

Fact Sheet

Part C Reconsideration Appeals Data – Q2 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 Q2 of 2021.

Reconsideration Volume

The Part C QIC received 33,337 reconsideration requests during Q2 of 2021. This represents a rate of 4.86 reconsiderations for each 1,000 Medicare beneficiaries enrolled¹.

Standard PreService cases represented 15.90% 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 1.76% of all appeals received and resulted in a rate of 0.09 reconsiderations for each 1,000 beneficiaries enrolled.

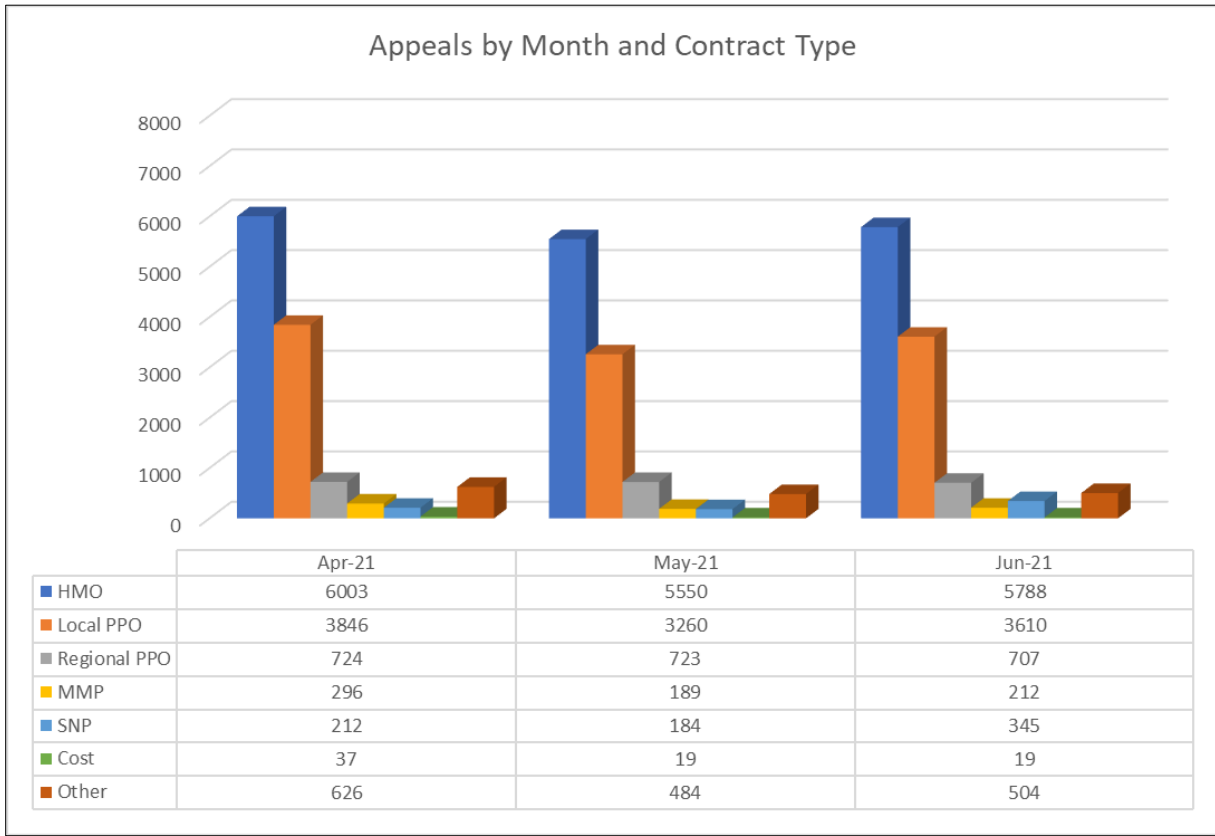
Standard Retrospective cases represented 58.47% of all appeals received and resulted in a rate of 2.84 reconsiderations for each 1,000 beneficiaries enrolled.

Expedited cases represented 23.87% of all appeals received and resulted in a rate of 1.16 expedited cases for each 1,000 beneficiaries enrolled.

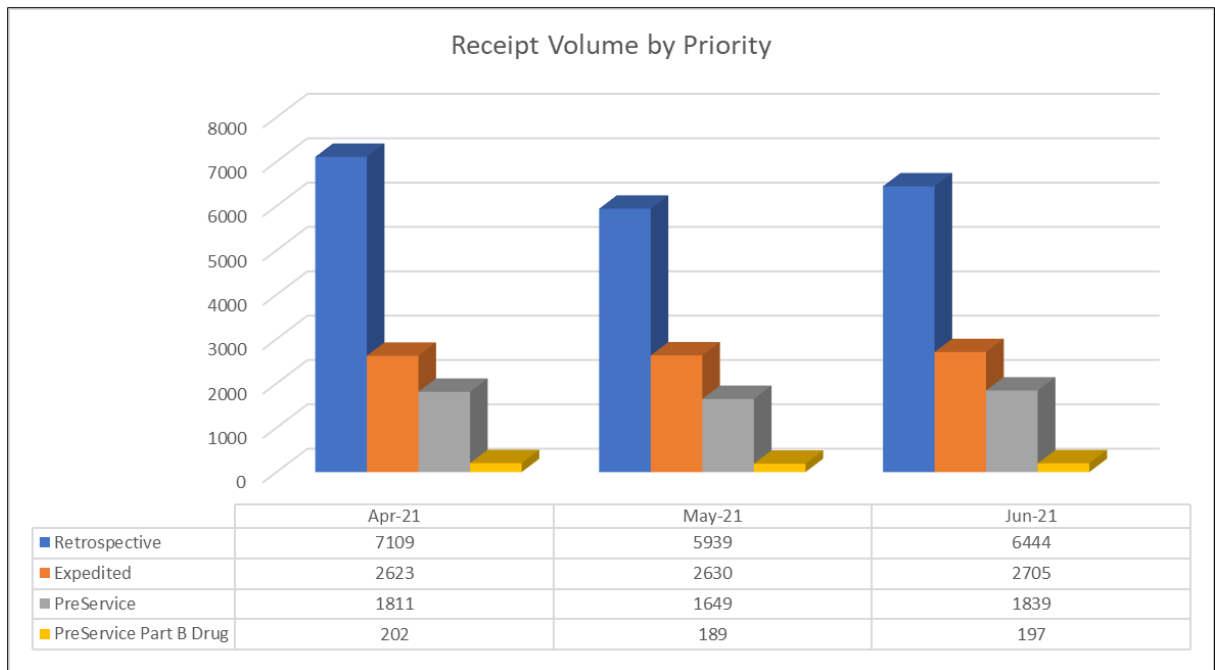
¹ Annual volume, divided by quarter-year enrollment (times 1,000) is used to calculate the annual rate of appeals per 1,000 enrollees.

Reconsideration Volume

Appeal Receipts with Contract Type

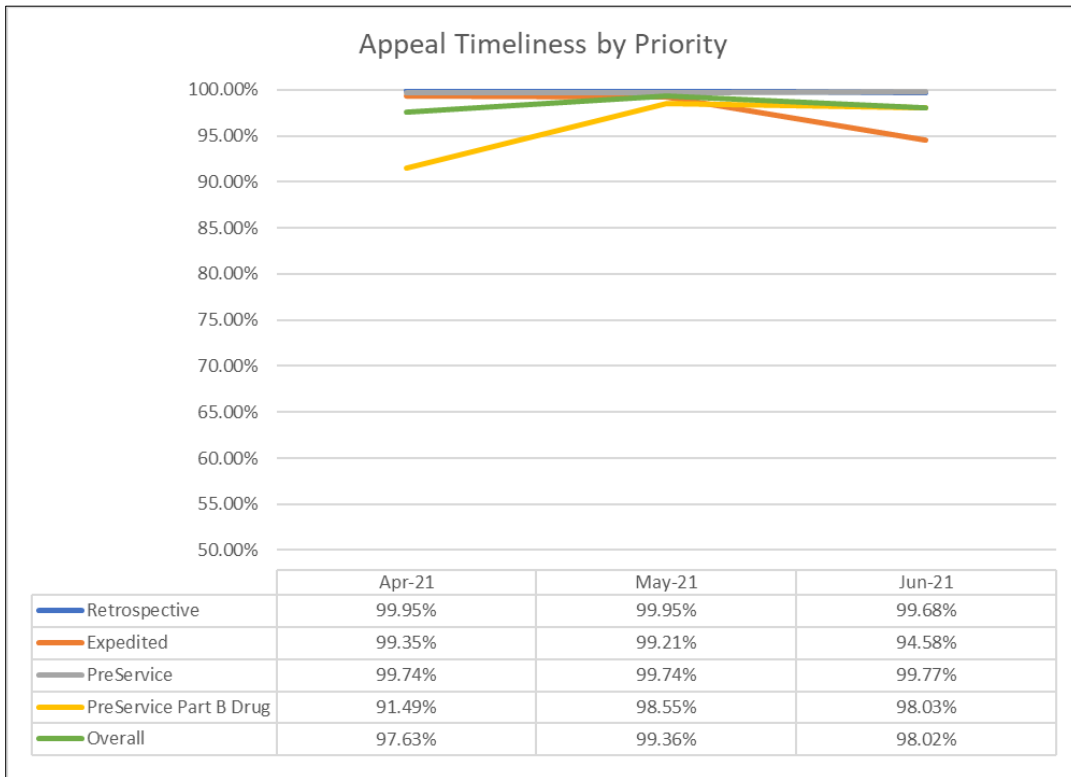


Appeal Receipts by Priority

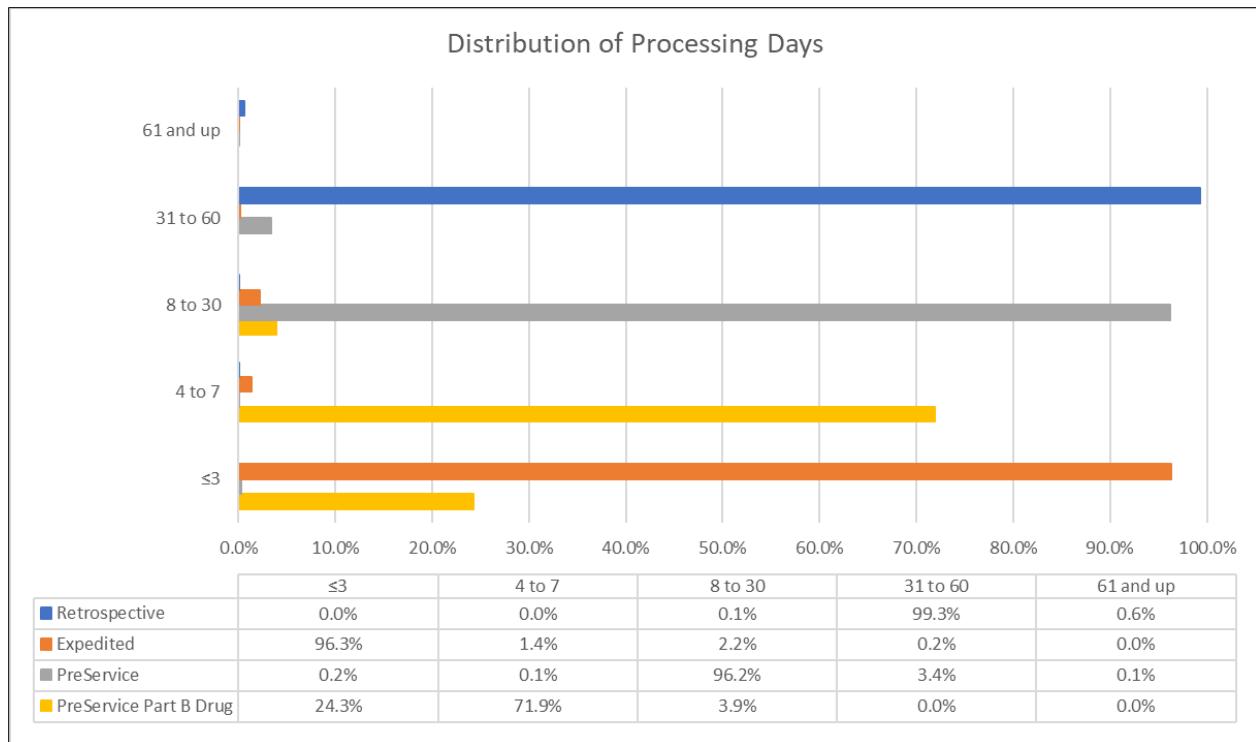


Timeliness of Reconsideration Cases

Timeliness of Decisions by Priority

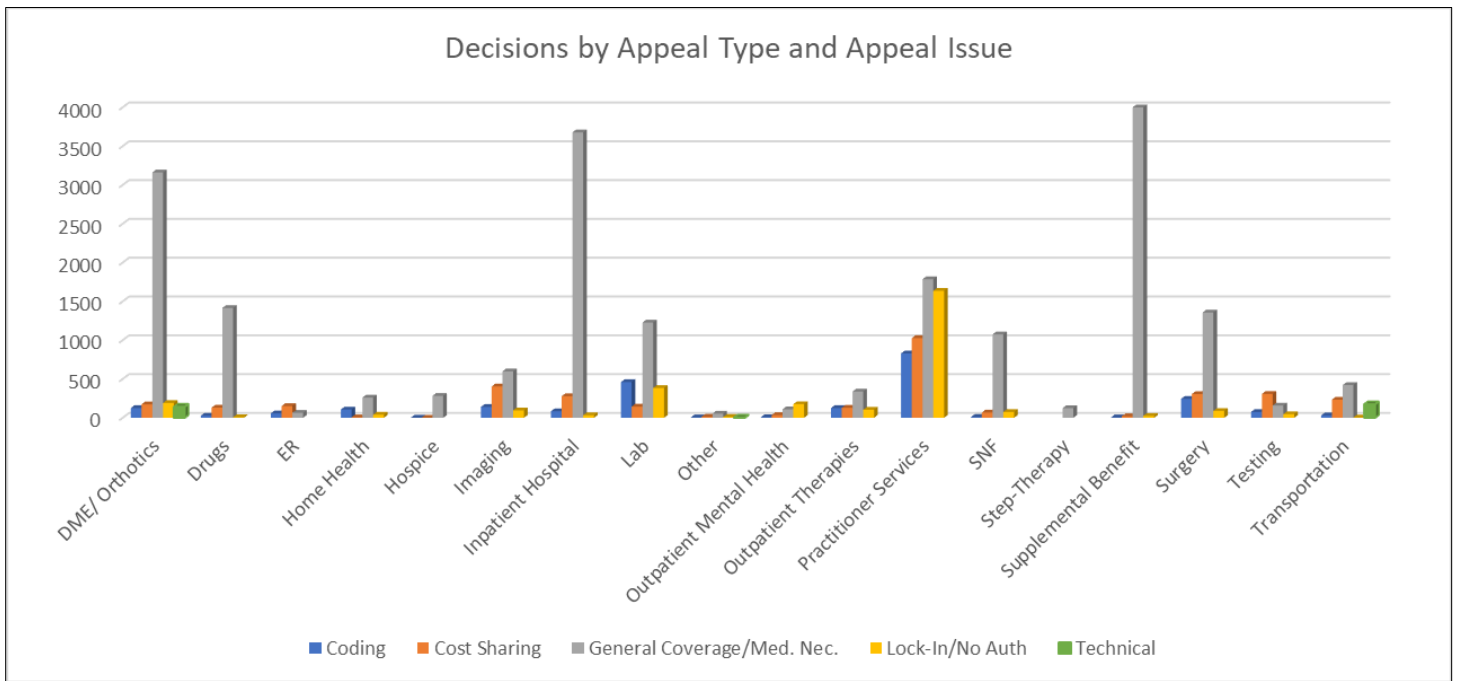


Days to Decision



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

Appeal Type	Substantive Cases										All
	Coding		Cost Sharing		General Coverage/Med. Nec.		Lock-In/No Auth		Technical		
	Number	%	Number	%	Number	%	Number	%	Number	%	
DME/Orthotics	126	3.3%	174	4.6%	3161	83.3%	191	5.0%	142	3.7%	3794
Drugs	27	1.7%	131	8.3%	1415	89.5%	8	0.5%	0	0.0%	1581
ER	57	20.9%	152	55.7%	64	23.4%	0	0.0%	0	0.0%	273
Home Health	107	25.8%	7	1.7%	260	62.8%	40	9.7%	0	0.0%	414
Hospice	2	0.7%	1	0.4%	282	98.9%	0	0.0%	0	0.0%	285
Imaging	140	11.3%	404	32.6%	598	48.3%	96	7.8%	0	0.0%	1238
Inpatient Hospital	84	2.1%	279	6.8%	3678	90.3%	34	0.8%	0	0.0%	4075
Lab	460	20.8%	145	6.5%	1227	55.4%	384	17.3%	0	0.0%	2216
Other	7	8.0%	14	15.9%	54	61.4%	11	12.5%	2	2.3%	88
Outpatient Mental Health	9	2.7%	36	10.9%	109	33.0%	176	53.3%	0	0.0%	330
Outpatient Therapies	126	18.0%	129	18.5%	339	48.5%	105	15.0%	0	0.0%	699
Practitioner Services	829	15.7%	1027	19.5%	1786	33.8%	1637	31.0%	0	0.0%	5279
SNF	11	0.9%	68	5.5%	1075	87.4%	76	6.2%	0	0.0%	1230
Step-Therapy	0	0.0%	0	0.0%	125	100.0%	0	0.0%	0	0.0%	125
Supplemental Benefit	6	0.1%	20	0.5%	4033	98.8%	25	0.6%	0	0.0%	4084
Surgery	245	12.3%	306	15.3%	1357	68.0%	89	4.5%	0	0.0%	1997
Testing	76	12.9%	308	52.3%	158	26.8%	47	8.0%	0	0.0%	589
Transportation	31	3.6%	234	27.1%	422	48.8%	4	0.5%	174	20.1%	865
Grand Total	2343	8.0%	3435	11.8%	20143	69.1%	2923	10.0%	318	1.1%	29162

Overturn Details

Substantive Case Overturn Rate by Priority

Priority	Substantive Decision				Grand Total
	Favorable (Overturn)	Partially Favorable (Partially Overturn)	Unfavorable (Uphold)	Overturn Rate	
Expedited	371	10	7363	4.9%	7744
PreService	241	23	4541	5.5%	4805
Pre-Service Part B Drug	41	1	526	7.4%	568
Retrospective	538	76	15431	3.8%	16045
Total	1191	110	27861	4.5%	29162

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	3900	3794	97.3%	109	2.9%	8.4%
Drugs	1658	1581	95.4%	134	8.5%	10.3%
ER	305	273	89.5%	11	4.0%	0.8%
Home Health	435	414	95.2%	14	3.4%	1.1%
Hospice	297	285	96.0%	0	0.0%	0.0%
Imaging	1332	1238	92.9%	141	11.4%	10.8%
Inpatient Hospital	4225	4075	96.4%	113	2.8%	8.7%
Lab	2308	2216	96.0%	98	4.4%	7.5%
Other	676	88	13.0%	3	3.4%	0.2%
Outpatient Mental Health	341	330	96.8%	8	2.4%	0.6%
Outpatient Therapies	745	699	93.8%	23	3.3%	1.8%
Practitioner Services	5530	5279	95.5%	243	4.6%	18.7%
SNF	1258	1230	97.8%	54	4.4%	4.2%
Step-Therapy	127	125	98.4%	4	3.2%	0.3%
Supplemental Benefit	4207	4084	97.1%	131	3.2%	10.1%
Surgery	2063	1997	96.8%	142	7.1%	10.9%
Testing	627	589	93.9%	34	5.8%	2.6%
Transportation	903	865	95.8%	39	4.5%	3.0%
Total	30937	29162	94.3%	1301	4.5%	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	2.64%	100	0.24%	9	97.13%	3685	3794
Compression Stockings	1.15%	1	0.00%	0	98.85%	86	87
CPAP	6.06%	6	0.00%	0	93.94%	93	99
Diabetic Supplies	5.89%	34	0.00%	0	94.11%	543	577
Extremity Brace	1.40%	3	0.00%	0	98.60%	212	215
Foot Orthotics	0.00%	0	0.00%	0	100.00%	213	213
Manual Wheelchair	3.57%	2	1.79%	1	94.64%	53	56
Neck/Back	0.85%	1	0.00%	0	99.15%	117	118
Other	2.25%	35	0.19%	3	97.55%	1516	1554
Oxygen Equipment	5.76%	8	0.00%	0	94.24%	131	139
Pneumatic Compression Device	3.23%	6	0.00%	0	96.77%	180	186
Power Mobility Devices	0.76%	3	1.27%	5	97.96%	385	393
Seat Lift Mechanism	2.78%	1	0.00%	0	97.22%	35	36
Shower/Bath Chair	0.00%	0	0.00%	0	100.00%	74	74
Walker	0.00%	0	0.00%	0	100.00%	47	47
Drugs	8.22%	130	0.25%	4	91.52%	1447	1581
Chemotherapy	19.85%	27	0.74%	1	79.41%	108	136
Immunology	33.33%	4	0.00%	0	66.67%	8	12
Other	8.98%	53	0.34%	2	90.68%	535	590
Pain Management	9.76%	4	0.00%	0	90.24%	37	41
PreService Part B-Drug	7.04%	41	0.17%	1	92.78%	540	582
Rheumatology	0.00%	0	0.00%	0	100.00%	7	7
Self Administered	0.47%	1	0.00%	0	99.53%	212	213
ER	3.66%	10	0.37%	1	95.97%	262	273
Home Health	2.66%	11	0.72%	3	96.62%	400	414
Hospice	0.00%	0	0.00%	0	100.00%	285	285
Imaging	10.82%	134	0.57%	7	88.61%	1097	1238
CT Scan	10.32%	32	0.65%	2	89.03%	276	310
CTA	24.00%	6	4.00%	1	72.00%	18	25
DEXA	0.00%	0	0.00%	0	100.00%	3	3
EKG	2.86%	1	0.00%	0	97.14%	34	35
Endoscopy	0.00%	0	0.00%	0	100.00%	2	2
Mammography	4.17%	3	0.00%	0	95.83%	69	72
MRI	13.41%	33	0.81%	2	85.77%	211	246
Other	17.82%	36	0.50%	1	81.68%	165	202
PET Scan	16.36%	18	0.00%	0	83.64%	92	110
X-Ray	2.15%	5	0.43%	1	97.42%	227	233

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Inpatient Hospital	2.72%	111	0.05%	2	97.23%	3962	4075
Acute Inpatient	14.85%	87	0.17%	1	84.98%	498	586
Acute Inpatient Rehab	0.28%	6	0.00%	0	99.72%	2119	2125
Critical Care	0.00%	0	0.00%	0	100.00%	38	38
Inpatient Mental Health	3.97%	6	0.66%	1	95.36%	144	151
LTACH	0.10%	1	0.00%	0	99.90%	986	987
Other	6.02%	10	0.00%	0	93.98%	156	166
Post Stabilization	4.55%	1	0.00%	0	95.45%	21	22
Lab	4.29%	95	0.14%	3	95.58%	2118	2216
Drug Testing	2.20%	9	0.00%	0	97.80%	400	409
General Health Panel	4.48%	9	0.00%	0	95.52%	192	201
Genetic Testing	6.11%	45	0.41%	3	93.48%	688	736
Other	3.68%	32	0.00%	0	96.32%	838	870
Other	3.41%	3	0.00%	0	96.59%	85	88
Outpatient Mental Health	2.12%	7	0.30%	1	97.58%	322	330
Outpatient Therapies	2.58%	18	0.72%	5	96.71%	676	699
Cardiac Rehab	0.00%	0	0.00%	0	100.00%	5	5
Occupational Therapy	0.00%	0	0.00%	0	100.00%	52	52
Other	4.55%	8	1.14%	2	94.32%	166	176
Physical Therapy	2.01%	9	0.67%	3	97.32%	436	448
Pulmonary Rehab	0.00%	0	0.00%	0	100.00%	2	2
Speech Therapy	6.25%	1	0.00%	0	93.75%	15	16
Practitioner Services	4.21%	222	0.40%	21	95.40%	5036	5279
Acupuncture	8.16%	4	2.04%	1	89.80%	44	49
Acute Inpatient	100.00%	1	0.00%	0	0.00%	0	1
Anesthesia	1.64%	2	0.00%	0	98.36%	120	122
Cardiovascular Disease	19.05%	4	0.00%	0	80.95%	17	21
Chemotherapy	0.00%	0	0.00%	0	100.00%	1	1
Chiropractic Care	0.49%	3	0.00%	0	99.51%	613	616
Experimental/Investigational	5.17%	3	0.00%	0	94.83%	55	58
Immunizations	2.38%	2	0.00%	0	97.62%	82	84
Injections	8.25%	34	1.46%	6	90.29%	372	412
Non-Physician Provider	0.00%	0	0.00%	0	100.00%	8	8
Office Visit	3.16%	55	0.29%	5	96.55%	1680	1740
Other	5.55%	95	0.41%	7	94.05%	1611	1713
Out of Area	2.30%	2	0.00%	0	97.70%	85	87
Pain Management	5.36%	9	0.60%	1	94.05%	158	168
Preventive Services	7.14%	2	0.00%	0	92.86%	26	28
Pulmonary Disease	50.00%	1	0.00%	0	50.00%	1	2
Services Not Covered	0.00%	0	0.00%	0	100.00%	14	14

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Sleep Study	0.00%	0	0.00%	0	100.00%	1	1
Specialty vs. Primary Care	4.29%	3	0.00%	0	95.71%	67	70
Vision Care	0.00%	0	0.00%	0	100.00%	3	3
Wound Care	2.47%	2	1.23%	1	96.30%	78	81
Skilled Nursing Facility	4.31%	53	0.08%	1	95.61%	1176	1230
Other	0.00%	0	0.00%	0	100.00%	1	1
Skilled Nursing Facility	4.31%	53	0.08%	1	95.61%	1175	1229
Step-Therapy	3.20%	4	0.00%	0	96.80%	121	125
Supplemental Benefit	2.13%	87	1.08%	44	96.79%	3953	4084
Dental	1.77%	60	1.24%	42	96.99%	3288	3390
Gym Membership	0.00%	0	0.00%	0	100.00%	28	28
Hearing Aids	2.52%	3	0.00%	0	97.48%	116	119
OTC (Over-The-Counter)	0.00%	0	0.00%	0	100.00%	9	9
Other	2.80%	3	0.00%	0	97.20%	104	107
Vision Care	4.87%	21	0.46%	2	94.66%	408	431
Surgery	6.76%	135	0.35%	7	92.89%	1855	1997
Brain and Spine	0.91%	4	0.23%	1	98.86%	435	440
Eye	3.70%	4	0.93%	1	95.37%	103	108
Joint/Bone Surgery	4.10%	10	0.82%	2	95.08%	232	244
Other	9.30%	106	0.18%	2	90.53%	1032	1140
Plastic Surgery	16.92%	11	1.54%	1	81.54%	53	65
Testing	5.43%	32	0.34%	2	94.23%	555	589
Colonoscopy	5.41%	4	0.00%	0	94.59%	70	74
Endoscopy	6.52%	3	0.00%	0	93.48%	43	46
Nuclear Stress Test	13.33%	4	0.00%	0	86.67%	26	30
Other	5.80%	12	0.97%	2	93.24%	193	207
PET Scan	0.00%	0	0.00%	0	100.00%	16	16
Sleep Study	11.11%	3	0.00%	0	88.89%	24	27
Ultrasound	3.17%	6	0.00%	0	96.83%	183	189
Transportation	4.51%	39	0.00%	0	95.49%	826	865
Ambulance	3.92%	22	0.00%	0	96.08%	539	561
Ambulance - Air	26.09%	6	0.00%	0	73.91%	17	23
Ambulance - Non-Emergent	7.29%	7	0.00%	0	92.71%	89	96
Other	2.16%	4	0.00%	0	97.84%	181	185
Grand Total	4.08%	1191	0.38%	110	95.54%	27861	29162