

Fact Sheet

Part C Reconsideration Appeals Data – Q3 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 Q3 of 2024.

Reconsideration Volume

The Part C QIC received 61,895 reconsideration requests during Q3 of 2024. This represents a rate of 7.23 reconsiderations for each 1,000 Medicare beneficiaries enrolled¹.

Standard Pre-Service cases represented 14.11% of all appeals received and resulted in a rate of 1.02 reconsiderations for each 1,000 beneficiaries enrolled.

Standard Pre-Service Part B drug cases represented 1.65% of all appeals received and resulted in a rate of 0.12 reconsiderations for each 1,000 beneficiaries enrolled.

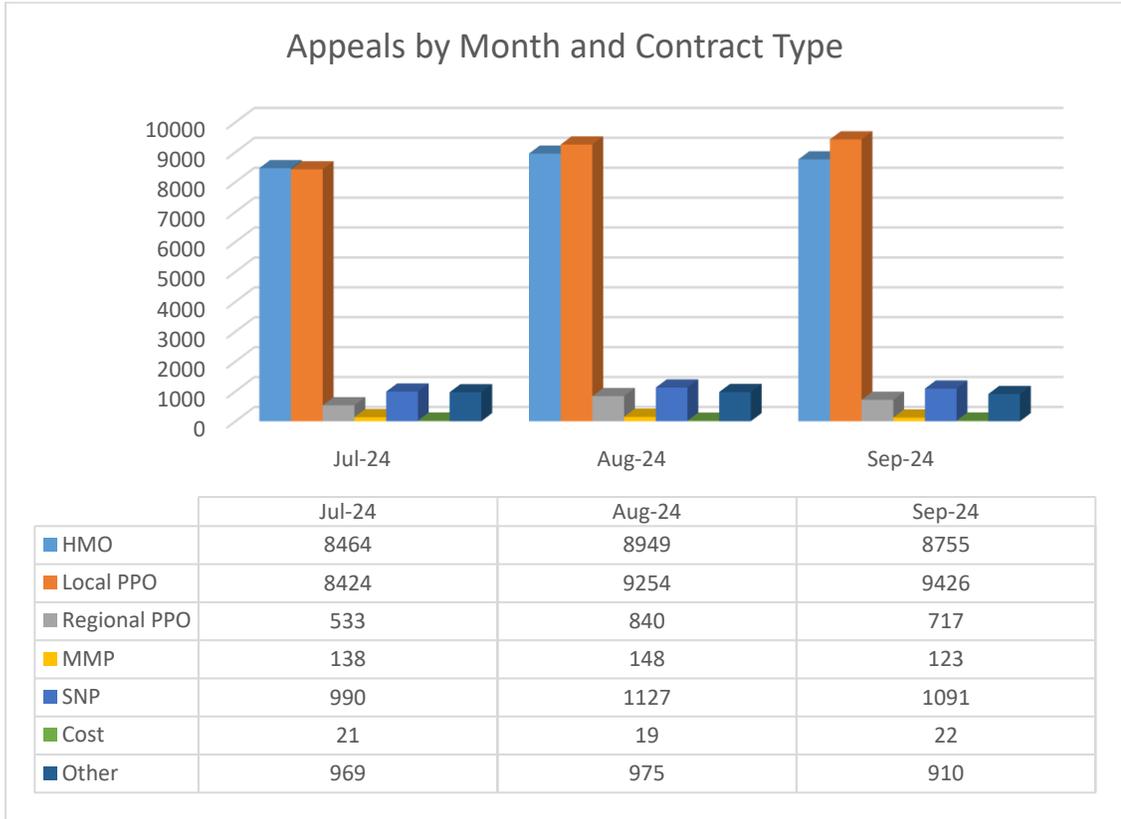
Standard Retrospective cases represented 55.37% of all appeals received and resulted in a rate of 4.00 reconsiderations for each 1,000 beneficiaries enrolled.

Expedited cases represented 28.87% of all appeals received and resulted in a rate of 2.09 expedited cases for each 1,000 beneficiaries enrolled.

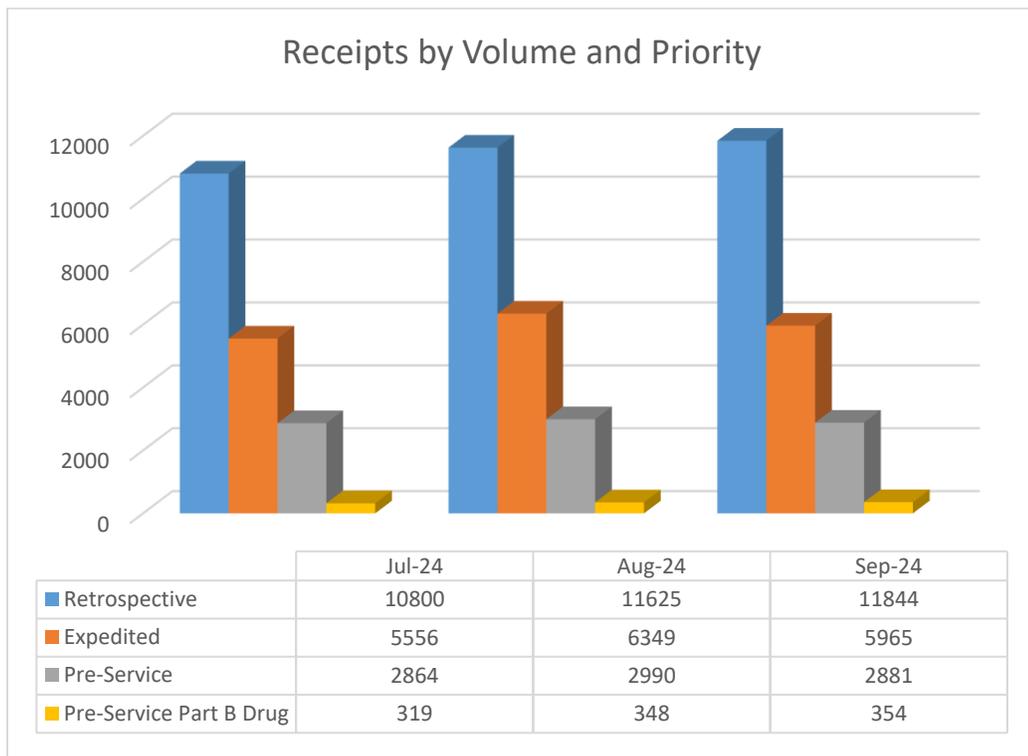
¹ Annual volume, divided by quarter-year enrollment (times 1,000) is used to calculate the annual rate of appeals per 1,000 enrollees.

Reconsideration Volume

Appeal Receipts with Contract Type

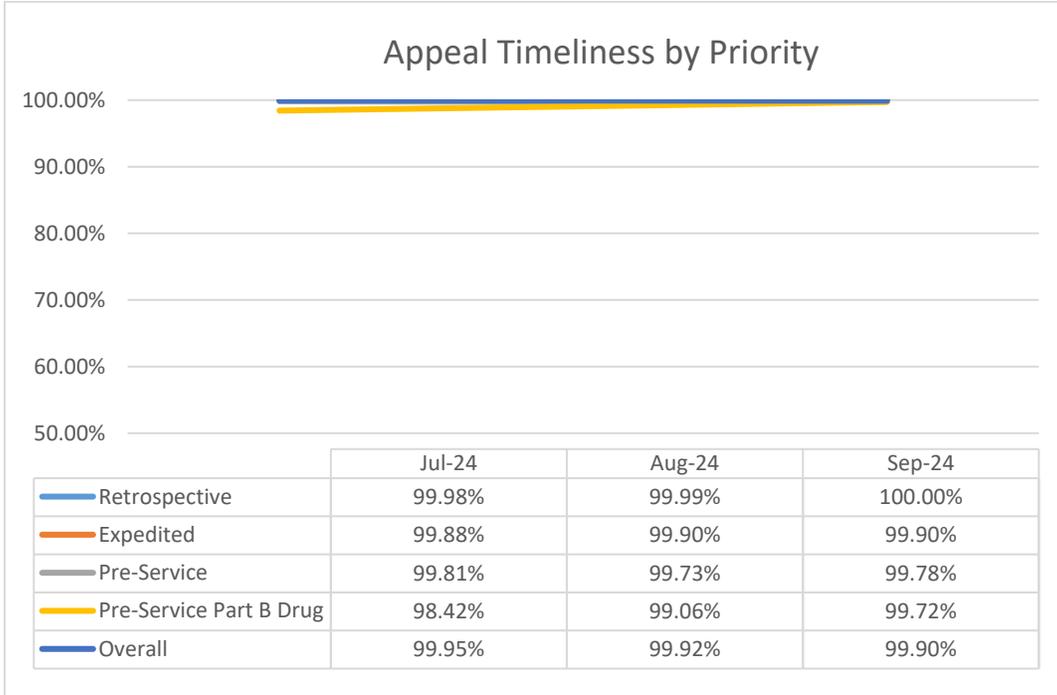


Appeal Receipts by Priority

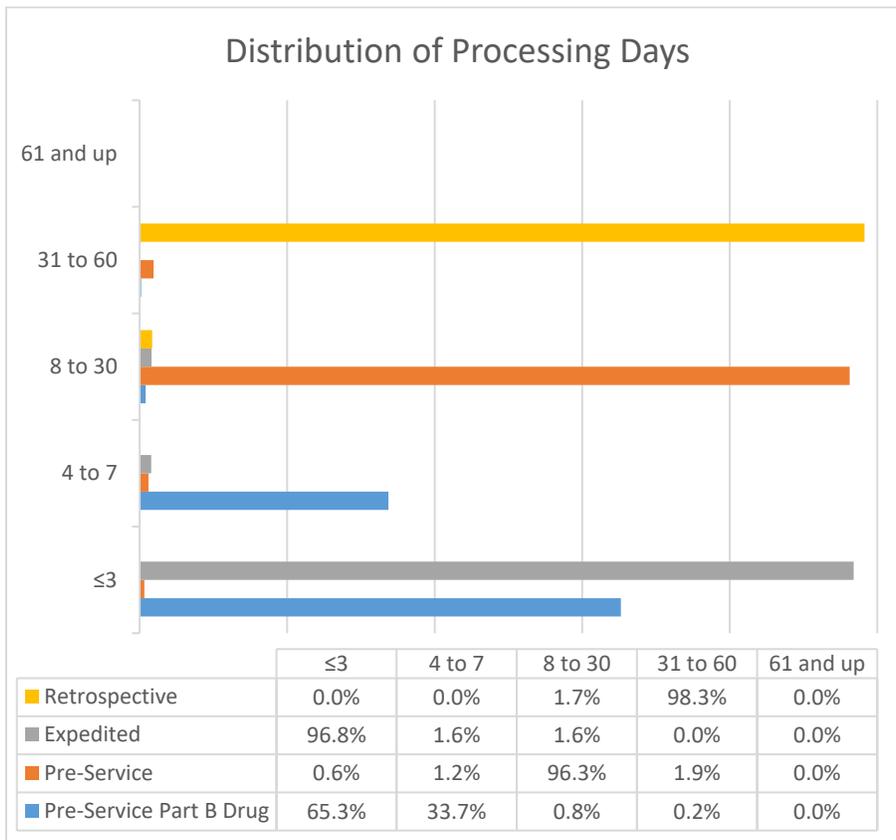


Timeliness of Reconsideration Cases

Timeliness of Decisions by Priority

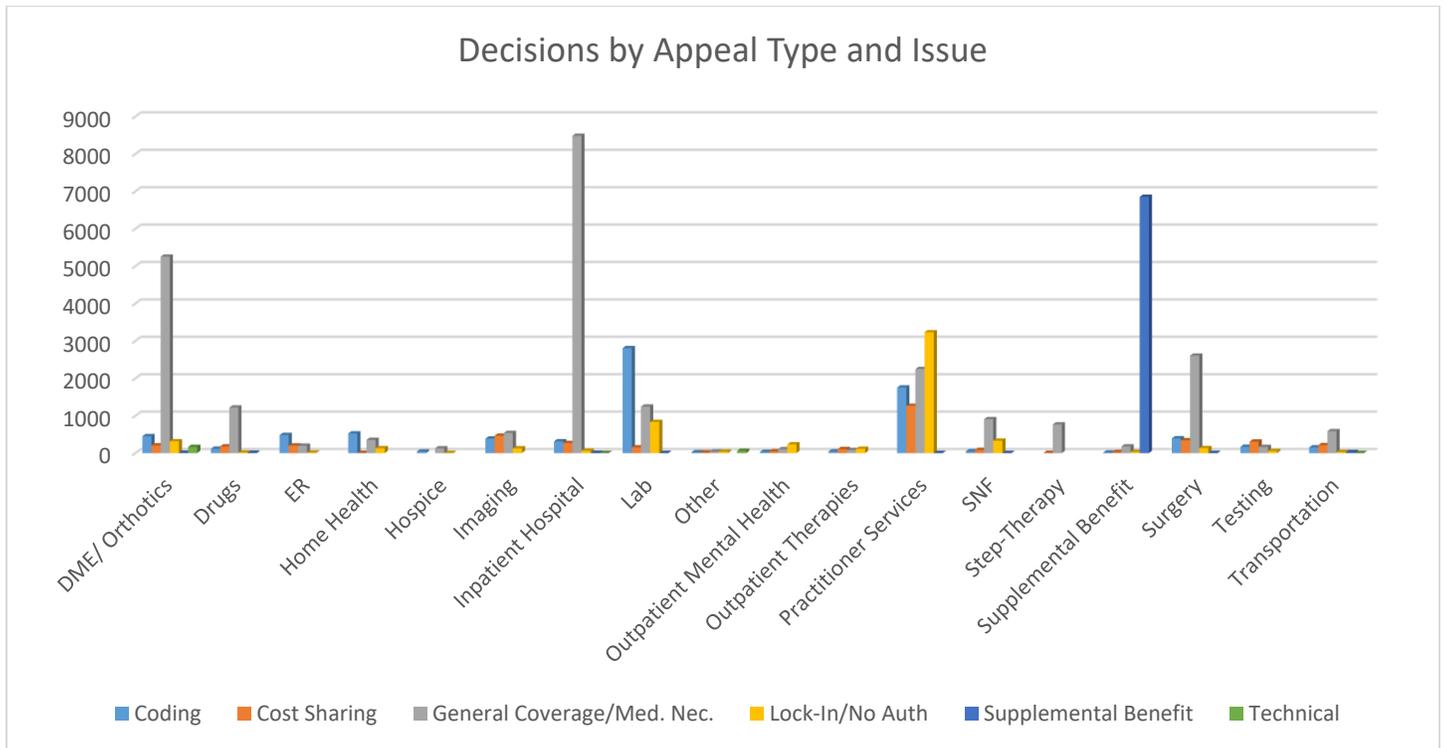


Days to Decision



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. Nec.		Lock-In/No Auth		Supplemental Benefit		Technical		
	N.	%	N.	%	N.	%	N.	%	N.	%	N.	%	
DME/ Orthotics	667	10.6%	246	3.9%	4951	79.0%	278	4.4%	17	0.3%	107	1.7%	6266
Drugs	145	8.2%	192	10.9%	1386	78.5%	42	2.4%	1	0.1%	0	0.0%	1766
ER	432	53.9%	202	25.2%	157	19.6%	9	1.1%	1	0.1%	0	0.0%	801
Home Health	518	44.5%	6	0.5%	458	39.4%	181	15.6%	0	0.0%	0	0.0%	1163
Hospice	38	22.8%	1	0.6%	125	74.9%	3	1.8%	0	0.0%	0	0.0%	167
Imaging	411	22.8%	460	25.6%	812	45.1%	117	6.5%	0	0.0%	0	0.0%	1800
Inpatient Hospital	400	4.1%	274	2.8%	8917	92.4%	49	0.5%	5	0.1%	1	0.0%	9646
Lab	2572	57.8%	126	2.8%	1063	23.9%	692	15.5%	0	0.0%	0	0.0%	4453
Other	0	0.0%	12	8.1%	44	29.5%	22	14.8%	0	0.0%	71	47.7%	149
Outpatient Mental Health	49	9.5%	49	9.5%	138	26.6%	282	54.4%	0	0.0%	0	0.0%	518
Outpatient Therapies	75	18.2%	112	27.1%	99	24.0%	126	30.5%	1	0.2%	0	0.0%	413
Practitioner Services	1656	19.7%	1246	14.8%	2439	29.0%	3060	36.4%	5	0.1%	0	0.0%	8406
SNF	57	4.0%	85	6.0%	1006	70.8%	273	19.2%	0	0.0%	0	0.0%	1421
Step-Therapy	1	0.1%	2	0.3%	789	99.2%	1	0.1%	2	0.3%	0	0.0%	795
Supplemental Benefit	8	0.1%	37	0.5%	417	5.7%	55	0.8%	6799	92.9%	2	0.0%	7318
Surgery	348	7.4%	310	6.6%	3909	82.9%	139	2.9%	7	0.1%	0	0.0%	4713
Testing	219	27.4%	324	40.6%	192	24.0%	64	8.0%	0	0.0%	0	0.0%	799
Transportation	134	15.3%	161	18.4%	513	58.7%	14	1.6%	44	5.0%	8	0.9%	874
Grand Total	7730	15.0%	3845	7.5%	27415	53.3%	5407	10.5%	6882	13.4%	189	0.4%	51468

Overturn Details

Substantive Case Overturn Rate by Priority

Substantive Decision					
Priority	Favorable (Overturn)	Partially Favorable (Partially Overturn)	Unfavorable (Uphold)	Overturn Rate	Grand Total
Expedited	677	29	16874	4.0%	17580
Pre-Service	315	53	7454	4.7%	7822
Pre-Service Part B Drug	29	0	920	3.1%	949
Retrospective	762	84	24271	3.4%	25117
Total	1783	166	49519	3.8%	51468

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	6404	6266	97.8%	258	4.1%	13.2%
Drugs	1832	1766	96.4%	109	6.2%	5.6%
ER	885	801	90.5%	69	8.6%	3.5%
Home Health	1203	1163	96.7%	44	3.8%	2.3%
Hospice	171	167	97.7%	4	2.4%	0.2%
Imaging	1842	1800	97.7%	168	9.3%	8.6%
Inpatient Hospital	9754	9646	98.9%	194	2.0%	10.0%
Lab	4551	4453	97.8%	141	3.2%	7.2%
Other	155	149	96.1%	2	1.3%	0.1%
Outpatient Mental Health	528	518	98.1%	10	1.9%	0.5%
Outpatient Therapies	434	413	95.2%	14	3.4%	0.7%
Practitioner Services	8603	8406	97.7%	258	3.1%	13.2%
SNF	1464	1421	97.1%	54	3.8%	2.8%
Step-Therapy	805	795	98.8%	16	2.0%	0.8%
Supplemental Benefit	7432	7318	98.5%	245	3.3%	12.6%
Surgery	4760	4713	99.0%	285	6.0%	14.6%
Testing	813	799	98.3%	30	3.8%	1.5%
Transportation	903	874	96.8%	48	5.5%	2.5%
Total	52539	51468	98.0%	1949	3.8%	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	3.65%	229	0.46%	29	95.88%	6008	6266
Compression Stockings	13.89%	5	0.00%	0	86.11%	31	36
CPAP	4.04%	4	1.01%	1	94.95%	94	99
Diabetic Supplies	4.29%	77	0.00%	0	95.71%	1716	1793
Extremity Brace	4.72%	5	0.94%	1	94.34%	100	106
Foot Orthotics	5.73%	13	0.00%	0	94.27%	214	227
Manual Wheelchair	0.00%	0	3.13%	3	96.88%	93	96
Neck/Back	11.36%	5	0.00%	0	88.64%	39	44
Other - DME	4.28%	75	0.34%	6	95.37%	1670	1751
Oxygen Equipment	3.54%	19	0.19%	1	96.28%	517	537
Pneumatic Compression Device	1.64%	10	0.00%	0	98.36%	598	608
Power Mobility Devices	1.80%	15	2.04%	17	96.15%	800	832
Seat Lift Mechanism	2.94%	1	0.00%	0	97.06%	33	34
Shower/Bath Chair	0.00%	0	0.00%	0	100.00%	62	62
Walker	0.00%	0	0.00%	0	100.00%	41	41
Drugs	5.83%	103	0.34%	6	93.83%	1657	1766
Chemotherapy	12.68%	18	2.11%	3	85.21%	121	142
Immunology	12.50%	3	0.00%	0	87.50%	21	24
Other - Drugs	9.08%	59	0.31%	2	90.62%	589	650
Pain Management	1.00%	1	1.00%	1	98.00%	98	100
Pre-Service Part B-Drug	3.94%	22	0.00%	0	96.06%	536	558
Rheumatology	0.00%	0	0.00%	0	100.00%	12	12
Self Administered	0.00%	0	0.00%	0	100.00%	280	280
ER	7.87%	63	0.75%	6	91.39%	732	801
Home Health	3.53%	41	0.26%	3	96.22%	1119	1163
Hospice	1.20%	2	1.20%	2	97.60%	163	167
Imaging	9.11%	164	0.22%	4	90.67%	1632	1800
CT Scan	8.82%	41	0.22%	1	90.97%	423	465
CTA	21.43%	6	0.00%	0	78.57%	22	28
DEXA	0.00%	0	0.00%	0	100.00%	18	18
EKG	5.48%	4	0.00%	0	94.52%	69	73
Mammography	0.00%	0	0.00%	0	100.00%	68	68
MRI	14.55%	39	0.37%	1	85.07%	228	268
Other - Imaging	7.89%	30	0.26%	1	91.84%	349	380
PET Scan	13.22%	39	0.00%	0	86.78%	256	295
X-Ray	2.44%	5	0.49%	1	97.07%	199	205

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Inpatient Hospital	1.94%	187	0.07%	7	97.99%	9452	9646
Acute Inpatient	15.17%	128	0.71%	6	84.12%	710	844
Acute Inpatient Rehab	0.47%	31	0.00%	0	99.53%	6630	6661
Critical Care	8.33%	4	0.00%	0	91.67%	44	48
Inpatient Mental Health	5.36%	9	0.00%	0	94.64%	159	168
LTACH	0.00%	0	0.00%	0	100.00%	1681	1681
Other - Inpt Hospital	6.17%	14	0.44%	1	93.39%	212	227
Post Stabilization	5.88%	1	0.00%	0	94.12%	16	17
Lab	2.94%	131	0.22%	10	96.83%	4312	4453
Drug Testing	3.91%	9	0.87%	2	95.22%	219	230
General Health Panel	2.05%	17	0.12%	1	97.83%	811	829
Genetic Testing	4.12%	70	0.06%	1	95.82%	1626	1697
Other - Lab	2.06%	35	0.35%	6	97.58%	1656	1697
Other	1.34%	2	0.00%	0	98.66%	147	149
Outpatient Mental Health	1.74%	9	0.19%	1	98.07%	508	518
Outpatient Therapies	2.33%	13	1.17%	4	96.50%	331	343
Cardiac Rehab	0.00%	0	0.00%	0	100.00%	9	9
Occupational Therapy	0.00%	0	0.00%	0	100.00%	23	23
Other - Outpt Therapies	0.00%	0	0.00%	0	0.00%	0	0
Physical Therapy	3.09%	11	0.28%	1	96.63%	344	356
Pulmonary Rehab	14.29%	1	0.00%	0	85.71%	6	7
Speech Therapy	5.56%	1	0.00%	0	94.44%	17	18
Practitioner Services	2.83%	238	0.24%	20	96.93%	8148	8406
Acupuncture	3.85%	4	0.00%	0	96.15%	100	104
Anesthesia	3.29%	8	0.00%	0	96.71%	235	243
Cardiovascular Disease	5.52%	9	0.00%	0	94.48%	154	163
Chiropractic Care	1.77%	6	0.29%	1	97.94%	332	339
Experimental/Investigational	3.70%	1	0.00%	0	96.30%	26	27
Immunizations	3.45%	3	0.00%	0	96.55%	84	87
Injections	3.28%	24	0.41%	3	96.31%	704	731
Non-Physician Provider	0.00%	0	0.00%	0	100.00%	19	19
Office Visit	1.92%	44	0.17%	4	97.91%	2246	2294
Other - Prac Services	2.64%	85	0.31%	10	97.05%	3128	3223
Out of Area	2.52%	3	0.00%	0	97.48%	116	119
Pain Management	3.24%	14	0.00%	0	96.76%	418	432
Preventive Services	8.70%	4	0.00%	0	91.30%	42	46
Pulmonary Disease	6.25%	1	0.00%	0	93.75%	15	16
Radiation Therapy	12.00%	21	1.14%	2	86.86%	152	175
Services Not Covered	2.86%	1	0.00%	0	97.14%	34	35
Specialty vs. Primary Care	0.00%	0	0.00%	0	100.00%	36	36
Wound Care	3.15%	10	0.00%	0	96.85%	307	317

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Skilled Nursing Facility	3.66%	52	0.14%	2	96.20%	1367	1421
Step-Therapy	2.01%	16	0.00%	0	97.99%	779	795
Supplemental Benefit	2.66%	195	0.65%	46	96.65%	7073	7318
Dental	2.00%	112	0.68%	40	97.22%	5453	5609
Gym Membership	5.45%	3	0.00%	0	94.55%	52	55
Hearing Aids	2.14%	4	0.00%	0	97.86%	183	187
OTC (Over-The-Counter)	3.03%	1	0.00%	0	96.97%	32	33
Other - Supp Benefit	13.90%	57	0.50%	1	85.61%	351	410
Transportation	1.34%	9	1.30%	4	98.36%	659	670
Vision Care	2.54%	9	0.23%	1	96.89%	343	354
Surgery	5.64%	266	0.40%	19	93.95%	4428	4713
Brain and Spine	1.44%	8	0.36%	2	98.20%	545	555
Eye	4.69%	6	0.00%	0	95.31%	122	128
Joint/Bone Surgery	6.09%	28	0.43%	2	93.48%	430	460
Other - Surgery	6.31%	220	0.40%	14	93.28%	3250	3484
Plastic Surgery	4.65%	4	1.16%	1	94.19%	81	86
Testing	3.25%	26	0.50%	4	96.25%	769	799
Colonoscopy	2.60%	2	0.00%	0	97.40%	75	77
Endoscopy	1.72%	1	0.00%	0	98.28%	57	58
Nuclear Stress Test	2.70%	1	0.00%	0	97.30%	36	37
Other - Testing	5.52%	19	1.16%	4	93.31%	321	344
PET Scan	0.00%	0	0.00%	0	100.00%	6	6
Sleep Study	0.00%	0	0.00%	0	100.00%	27	27
Ultrasound	1.20%	3	0.00%	0	98.80%	247	250
Transportation	5.26%	46	0.23%	2	94.51%	826	874
Ambulance	1.21%	6	0.00%	0	98.79%	491	497
Ambulance - Air	44.64%	25	3.57%	2	51.79%	29	56
Ambulance - Non Emergent	8.05%	12	0.00%	0	91.95%	137	149
Other - Transportation	1.74%	3	0.00%	0	98.26%	169	172
Grand Total	3.46%	1783	0.32%	166	96.21%	49519	51468