

Fact Sheet

Part C Reconsideration Appeals Data – Q3 2025

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 2025.

Reconsideration Volume

The Part C QIC received 76,359 reconsideration requests during Q3 of 2025. This represents a rate of 8.58 reconsiderations for each 1,000 Medicare beneficiaries enrolled¹.

Standard Pre-Service cases represented 15.26% of all appeals received and resulted in a rate of 1.31 reconsiderations for each 1,000 beneficiaries enrolled.

Standard Pre-Service Part B drug cases represented 1.52% of all appeals received and resulted in a rate of 0.13 reconsiderations for each 1,000 beneficiaries enrolled.

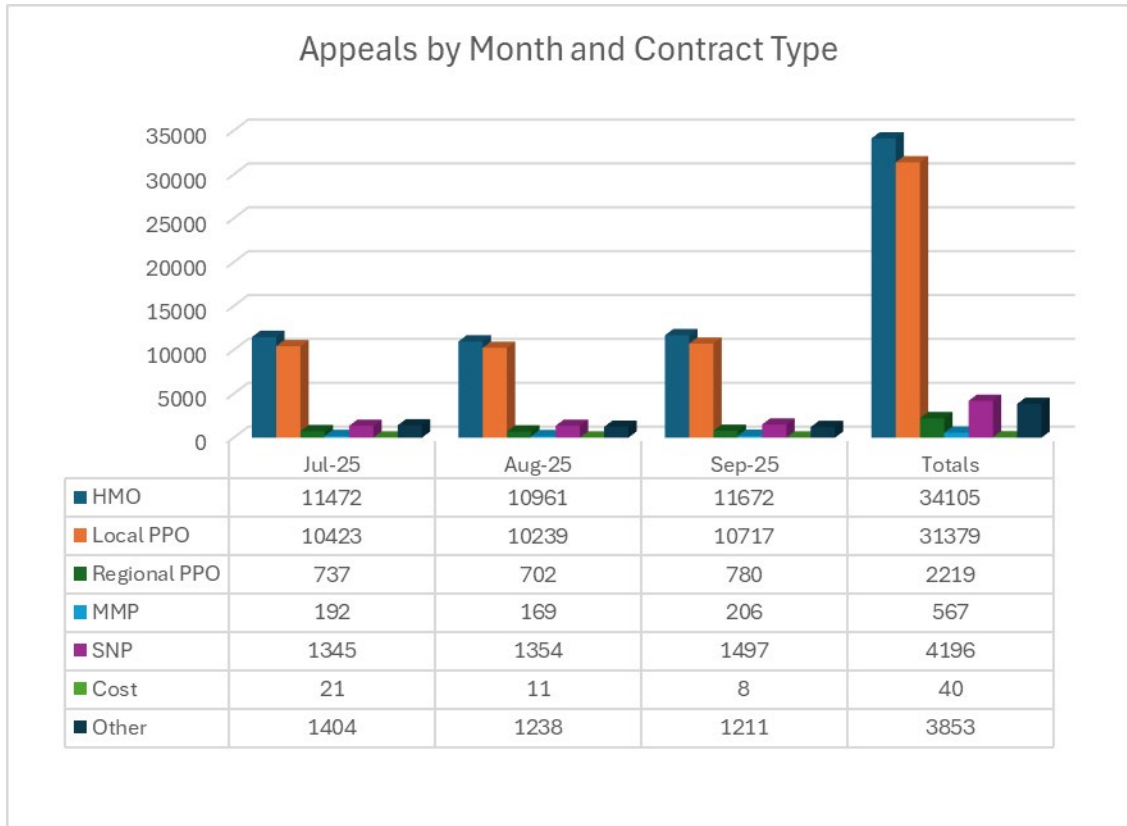
Standard Retrospective cases represented 53.87% of all appeals received and resulted in a rate of 4.62 reconsiderations for each 1,000 beneficiaries enrolled.

Expedited cases represented 29.35% of all appeals received and resulted in a rate of 2.52 expedited cases for each 1,000 beneficiaries enrolled.

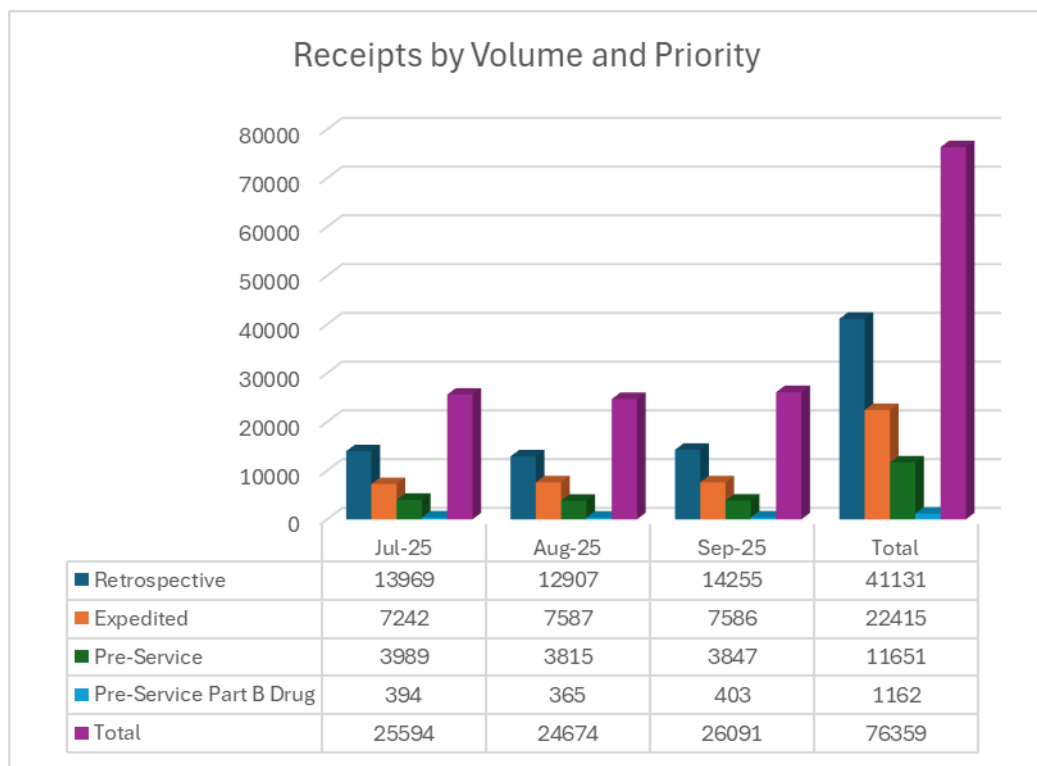
¹ Annual volume, divided by quarter-year enrollment (times 1,000) is used to calculate the annual rate of appeals per 1,000 enrollees.

Reconsideration Volume

Appeal Receipts with Contract Type

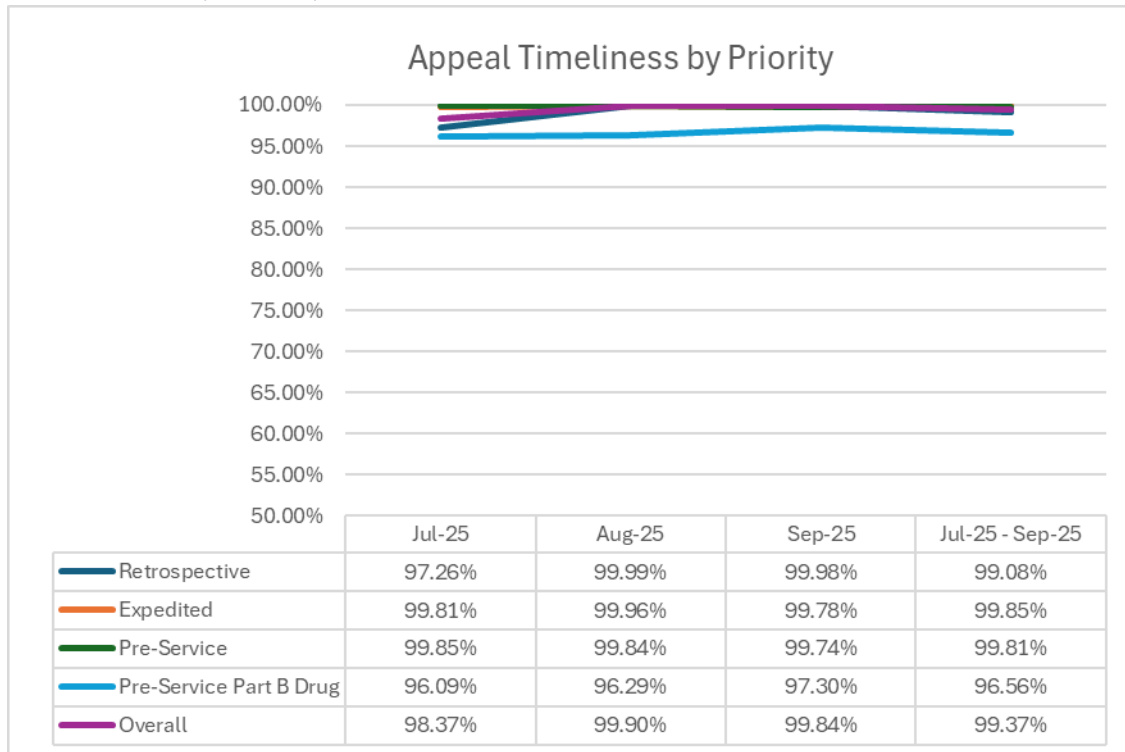


Appeal Receipts by Priority

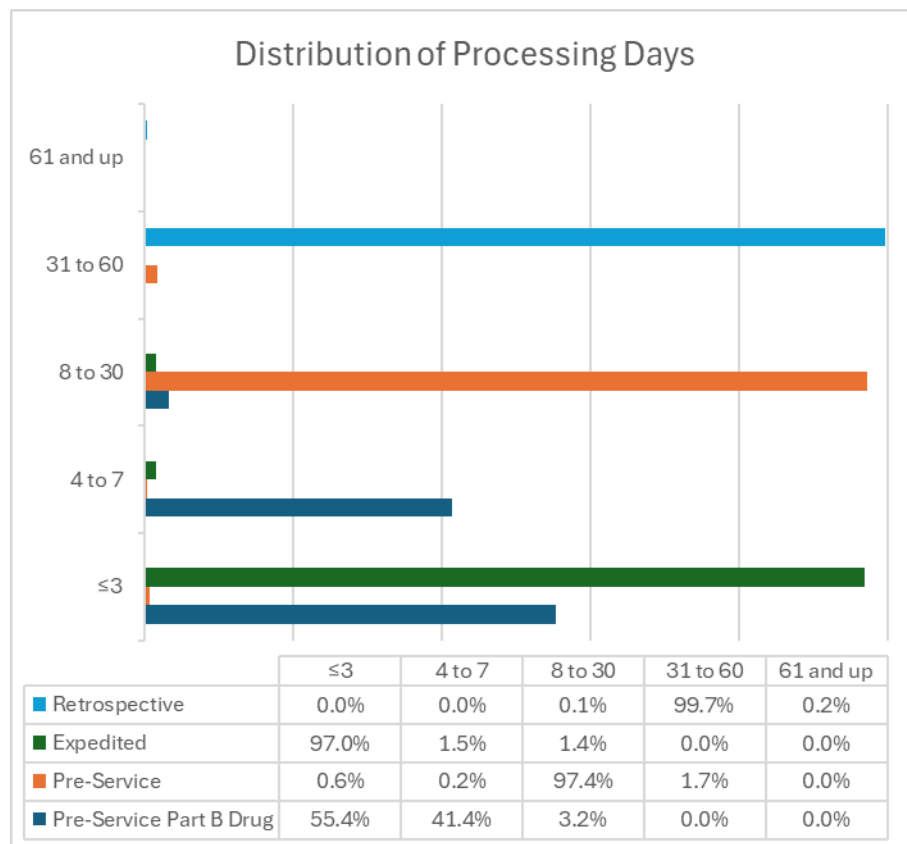


Timeliness of Reconsideration Cases

Timeliness of Decisions by Priority

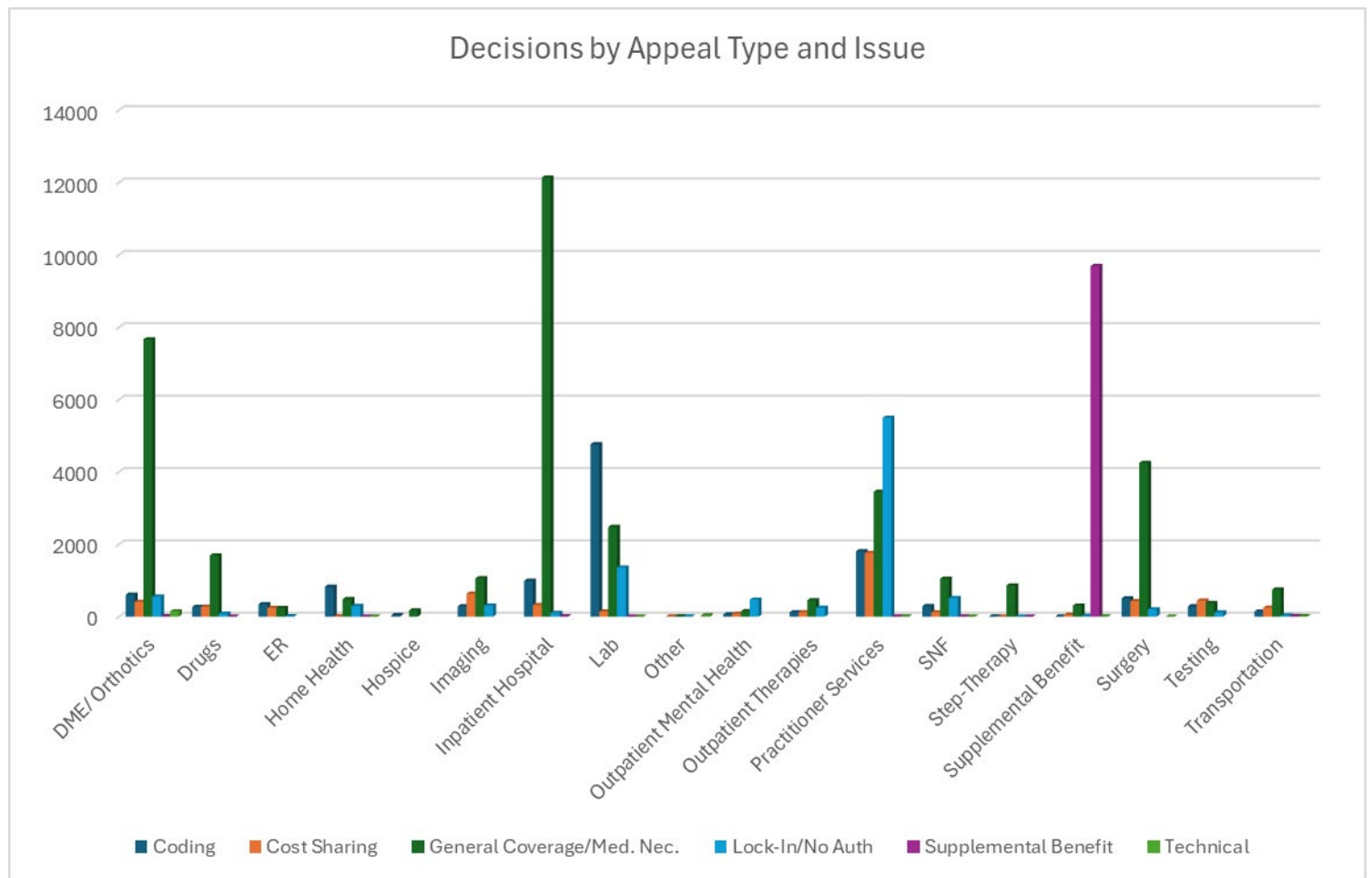


Days to Decision



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

Substantive Cases													
Appeal Type	Coding		Cost Sharing		General Coverage/Med. Nec.		Lock-In/No Auth		Supplemental Benefit		Technical		All
	N.	%	N.	%	N.	%	N.	%	N.	%	N.	%	
DME/ Orthotics	604	6.4%	408	4.4%	7662	81.7%	552	5.9%	10	0.1%	143	1.5%	9379
Drugs	267	11.5%	274	11.9%	1690	73.1%	80	3.5%	1	0.0%	0	0.0%	2312
ER	344	41.2%	240	28.8%	238	28.5%	12	1.4%	0	0.0%	0	0.0%	834
Home Health	828	51.3%	7	0.4%	484	30.0%	294	18.2%	1	0.1%	1	0.1%	1615
Hospice	40	19.1%	0	0.0%	169	80.9%	0	0.0%	0	0.0%	0	0.0%	209
Imaging	284	12.5%	633	27.8%	1058	46.4%	304	13.3%	0	0.0%	0	0.0%	2279
Inpatient Hospital	990	7.3%	318	2.3%	12131	89.6%	100	0.7%	7	0.1%	0	0.0%	13546
Lab	4764	54.5%	141	1.6%	2478	28.4%	1354	15.5%	1	0.0%	1	0.0%	8739
Other	0	0.0%	2	4.1%	6	12.2%	5	10.2%	0	0.0%	36	73.5%	49
Outpatient Mental Health	60	8.0%	79	10.5%	148	19.6%	467	61.9%	0	0.0%	0	0.0%	754
Outpatient Therapies	118	12.6%	120	12.8%	452	48.3%	246	26.3%	0	0.0%	0	0.0%	936
Practitioner Services	1806	14.4%	1759	14.1%	3448	27.6%	5492	43.9%	3	0.0%	2	0.0%	12510
SNF	289	14.6%	118	6.0%	1049	53.2%	513	26.0%	3	0.2%	1	0.1%	1973
Step-Therapy	2	0.2%	1	0.1%	860	99.4%	1	0.1%	1	0.1%	0	0.0%	865
Supplemental Benefit	2	0.0%	52	0.5%	304	3.0%	19	0.2%	9687	96.2%	3	0.0%	10067
Surgery	504	9.4%	426	7.9%	4246	79.0%	199	3.7%	0	0.0%	1	0.0%	5376
Testing	286	23.4%	445	36.5%	373	30.6%	116	9.5%	0	0.0%	0	0.0%	1220
Transportation	136	11.5%	244	20.7%	744	63.1%	32	2.7%	14	1.2%	10	0.8%	1180
Grand Total	11324	15.3%	5267	7.1%	37540	50.8%	9786	13.3%	9728	13.2%	198	0.3%	73843

Overturn Details

Substantive Case Overturn Rate by Priority

Substantive Decision					
Priority	Favorable (Overturn)	Partially Favorable (Partially Overturn)	Unfavorable (Uphold)	Overturn Rate	Grand Total
Expedited	776	31	21539	3.6%	22346
Pre-Service	496	85	10849	5.1%	11430
Pre-Service Part B Drug	42	0	1097	3.7%	1139
Retrospective	834	90	38004	2.4%	38928
Total	2148	206	71489	3.2%	73843

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	9499	9379	98.7%	270	2.9%	11.5%
Drugs	2361	2312	97.9%	134	5.8%	5.7%
ER	854	834	97.7%	20	2.4%	0.8%
Home Health	1657	1615	97.5%	35	2.2%	1.5%
Hospice	215	209	97.2%	2	1.0%	0.1%
Imaging	2351	2279	96.9%	197	8.6%	8.4%
Inpatient Hospital	13676	13546	99.0%	255	1.9%	10.8%
Lab	9036	8739	96.7%	206	2.4%	8.8%
Other	50	49	98.0%	0	0.0%	0.0%
Outpatient Mental Health	778	754	96.9%	12	1.6%	0.5%
Outpatient Therapies	973	936	96.2%	20	2.1%	0.8%
Practitioner Services	12881	12510	97.1%	406	3.2%	17.2%
SNF	2024	1973	97.5%	52	2.6%	2.2%
Step-Therapy	875	865	98.9%	21	2.4%	0.9%
Supplemental Benefit	10176	10067	98.9%	244	2.4%	10.4%
Surgery	5456	5376	98.5%	392	7.3%	16.7%
Testing	1248	1220	97.8%	39	3.2%	1.7%
Transportation	1229	1180	96.0%	49	4.2%	2.1%
Total	75339	73843	98.0%	2354	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	2.49%	234	0.38%	36	97.12%	9109	9379
Compression Stockings	0.00%	0	0.00%	0	100.00%	48	48
CPAP	4.26%	6	0.00%	0	95.74%	135	141
Diabetic Supplies	1.34%	49	0.00%	0	98.66%	3619	3668
Extremity Brace	3.66%	7	0.00%	0	96.34%	184	191
Foot Orthotics	4.01%	12	0.00%	0	95.99%	287	299
Manual Wheelchair	2.47%	4	0.62%	1	96.91%	157	162
Neck/Back	3.70%	3	0.00%	0	96.30%	78	81
Other - DME	4.36%	105	0.29%	7	95.35%	2297	2409
Oxygen Equipment	3.39%	15	0.23%	1	96.38%	426	442
Pneumatic Compression Dev	3.47%	19	0.00%	0	96.53%	529	548
Power Mobility Devices	0.99%	12	2.07%	25	96.94%	1171	1208
Seat Lift Mechanism	2.33%	1	4.65%	2	93.02%	40	43
Shower/Bath Chair	0.00%	0	0.00%	0	100.00%	72	72
Walker	1.49%	1	0.00%	0	98.51%	66	67
Drugs	5.71%	132	0.09%	2	94.20%	2178	2312
Chemotherapy	11.86%	14	0.85%	1	87.29%	103	118
Immunology	6.25%	2	0.00%	0	93.75%	30	32
Other - Drugs	8.07%	75	0.11%	1	91.82%	853	929
Pain Management	3.33%	4	0.00%	0	96.67%	116	120
Pre-Service Part B-Drug	5.07%	35	0.00%	0	94.93%	655	690
Rheumatology	4.17%	1	0.00%	0	95.83%	23	24
Self Administered	0.25%	1	0.00%	0	99.75%	398	399
ER	2.16%	18	0.24%	2	97.60%	814	834
Home Health	2.04%	33	0.12%	2	97.83%	1580	1615
Hospice	0.96%	2	0.00%	0	99.04%	207	209
Imaging	8.56%	195	0.09%	2	91.36%	2082	2279
CT Scan	9.59%	44	0.22%	1	90.20%	414	459
CTA	7.41%	4	0.00%	0	92.59%	50	54
DEXA	5.56%	1	0.00%	0	94.44%	17	18
EKG	2.34%	3	0.00%	0	97.66%	125	128
Mammography	0.00%	0	0.00%	0	100.00%	102	102
MRI	12.19%	34	0.00%	0	87.81%	245	279
Other - Imaging	7.22%	41	0.00%	0	92.78%	527	568
PET Scan	16.71%	62	0.00%	0	83.29%	309	371
X-Ray	2.00%	6	0.33%	1	97.67%	293	300

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Inpatient Hospital	1.88%	254	0.01%	1	98.12%	13291	13546
Acute Inpatient	8.16%	129	0.00%	0	91.84%	1452	1581
Acute Inpatient Rehab	1.07%	98	0.00%	0	98.93%	9072	9170
Critical Care	0.00%	0	0.00%	0	100.00%	25	25
Inpatient Mental Health	4.73%	13	0.00%	0	95.27%	262	275
LTACH	0.05%	1	0.00%	0	99.95%	2221	2222
Other - Inpt Hospital	4.71%	12	0.39%	1	94.90%	242	255
Post Stabilization	5.56%	1	0.00%	0	94.44%	17	18
Lab	2.16%	189	0.19%	17	97.64%	8533	8739
Drug Testing	1.03%	4	0.00%	0	98.97%	383	387
General Health Panel	1.04%	16	0.07%	1	98.89%	1519	1536
Genetic Testing	3.66%	100	0.33%	9	96.01%	2624	2733
Other - Lab	1.69%	69	0.17%	7	98.14%	4007	4083
Other	0.00%	0	0.00%	0	100.00%	49	49
Outpatient Mental Health	1.46%	11	0.13%	1	98.41%	742	754
Outpatient Therapies	1.82%	17	0.32%	3	97.86%	916	936
Cardiac Rehab	0.00%	0	0.00%	0	100.00%	45	45
Occupational Therapy	0.00%	0	0.00%	0	100.00%	50	50
Other - Outpt Therapies	0.00%	0	0.00%	0	0.00%	0	0
Physical Therapy	1.76%	14	0.25%	2	97.99%	781	797
Pulmonary Rehab	0.00%	0	0.00%	0	100.00%	3	3
Speech Therapy	7.32%	3	2.44%	1	90.24%	37	41
Practitioner Services	2.98%	373	0.26%	33	96.75%	12104	12510
Acupuncture	3.04%	8	0.00%	0	96.96%	255	263
Anesthesia	1.40%	5	0.00%	0	98.60%	353	358
Cardiovascular Disease	2.74%	4	0.68%	1	96.58%	141	146
Chiropractic Care	1.88%	7	0.27%	1	97.86%	365	373
ESRD Services	8.70%	6	0.00%	0	91.30%	63	69
Experimental/Investigational	11.94%	8	2.99%	2	85.07%	57	67
Immunizations	2.67%	2	0.00%	0	97.33%	73	75
Injections	4.15%	40	1.04%	10	94.81%	914	964
Non-Physician Provider	0.00%	0	0.00%	0	100.00%	42	42
Office Visit	1.41%	56	0.10%	4	98.49%	3905	3965
Other - Prac Services	2.28%	101	0.18%	8	97.54%	4320	4429
Out of Area	1.22%	4	0.00%	0	98.78%	325	329
Pain Management	3.58%	15	0.24%	1	96.18%	403	419
Preventive Services	4.88%	4	0.00%	0	95.12%	78	82
Pulmonary Disease	20.00%	1	0.00%	0	80.00%	4	5
Radiation Therapy	14.02%	38	1.85%	5	84.13%	228	271
Services Not Covered	0.87%	1	0.00%	0	99.13%	114	115
Specialty vs. Primary Care	3.80%	3	0.00%	0	96.20%	76	79
Wound Care	15.25%	70	0.22%	1	84.53%	388	459

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Skilled Nursing Facility	2.58%	51	0.05%	1	97.36%	1921	1973
Step-Therapy	2.43%	21	0.00%	0	97.57%	844	865
Supplemental Benefit	1.76%	177	0.67%	67	97.58%	9823	10067
Dental	1.65%	121	0.67%	49	97.68%	7142	7312
Gym Membership	6.02%	5	0.00%	0	93.98%	78	83
Hearing Aids	1.45%	3	0.00%	0	98.55%	204	207
OTC (Over-The-Counter)	3.57%	1	3.57%	1	92.86%	26	28
Other - Supp Benefit	4.41%	18	0.49%	2	95.10%	388	408
Transportation	0.51%	8	0.00%	0	99.49%	1547	1555
Vision Care	4.43%	21	3.16%	15	92.41%	438	474
Surgery	6.58%	354	0.71%	38	92.71%	4984	5376
Brain and Spine	4.13%	25	0.50%	3	95.38%	578	606
Eye	2.70%	4	0.00%	0	97.30%	144	148
Joint/Bone Surgery	6.73%	36	0.75%	4	92.52%	495	535
Other - Surgery	7.11%	282	0.78%	31	92.11%	3656	3969
Plastic Surgery	5.93%	7	0.00%	0	94.07%	111	118
Testing	3.11%	38	0.08%	1	96.80%	1181	1220
Colonoscopy	1.74%	2	0.00%	0	98.26%	113	115
Endoscopy	2.63%	2	0.00%	0	97.37%	74	76
Nuclear Stress Test	0.00%	0	0.00%	0	100.00%	62	62
Other - Testing	2.68%	16	0.17%	1	97.15%	580	597
PET Scan	50.00%	3	0.00%	0	50.00%	3	6
Sleep Study	7.14%	4	0.00%	0	92.86%	52	56
Ultrasound	3.57%	11	0.00%	0	96.43%	297	308
Transportation	4.15%	49	0.00%	0	95.85%	1131	1180
Ambulance	2.23%	16	0.00%	0	97.77%	702	718
Ambulance - Air	23.08%	18	0.00%	0	76.92%	60	78
Ambulance - Non Emergent	4.74%	12	0.00%	0	95.26%	241	253
Other - Transportation	2.29%	3	0.00%	0	97.71%	128	131
Grand Total	2.91%	2148	0.28%	206	96.81%	71489	73843