85.93%	171	199
Transportation	1.63%	5	1.30%	4	97.07%	298	307
Vision Care	2.08%	9	0.23%	1	97.69%	423	433
Surgery	2.97%	103	0.43%	15	96.60%	3355	3473
Brain and Spine	1.36%	6	0.00%	0	98.64%	435	441
Eye	5.08%	6	0.85%	1	94.07%	111	118
Joint/Bone Surgery	3.93%	14	0.56%	2	95.51%	340	356
Other - Surgery	2.90%	72	0.48%	12	96.62%	2401	2485
Plastic Surgery	6.85%	5	0.00%	0	93.15%	68	73
Testing	4.03%	28	0.29%	2	95.68%	664	694
Colonoscopy	3.33%	3	0.00%	0	96.67%	87	90
Endoscopy	4.92%	3	0.00%	0	95.08%	58	61
Nuclear Stress Test	3.85%	1	0.00%	0	96.15%	25	26
Other - Testing	5.22%	14	0.75%	2	94.03%	252	268
PET Scan	16.67%	1	0.00%	0	83.33%	5	6
Sleep Study	13.89%	5	0.00%	0	86.11%	31	36
Ultrasound	0.48%	1	0.00%	0	99.52%	206	207
Transportation	3.10%	31	0.00%	0	96.90%	969	1000
Ambulance	2.03%	11	0.00%	0	97.97%	530	541
Ambulance - Air	25.71%	9	0.00%	0	74.29%	26	35
Ambulance - Non Emergent	5.37%	11	0.00%	0	94.63%	194	205
Other - Transportation	0.00%	0	0.00%	0	100.00%	219	219
Grand Total	2.85%	1412	0.34%	167	96.81%	47919	49497