

## Fact Sheet

### Part C Reconsideration Appeals Data – Q1 2022

#### 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 Q1 of 2022.

#### Reconsideration Volume

The Part C QIC received 37,939 reconsideration requests during Q1 of 2022. This represents a rate of 5.15 reconsiderations for each 1,000 Medicare beneficiaries enrolled<sup>1</sup>.

Standard PreService cases represented 13.04% of all appeals received and resulted in a rate of 0.67 reconsiderations for each 1,000 beneficiaries enrolled.

Standard PreService Part B drug cases represented 2.45% of all appeals received and resulted in a rate of 0.13 reconsiderations for each 1,000 beneficiaries enrolled.

Standard Retrospective cases represented 58.71% of all appeals received and resulted in a rate of 3.02 reconsiderations for each 1,000 beneficiaries enrolled.

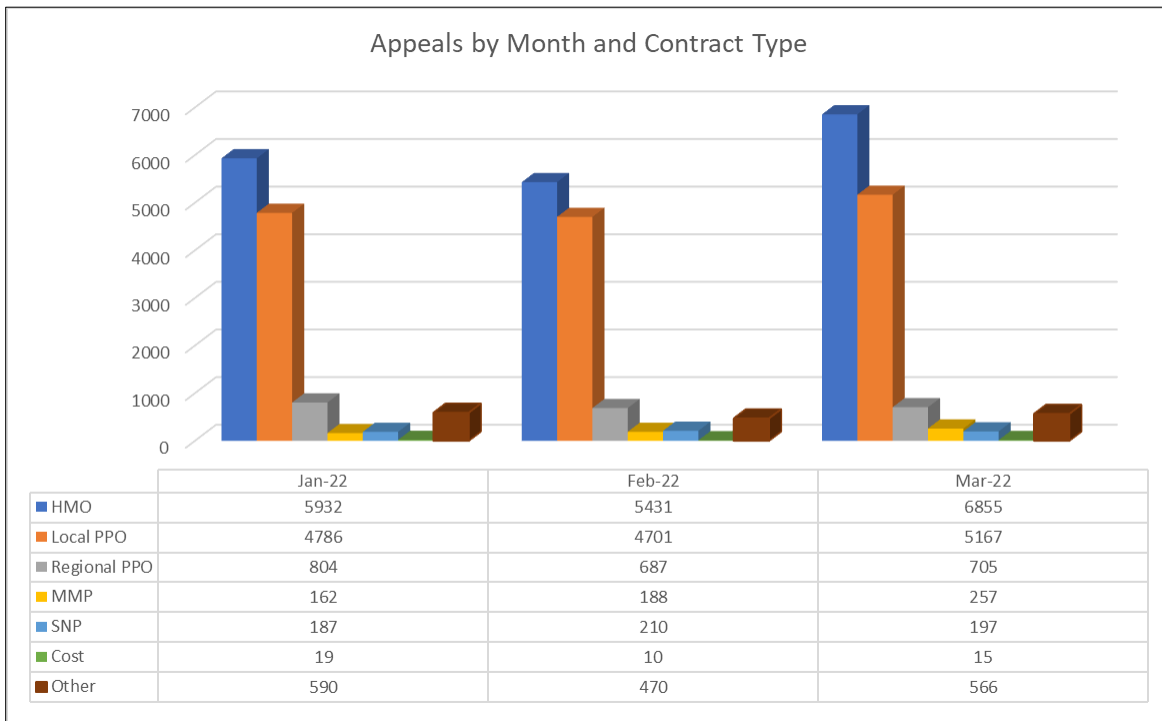
Expedited cases represented 25.80% of all appeals received and resulted in a rate of 1.33 expedited cases for each 1,000 beneficiaries enrolled.

---

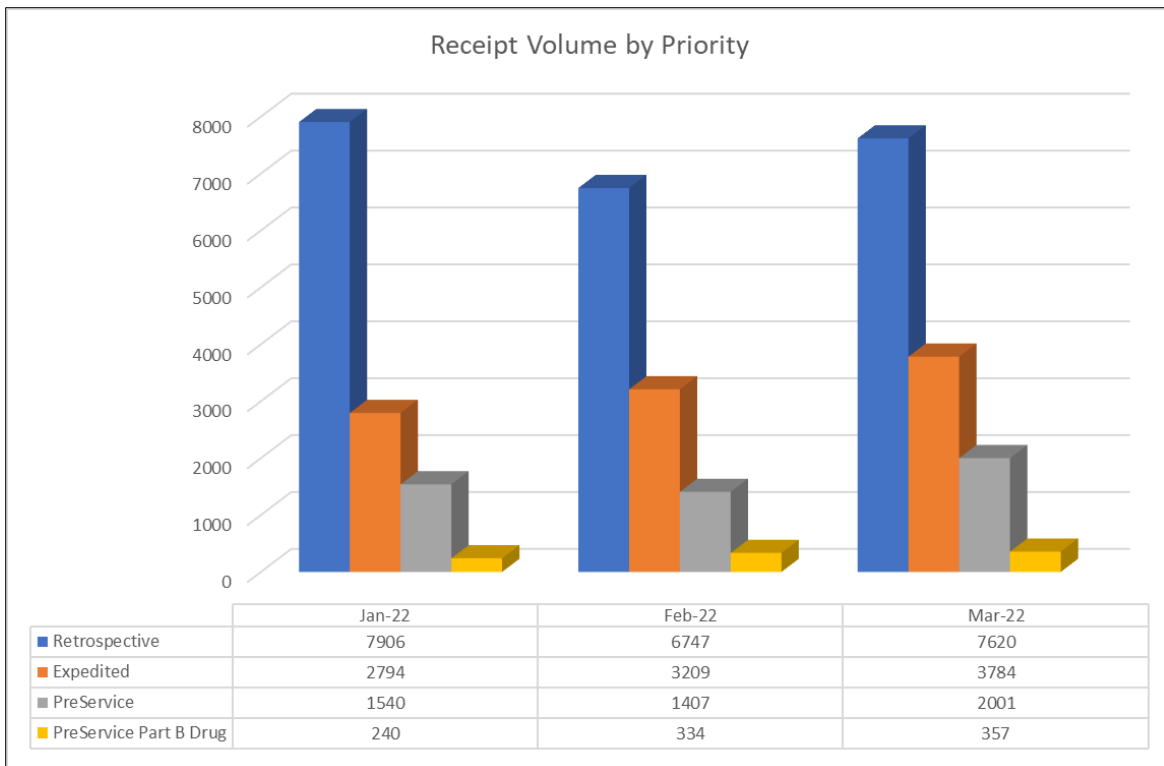
<sup>1</sup> Annual volume, divided by quarter-year enrollment (times 1,000) is used to calculate the annual rate of appeals per 1,000 enrollees.

## Reconsideration Volume

### Appeal Receipts with Contract Type

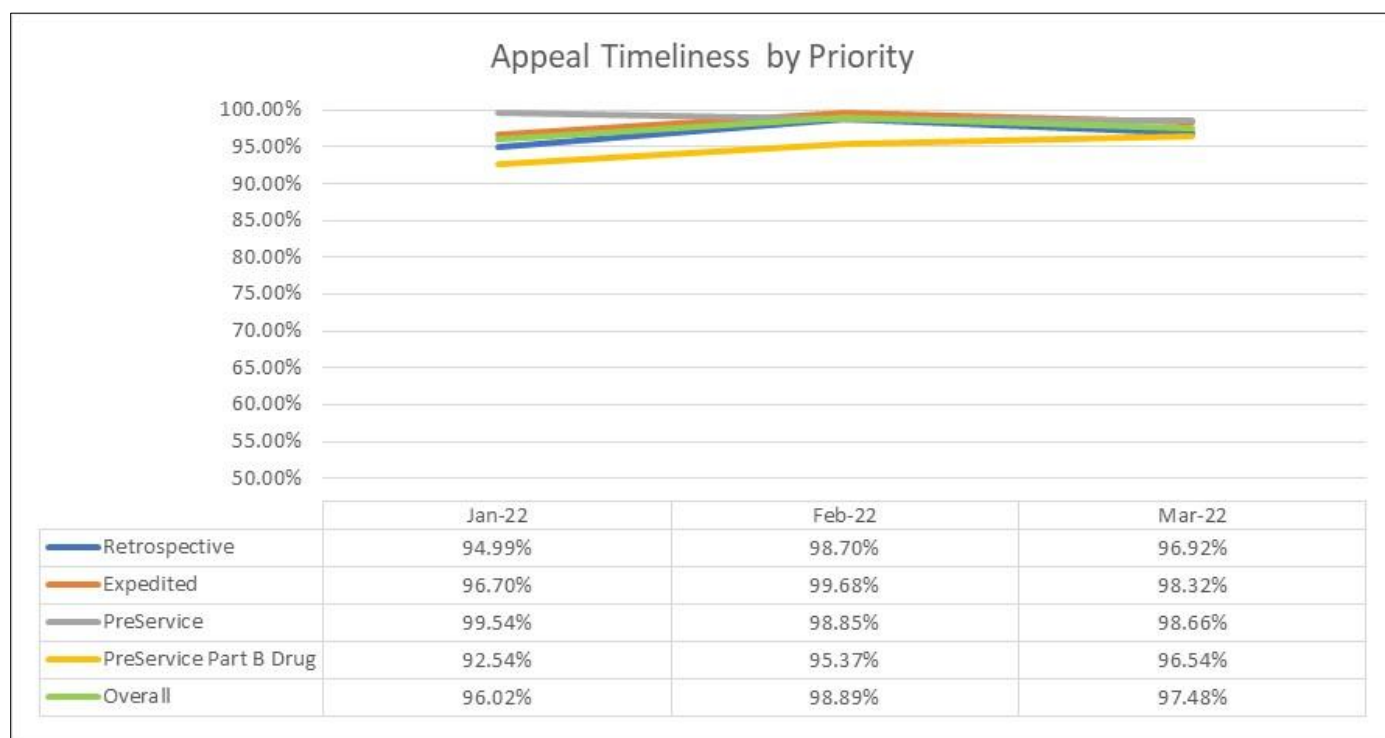


### Appeal Receipts by Priority

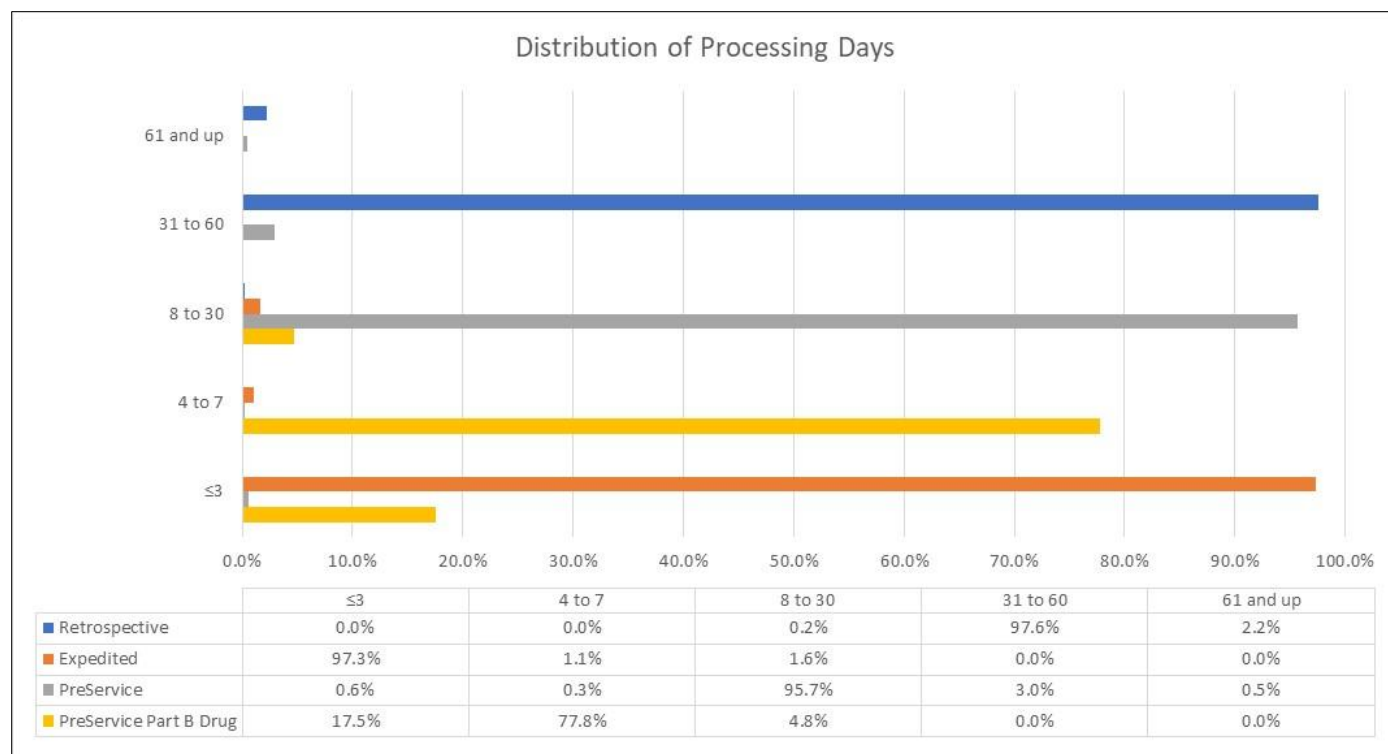


## Timeliness of Reconsideration Cases

### Timeliness of Decisions by Priority

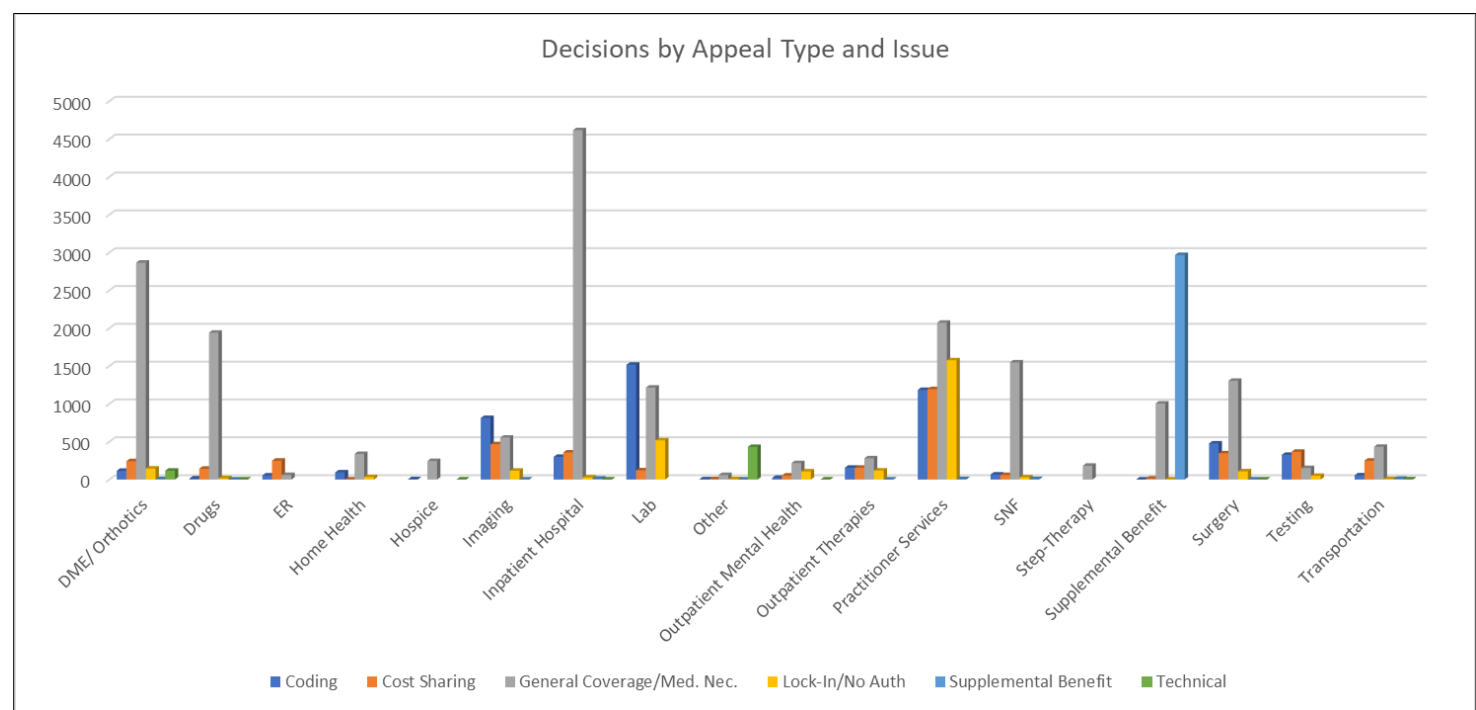


### Days to Decision



# 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	115	3.3%	243	7.0%	2866	82.0%	146	4.2%	7	0.2%	118	3.4%	3495
Drugs	14	0.7%	143	6.8%	1941	91.7%	17	0.8%	1	0.0%	1	0.0%	2117
ER	54	14.9%	249	68.6%	60	16.5%	0	0.0%	0	0.0%	0	0.0%	363
Home Health	94	20.1%	2	0.4%	338	72.4%	33	7.1%	0	0.0%	0	0.0%	467
Hospice	4	1.6%	0	0.0%	245	98.0%	0	0.0%	0	0.0%	1	0.4%	250
Imaging	814	41.7%	467	23.9%	554	28.4%	117	6.0%	1	0.1%	0	0.0%	1953
Inpatient Hospital	300	5.6%	358	6.7%	4617	86.9%	28	0.5%	11	0.2%	1	0.0%	5315
Lab	1517	45.0%	122	3.6%	1215	36.0%	518	15.4%	0	0.0%	0	0.0%	3372
Other	3	0.6%	4	0.8%	61	12.1%	4	0.8%	1	0.2%	431	85.5%	504
Outpatient Mental Health	22	5.5%	53	13.3%	217	54.3%	107	26.8%	0	0.0%	1	0.3%	400
Outpatient Therapies	157	22.0%	156	21.9%	280	39.3%	119	16.7%	1	0.1%	0	0.0%	713
Practitioner Services	1184	19.6%	1195	19.8%	2073	34.4%	1576	26.1%	6	0.1%	0	0.0%	6034
SNF	67	3.9%	61	3.6%	1548	90.4%	30	1.8%	6	0.4%	0	0.0%	1712
Step-Therapy	0	0.0%	0	0.0%	182	100.0%	0	0.0%	0	0.0%	0	0.0%	182
Supplemental Benefit	1	0.0%	13	0.3%	1005	25.2%	2	0.1%	2967	74.4%	0	0.0%	3988
Surgery	477	21.3%	346	15.4%	1305	58.3%	109	4.9%	2	0.1%	1	0.0%	2240
Testing	327	36.5%	367	41.0%	152	17.0%	49	5.5%	0	0.0%	0	0.0%	895
Transportation	56	7.4%	249	32.8%	433	57.1%	7	0.9%	10	1.3%	3	0.4%	758
Grand Total	5206	15.0%	4028	11.6%	19092	54.9%	2862	8.2%	3013	8.7%	557	1.6%	34758

## Overturn Details

### Substantive Case Overturn Rate by Priority

Priority	Substantive Decision				Grand Total
	Favorable (Overturn)	Partially Favorable (Partially Overturn)	Unfavorable (Uphold)	Overturn Rate	
Expedited	310	6	9107	3.4%	9423
PreService	161	19	4332	4.0%	4512
Pre-Service Part B Drug	30	0	843	3.4%	873
Retrospective	720	104	19126	4.1%	19950
Total	1221	129	33408	3.9%	34758

### 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	3608	3495	96.9%	70	2.0%	5.2%
Drugs	2222	2117	95.3%	99	4.7%	7.3%
ER	392	363	92.6%	17	4.7%	1.3%
Home Health	499	467	93.6%	13	2.8%	1.0%
Hospice	257	250	97.3%	11	4.4%	0.8%
Imaging	2104	1953	92.8%	145	7.4%	10.7%
Inpatient Hospital	5489	5315	96.8%	130	2.4%	9.6%
Lab	3707	3372	91.0%	114	3.4%	8.4%
Other	570	504	88.4%	3	0.6%	0.2%
Outpatient Mental Health	420	400	95.2%	42	10.5%	3.1%
Outpatient Therapies	755	713	94.4%	26	3.6%	1.9%
Practitioner Services	6718	6034	89.8%	254	4.2%	18.8%
SNF	1771	1712	96.7%	100	5.8%	7.4%
Step-Therapy	183	182	99.5%	10	5.5%	0.7%
Supplemental Benefit	4140	3988	96.3%	121	3.0%	9.0%
Surgery	2334	2240	96.0%	122	5.4%	9.0%
Testing	940	895	95.2%	40	4.5%	3.0%
Transportation	847	758	89.5%	33	4.4%	2.4%
Total	36956	34758	94.1%	1350	3.9%	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>1.75%</b>	<b>61</b>	<b>0.26%</b>	<b>9</b>	<b>98.00%</b>	<b>3425</b>	<b>3495</b>
Compression Stockings	0.00%	0	0.00%	0	100.00%	96	96
CPAP	7.53%	7	0.00%	0	92.47%	86	93
Diabetic Supplies	2.08%	10	0.62%	3	97.30%	468	481
Extremity Brace	1.04%	1	0.00%	0	98.96%	95	96
Foot Orthotics	0.00%	0	0.00%	0	100.00%	163	163
Manual Wheelchair	1.12%	1	0.00%	0	98.88%	88	89
Neck/Back	4.00%	1	0.00%	0	96.00%	24	25
Other	1.88%	27	0.35%	5	97.77%	1406	1438
Oxygen Equipment	4.35%	8	0.54%	1	95.11%	175	184
Pneumatic Compression Device	1.75%	4	0.00%	0	98.25%	224	228
Power Mobility Devices	0.22%	1	0.00%	0	99.78%	463	464
Seat Lift Mechanism	0.00%	0	0.00%	0	100.00%	41	41
Shower/Bath Chair	0.00%	0	0.00%	0	100.00%	57	57
Walker	2.50%	1	0.00%	0	97.50%	39	40
<b>Drugs</b>	<b>4.49%</b>	<b>95</b>	<b>0.19%</b>	<b>4</b>	<b>95.32%</b>	<b>2018</b>	<b>2117</b>
Chemotherapy	15.69%	16	2.94%	3	81.37%	83	102
Immunology	25.00%	4	0.00%	0	75.00%	12	16
Other	4.39%	35	0.13%	1	95.49%	762	798
Pain Management	9.21%	7	0.00%	0	90.79%	69	76
PreService Part B-Drug	3.41%	30	0.00%	0	96.59%	850	880
Rheumatology	30.00%	3	0.00%	0	70.00%	7	10
Self-Administered	0.00%	0	0.00%	0	100.00%	235	235
<b>ER</b>	<b>4.13%</b>	<b>15</b>	<b>0.55%</b>	<b>2</b>	<b>95.32%</b>	<b>346</b>	<b>363</b>
<b>Home Health</b>	<b>2.78%</b>	<b>13</b>	<b>0.00%</b>	<b>0</b>	<b>97.22%</b>	<b>454</b>	<b>467</b>
<b>Hospice</b>	<b>2.40%</b>	<b>6</b>	<b>2.00%</b>	<b>5</b>	<b>95.60%</b>	<b>239</b>	<b>250</b>
<b>Imaging</b>	<b>7.07%</b>	<b>138</b>	<b>0.36%</b>	<b>7</b>	<b>92.58%</b>	<b>1808</b>	<b>1953</b>
CT Scan	6.94%	47	0.44%	3	92.61%	627	677
CTA	17.65%	3	0.00%	0	82.35%	14	17
DEXA	18.18%	2	0.00%	0	81.82%	9	11
EKG	4.62%	3	0.00%	0	95.38%	62	65
Mammography	3.03%	2	1.52%	1	95.45%	63	66
MRI	11.92%	36	0.33%	1	87.75%	265	302
Other	6.14%	25	0.49%	2	93.37%	380	407
PET Scan	13.04%	9	0.00%	0	86.96%	60	69
X-Ray	3.24%	11	0.00%	0	96.76%	328	339

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
<b>Inpatient Hospital</b>	<b>2.37%</b>	<b>126</b>	<b>0.08%</b>	<b>4</b>	<b>97.55%</b>	<b>5185</b>	<b>5315</b>
Acute Inpatient	10.14%	79	0.26%	2	89.60%	698	779
Acute Inpatient Rehab	0.29%	8	0.00%	0	99.71%	2791	2799
Critical Care	4.88%	2	2.44%	1	92.68%	38	41
Inpatient Mental Health	7.11%	17	0.00%	0	92.89%	222	239
LTACH	0.00%	0	0.00%	0	100.00%	1277	1277
Other	10.86%	19	0.57%	1	88.57%	155	175
Post Stabilization	20.00%	1	0.00%	0	80.00%	4	5
<b>Lab</b>	<b>3.08%</b>	<b>104</b>	<b>0.30%</b>	<b>10</b>	<b>96.62%</b>	<b>3258</b>	<b>3372</b>
Drug Testing	2.87%	14	0.62%	3	96.51%	470	487
General Health Panel	2.74%	9	0.00%	0	97.26%	319	328
Genetic Testing	3.90%	50	0.08%	1	96.02%	1230	1281
Other	2.43%	31	0.47%	6	97.10%	1239	1276
<b>Other</b>	<b>0.60%</b>	<b>3</b>	<b>0.00%</b>	<b>0</b>	<b>99.40%</b>	<b>501</b>	<b>504</b>
<b>Outpatient Mental Health</b>	<b>10.50%</b>	<b>42</b>	<b>0.00%</b>	<b>0</b>	<b>89.50%</b>	<b>358</b>	<b>400</b>
<b>Outpatient Therapies</b>	<b>3.09%</b>	<b>22</b>	<b>0.56%</b>	<b>4</b>	<b>96.35%</b>	<b>687</b>	<b>713</b>
Cardiac Rehab	31.25%	5	6.25%	1	62.50%	10	16
Occupational Therapy	1.59%	1	0.00%	0	98.41%	62	63
Other	3.88%	5	0.00%	0	96.12%	124	129
Physical Therapy	1.88%	9	0.63%	3	97.50%	468	480
Pulmonary Rehab	0.00%	0	0.00%	0	100.00%	2	2
Speech Therapy	8.70%	2	0.00%	0	91.30%	21	23
<b>Practitioner Services</b>	<b>3.75%</b>	<b>226</b>	<b>0.46%</b>	<b>28</b>	<b>95.79%</b>	<b>5780</b>	<b>6034</b>
Acupuncture	3.80%	3	0.00%	0	96.20%	76	79
Anesthesia	3.17%	12	0.26%	1	96.57%	366	379
Cardiovascular Disease	7.50%	3	0.00%	0	92.50%	37	40
Chiropractic Care	0.70%	2	0.35%	1	98.95%	284	287
Experimental/Investigational	0.00%	0	0.00%	0	100.00%	27	27
Immunizations	1.59%	2	0.79%	1	97.62%	123	126
Injections	4.55%	22	0.83%	4	94.62%	457	483
Non-Physician Provider	0.00%	0	0.00%	0	100.00%	10	10
Office Visit	3.27%	58	0.28%	5	96.45%	1712	1775
Other	4.58%	98	0.61%	13	94.82%	2030	2141
Out of Area	8.05%	7	0.00%	0	91.95%	80	87
Pain Management	1.94%	7	0.55%	2	97.51%	352	361
Preventive Services	7.14%	2	0.00%	0	92.86%	26	28
Pulmonary Disease	0.00%	0	0.00%	0	100.00%	4	4
Services Not Covered	7.14%	1	0.00%	0	92.86%	13	14
Specialty vs. Primary Care	6.32%	6	1.05%	1	92.63%	88	95
Wound Care	3.06%	3	0.00%	0	96.94%	95	98



	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
<b>Skilled Nursing Facility</b>	<b>5.61%</b>	<b>96</b>	<b>0.23%</b>	<b>4</b>	<b>94.16%</b>	<b>1612</b>	<b>1712</b>
<b>Step-Therapy</b>	<b>5.49%</b>	<b>10</b>	<b>0.00%</b>	<b>0</b>	<b>94.51%</b>	<b>172</b>	<b>182</b>
<b>Supplemental Benefit</b>	<b>2.33%</b>	<b>93</b>	<b>0.70%</b>	<b>28</b>	<b>96.97%</b>	<b>3867</b>	<b>3988</b>
Dental	2.07%	69	0.75%	25	97.18%	3234	3328
Gym Membership	6.67%	1	0.00%	0	93.33%	14	15
Hearing Aids	1.95%	3	0.00%	0	98.05%	151	154
OTC (Over-The-Counter)	6.67%	1	6.67%	1	86.67%	13	15
Other	3.51%	2	0.00%	0	96.49%	55	57
Vision Care	4.06%	17	0.48%	2	95.47%	400	419
<b>Surgery</b>	<b>4.78%</b>	<b>107</b>	<b>0.67%</b>	<b>15</b>	<b>94.55%</b>	<b>2118</b>	<b>2240</b>
Brain and Spine	1.55%	6	0.52%	2	97.93%	379	387
Eye	0.99%	1	0.00%	0	99.01%	100	101
Joint/Bone Surgery	3.14%	7	0.90%	2	95.96%	214	223
Other	6.02%	88	0.75%	11	93.23%	1363	1462
Plastic Surgery	7.46%	5	0.00%	0	92.54%	62	67
<b>Testing</b>	<b>3.91%</b>	<b>35</b>	<b>0.56%</b>	<b>5</b>	<b>95.53%</b>	<b>855</b>	<b>895</b>
Colonoscopy	9.57%	11	0.87%	1	89.57%	103	115
Endoscopy	7.58%	5	1.52%	1	90.91%	60	66
Nuclear Stress Test	0.00%	0	0.00%	0	100.00%	24	24
Other	5.58%	13	1.29%	3	93.13%	217	233
PET Scan	0.00%	0	0.00%	0	100.00%	5	5
Sleep Study	10.71%	3	0.00%	0	89.29%	25	28
Ultrasound	0.71%	3	0.00%	0	99.29%	421	424
<b>Transportation</b>	<b>3.83%</b>	<b>29</b>	<b>0.53%</b>	<b>4</b>	<b>95.65%</b>	<b>725</b>	<b>758</b>
Ambulance	3.76%	21	0.36%	2	95.88%	535	558
Ambulance - Air	6.90%	2	6.90%	2	86.21%	25	29
Ambulance - Non-Emergent	4.35%	4	0.00%	0	95.65%	88	92
Other	2.53%	2	0.00%	0	97.47%	77	79
<b>Grand Total</b>	<b>3.51%</b>	<b>1221</b>	<b>0.37%</b>	<b>129</b>	<b>96.12%</b>	<b>33408</b>	<b>34758</b>