

# Fact Sheet

## Part C Reconsideration Appeals Data – Q4 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 Q4 of 2023.

### Reconsideration Volume

The Part C QIC received 49,083 reconsideration requests during Q4 of 2023. This represents a rate of 6.01 reconsiderations for each 1,000 Medicare beneficiaries enrolled<sup>1</sup>.

Standard Pre-Service cases represented 11.86% of all appeals received and resulted in a rate of 0.71 reconsiderations for each 1,000 beneficiaries enrolled.

Standard Pre-Service Part B drug cases represented 1.64% of all appeals received and resulted in a rate of 0.10 reconsiderations for each 1,000 beneficiaries enrolled.

Standard Retrospective cases represented 60.03% of all appeals received and resulted in a rate of 3.61 reconsiderations for each 1,000 beneficiaries enrolled.

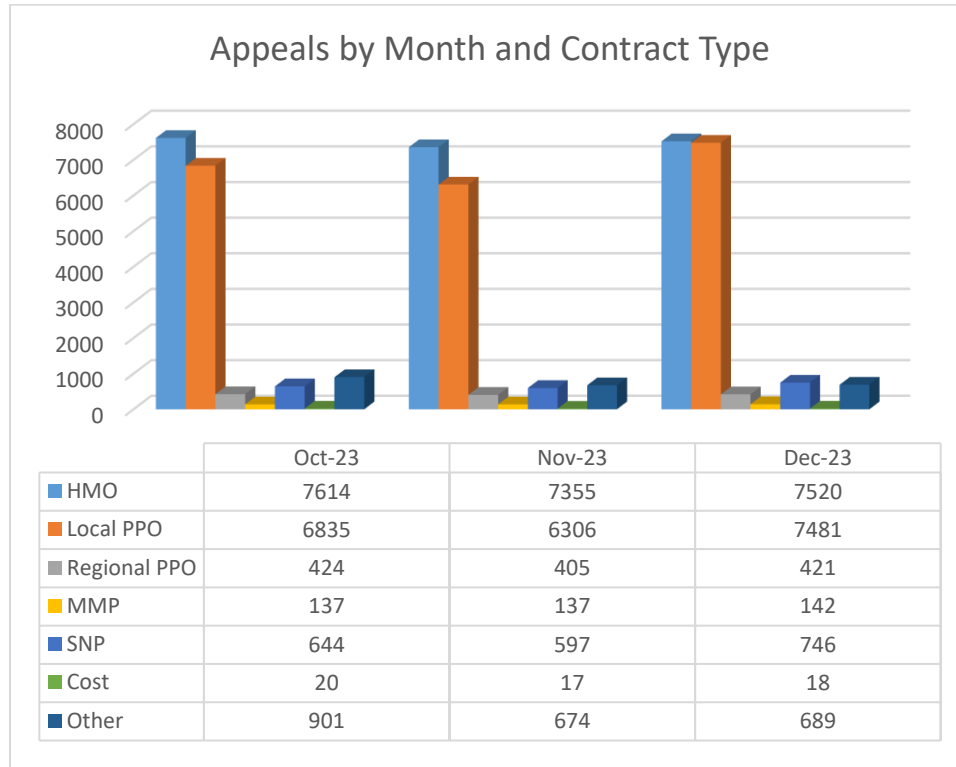
Expedited cases represented 26.47% of all appeals received and resulted in a rate of 1.59 expedited cases for each 1,000 beneficiaries enrolled.

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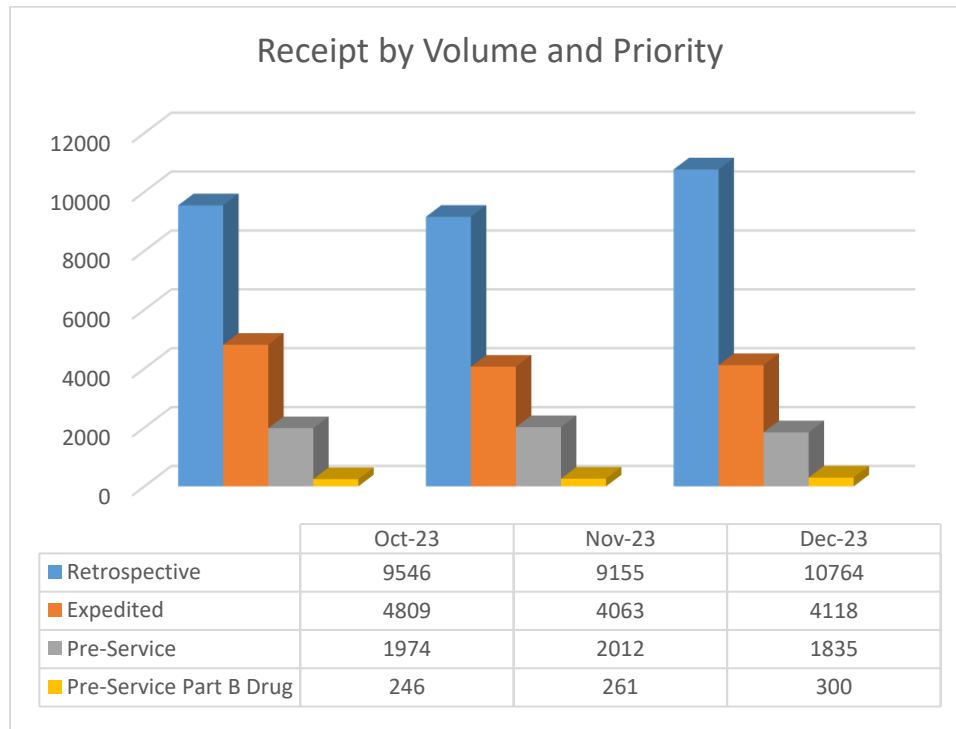
<sup>1</sup> Annual volume, divided by quarter-year enrollment (times 1,000) is used to calculate the annual rate of appeals per 1,000 enrollees.

## Reconsideration Volume

### Appeal Receipts with Contract Type

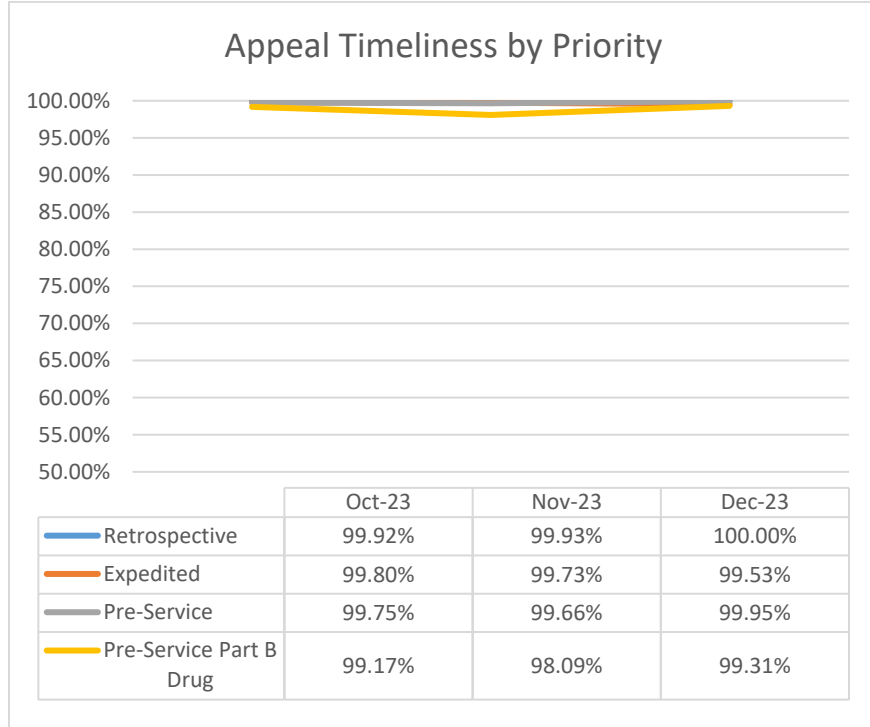


### Appeal Receipts by Priority

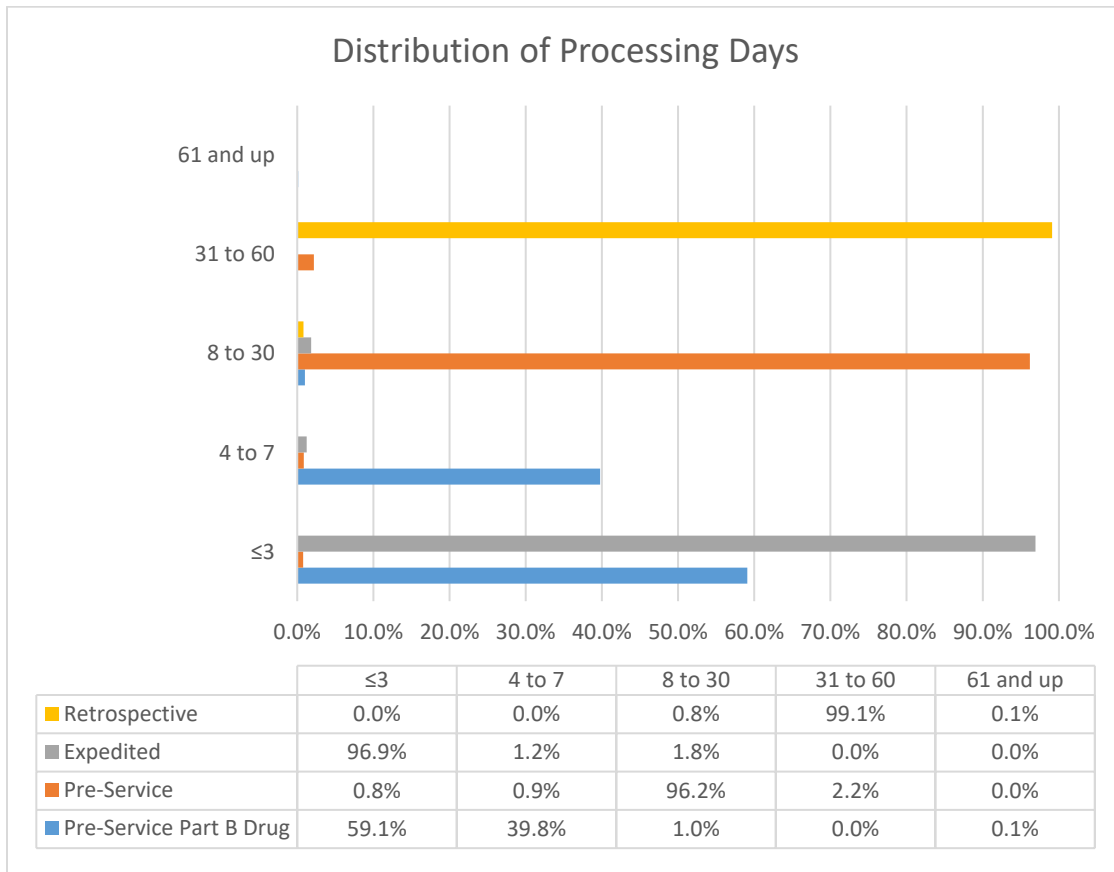


# Timeliness of Reconsideration Cases

## Timeliness of Decisions by Priority

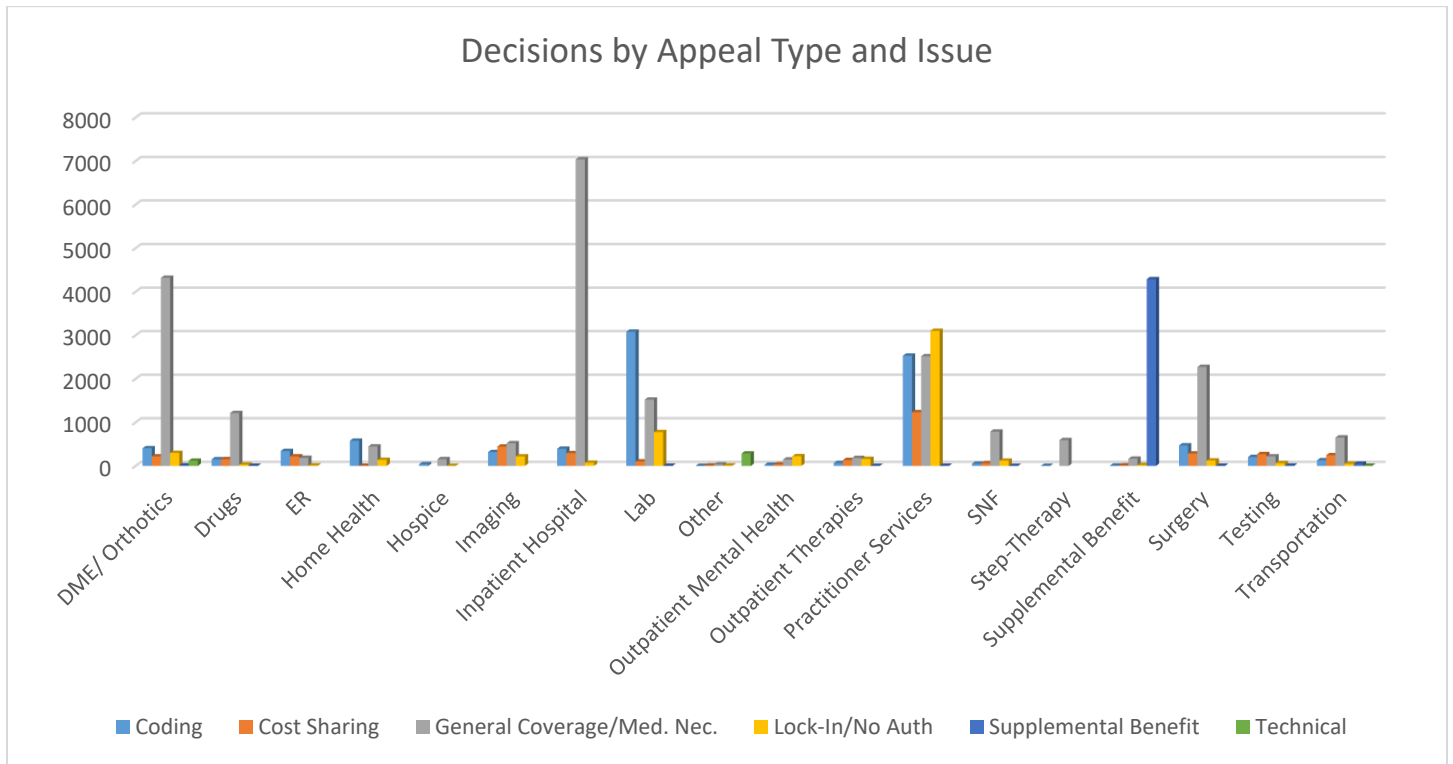


## Days to Decision



# Appeal Details

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



<sup>2</sup> Substantive cases include appeals where 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	405	7.5%	218	4.1%	4320	80.4%	299	5.6%	13	0.2%	121	2.3%	5376
Drugs	152	9.8%	156	10.0%	1215	78.0%	31	2.0%	4	0.3%	0	0.0%	1558
ER	343	45.3%	220	29.0%	185	24.4%	10	1.3%	0	0.0%	0	0.0%	758
Home Health	579	49.6%	4	0.3%	447	38.3%	138	11.8%	0	0.0%	0	0.0%	1168
Hospice	39	20.0%	0	0.0%	155	79.5%	1	0.5%	0	0.0%	0	0.0%	195
Imaging	317	21.1%	444	29.6%	520	34.7%	218	14.5%	0	0.0%	0	0.0%	1499
Inpatient Hospital	395	5.1%	293	3.8%	7038	90.2%	73	0.9%	0	0.0%	0	0.0%	7799
Lab	3082	56.1%	102	1.9%	1523	27.7%	778	14.2%	4	0.1%	0	0.0%	5489
Other	1	0.3%	10	2.9%	35	10.2%	10	2.9%	0	0.0%	286	83.6%	342
Outpatient Mental Health	26	6.0%	37	8.5%	147	33.9%	223	51.5%	0	0.0%	0	0.0%	433
Outpatient Therapies	67	12.2%	135	24.7%	184	33.6%	160	29.3%	1	0.2%	0	0.0%	547
Practitioner Services	2531	27.0%	1233	13.1%	2519	26.8%	3102	33.0%	5	0.1%	0	0.0%	9390
SNF	50	4.9%	61	6.0%	788	77.2%	121	11.9%	1	0.1%	0	0.0%	1021
Step-Therapy	2	0.3%	0	0.0%	592	99.7%	0	0.0%	0	0.0%	0	0.0%	594
Supplemental Benefit	8	0.2%	12	0.3%	166	3.7%	20	0.4%	4286	95.4%	0	0.0%	4492
Surgery	471	14.9%	285	9.0%	2272	72.0%	124	3.9%	3	0.1%	0	0.0%	3155
Testing	205	26.7%	272	35.5%	219	28.6%	65	8.5%	6	0.8%	0	0.0%	767
Transportation	130	11.5%	246	21.7%	652	57.5%	51	4.5%	50	4.4%	4	0.4%	1133
<b>Grand Total</b>	<b>8803</b>	<b>19.3%</b>	<b>3728</b>	<b>8.2%</b>	<b>22977</b>	<b>50.3%</b>	<b>5424</b>	<b>11.9%</b>	<b>4373</b>	<b>9.6%</b>	<b>411</b>	<b>0.9%</b>	<b>45716</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	618	26	12364	5.0%	13008
Pre-Service	358	47	5380	7.0%	5785
Pre-Service Part B Drug	27	0	743	3.5%	770
Retrospective	928	217	25008	4.4%	26153
Total	1931	290	43495	4.9%	45716

### 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	5536	5376	97.1%	336	6.3%	15.1%
Drugs	1609	1558	96.8%	107	6.9%	4.8%
ER	808	758	93.8%	48	6.3%	2.2%
Home Health	1236	1168	94.5%	43	3.7%	1.9%
Hospice	197	195	99.0%	3	1.5%	0.1%
Imaging	1567	1499	95.7%	138	9.2%	6.2%
Inpatient Hospital	7961	7799	98.0%	355	4.6%	16.0%
Lab	5703	5489	96.2%	295	5.4%	13.3%
Other	379	342	90.2%	6	1.8%	0.3%
Outpatient Mental Health	466	433	92.9%	7	1.6%	0.3%
Outpatient Therapies	591	547	92.6%	29	5.3%	1.3%
Practitioner Services	9681	9390	97.0%	400	4.3%	18.0%
SNF	1073	1021	95.2%	50	4.9%	2.3%
Step-Therapy	601	594	98.8%	10	1.7%	0.5%
Supplemental Benefit	4583	4492	98.0%	140	3.1%	6.3%
Surgery	3212	3155	98.2%	149	4.7%	6.7%
Testing	804	767	95.4%	53	6.9%	2.4%
Transportation	1162	1133	97.5%	52	4.6%	2.3%
Total	47169	45716	96.9%	2221	4.9%	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>5.77%</b>	<b>310</b>	<b>0.48%</b>	<b>26</b>	<b>93.75%</b>	<b>5040</b>	<b>5376</b>
Compression Stockings	0.00%	0	1.16%	1	98.84%	85	86
CPAP	3.45%	3	1.15%	1	95.40%	83	87
Diabetic Supplies	7.73%	50	0.00%	0	92.27%	597	647
Extremity Brace	4.17%	4	0.00%	0	95.83%	92	96
Foot Orthotics	1.81%	4	0.00%	0	98.19%	217	221
Manual Wheelchair	1.00%	1	0.00%	0	99.00%	99	100
Neck/Back	4.00%	1	0.00%	0	96.00%	24	25
Other	6.43%	126	0.61%	12	92.96%	1822	1960
Oxygen Equipment	4.52%	23	0.00%	0	95.48%	486	509
Pneumatic Compression Device	1.88%	12	0.00%	0	98.12%	625	637
Power Mobility Devices	10.40%	83	1.38%	11	88.22%	704	798
Seat Lift Mechanism	0.00%	0	0.00%	0	100.00%	57	57
Shower/Bath Chair	0.00%	0	1.20%	1	98.80%	82	83
Walker	4.29%	3	0.00%	0	95.71%	67	70
<b>Drugs</b>	<b>6.61%</b>	<b>103</b>	<b>0.26%</b>	<b>4</b>	<b>93.13%</b>	<b>1451</b>	<b>1558</b>
Chemotherapy	15.44%	23	1.34%	2	83.22%	124	149
Immunology	8.00%	2	0.00%	0	92.00%	23	25
Other	9.60%	46	0.42%	2	89.98%	431	479
Pain Management	8.64%	7	0.00%	0	91.36%	74	81
Pre-Service Part B-Drug	4.51%	21	0.00%	0	95.49%	445	466
Rheumatology	6.67%	1	0.00%	0	93.33%	14	15
Self-Administered	0.87%	3	0.00%	0	99.13%	340	343
<b>ER</b>	<b>5.41%</b>	<b>41</b>	<b>0.92%</b>	<b>7</b>	<b>93.67%</b>	<b>710</b>	<b>758</b>
<b>Home Health</b>	<b>3.17%</b>	<b>37</b>	<b>0.51%</b>	<b>6</b>	<b>96.32%</b>	<b>1125</b>	<b>1168</b>
<b>Hospice</b>	<b>1.54%</b>	<b>3</b>	<b>0.00%</b>	<b>0</b>	<b>98.46%</b>	<b>192</b>	<b>195</b>
<b>Imaging</b>	<b>8.34%</b>	<b>125</b>	<b>0.87%</b>	<b>13</b>	<b>90.79%</b>	<b>1361</b>	<b>1499</b>
CT Scan	9.28%	32	1.45%	5	89.28%	308	345
CTA	12.50%	2	0.00%	0	87.50%	14	16
DEXA	10.00%	1	0.00%	0	90.00%	9	10
EKG	4.62%	3	1.54%	1	93.85%	61	65
Mammography	0.00%	0	1.56%	1	98.44%	63	64
MRI	12.21%	26	0.94%	2	86.85%	185	213
Other	7.32%	24	0.91%	3	91.77%	301	328
PET Scan	13.97%	25	0.00%	0	86.03%	154	179
X-Ray	4.30%	12	0.36%	1	95.34%	266	279

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
<b>Inpatient Hospital</b>	<b>4.37%</b>	<b>341</b>	<b>0.18%</b>	<b>14</b>	<b>95.45%</b>	<b>7444</b>	<b>7799</b>
Acute Inpatient	12.15%	87	0.98%	7	86.87%	622	716
Acute Inpatient Rehab	3.90%	190	0.02%	1	96.08%	4680	4871
Critical Care	3.70%	1	3.70%	1	92.59%	25	27
Inpatient Mental Health	7.19%	12	0.00%	0	92.81%	155	167
LTACH	1.90%	34	0.00%	0	98.10%	1756	1790
Other	7.94%	17	1.40%	3	90.65%	194	214
Post Stabilization	0.00%	0	14.29%	2	85.71%	12	14
<b>Lab</b>	<b>4.52%</b>	<b>248</b>	<b>0.86%</b>	<b>47</b>	<b>94.63%</b>	<b>5194</b>	<b>5489</b>
Drug Testing	9.70%	52	0.56%	3	89.74%	481	536
General Health Panel	2.59%	18	0.58%	4	96.83%	673	695
Genetic Testing	5.17%	61	0.68%	8	94.15%	1111	1180
Other	3.80%	117	1.04%	32	95.16%	2929	3078
<b>Other</b>	<b>1.75%</b>	<b>6</b>	<b>0.00%</b>	<b>0</b>	<b>98.25%</b>	<b>336</b>	<b>342</b>
<b>Outpatient Mental Health</b>	<b>1.62%</b>	<b>7</b>	<b>0.00%</b>	<b>0</b>	<b>98.38%</b>	<b>426</b>	<b>433</b>
<b>Outpatient Therapies</b>	<b>3.47%</b>	<b>19</b>	<b>1.83%</b>	<b>10</b>	<b>94.70%</b>	<b>518</b>	<b>547</b>
Cardiac Rehab	0.00%	0	0.00%	0	100.00%	7	7
Occupational Therapy	5.56%	3	1.85%	1	92.59%	50	54
Other	3.22%	15	1.93%	9	94.85%	442	466
Physical Therapy	0.00%	0	0.00%	0	100.00%	8	8
Pulmonary Rehab	8.33%	1	0.00%	0	91.67%	11	12
Speech Therapy	15.79%	3	5.26%	1	78.95%	15	19
<b>Practitioner Services</b>	<b>3.21%</b>	<b>301</b>	<b>1.05%</b>	<b>99</b>	<b>95.74%</b>	<b>8990</b>	<b>9390</b>
Acupuncture	1.61%	2	0.00%	0	98.39%	122	124
Anesthesia	6.09%	14	6.09%	14	87.83%	202	230
Cardiovascular Disease	1.96%	2	0.98%	1	97.06%	99	102
Chiropractic Care	0.96%	4	0.24%	1	98.80%	410	415
Experimental/Investigational	14.71%	5	0.00%	0	85.29%	29	34
Immunizations	0.00%	0	0.00%	0	100.00%	84	84
Injections	4.78%	30	1.44%	9	93.78%	588	627
Non-Physician Provider	0.00%	0	0.00%	0	100.00%	16	16
Office Visit	1.84%	41	0.58%	13	97.58%	2175	2229
Other	3.32%	146	1.23%	54	95.45%	4198	4398
Out of Area	4.17%	6	0.00%	0	95.83%	138	144
Pain Management	2.13%	8	0.53%	2	97.34%	366	376
Preventive Services	8.82%	3	2.94%	1	88.24%	30	34
Pulmonary Disease	0.00%	0	0.00%	0	100.00%	7	7
Radiation Therapy	9.36%	19	1.97%	4	88.67%	180	203
Services Not Covered	3.08%	2	0.00%	0	96.92%	63	65
Specialty vs. Primary Care	2.17%	2	0.00%	0	97.83%	90	92
Wound Care	8.10%	17	0.00%	0	91.90%	193	210



	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
<b>Skilled Nursing Facility</b>	<b>4.80%</b>	<b>49</b>	<b>0.10%</b>	<b>1</b>	<b>95.10%</b>	<b>971</b>	<b>1021</b>
<b>Step-Therapy</b>	<b>1.68%</b>	<b>10</b>	<b>0.00%</b>	<b>0</b>	<b>98.32%</b>	<b>584</b>	<b>594</b>
<b>Supplemental Benefit</b>	<b>2.40%</b>	<b>108</b>	<b>0.71%</b>	<b>32</b>	<b>96.88%</b>	<b>4352</b>	<b>4492</b>
Dental	2.08%	76	0.82%	30	97.10%	3552	3658
Gym Membership	3.45%	1	0.00%	0	96.55%	28	29
Hearing Aids	4.09%	7	0.00%	0	95.91%	164	171
OTC (Over-The-Counter)	0.00%	0	0.00%	0	100.00%	98	98
Other	3.64%	2	0.00%	0	96.36%	53	55
Transportation	1.32%	2	0.00%	0	98.68%	149	151
Vision Care	6.06%	20	0.61%	2	93.33%	308	330
<b>Surgery</b>	<b>3.99%</b>	<b>126</b>	<b>0.73%</b>	<b>23</b>	<b>95.28%</b>	<b>3006</b>	<b>3155</b>
Brain and Spine	1.64%	8	0.61%	3	97.75%	478	489
Eye	2.06%	2	1.03%	1	96.91%	94	97
Joint/Bone Surgery	2.94%	10	0.59%	2	96.47%	328	340
Other	4.79%	104	0.74%	16	94.47%	2051	2171
Plastic Surgery	3.45%	2	1.72%	1	94.83%	55	58
<b>Testing</b>	<b>6.00%</b>	<b>46</b>	<b>0.91%</b>	<b>7</b>	<b>93.09%</b>	<b>714</b>	<b>767</b>
Colonoscopy	5.38%	5	0.00%	0	94.62%	88	93
Endoscopy	7.35%	5	2.94%	2	89.71%	61	68
Nuclear Stress Test	3.70%	1	3.70%	1	92.59%	25	27
Other	5.73%	18	0.96%	3	93.31%	293	314
PET Scan	50.00%	1	0.00%	0	50.00%	1	2
Sleep Study	6.56%	4	0.00%	0	93.44%	57	61
Ultrasound	5.94%	12	0.50%	1	93.56%	189	202
<b>Transportation</b>	<b>4.50%</b>	<b>51</b>	<b>0.09%</b>	<b>1</b>	<b>95.41%</b>	<b>1081</b>	<b>1133</b>
Ambulance	4.32%	31	0.00%	0	95.68%	686	717
Ambulance - Air	16.22%	6	0.00%	0	83.78%	31	37
Ambulance - Non Emergent	6.03%	12	0.50%	1	93.47%	186	199
Other	1.11%	2	0.00%	0	98.89%	178	180
<b>Grand Total</b>	<b>4.22%</b>	<b>1931</b>	<b>0.63%</b>	<b>290</b>	<b>95.14%</b>	<b>43495</b>	<b>45716</b>