

Fact Sheet

Part C Reconsideration Appeals Data – Q3, Q4 2019

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, Q4 of 2019.

Reconsideration Volume

The Part C QIC received 49,979 reconsideration requests during Q3, Q4 of 2019. This represents a rate of 4.36 reconsiderations for each 1,000 Medicare beneficiaries enrolled¹.

Standard pre-service cases represented 17.9% of all appeals received and resulted in a rate of 0.78 reconsiderations for each 1,000 beneficiaries enrolled.

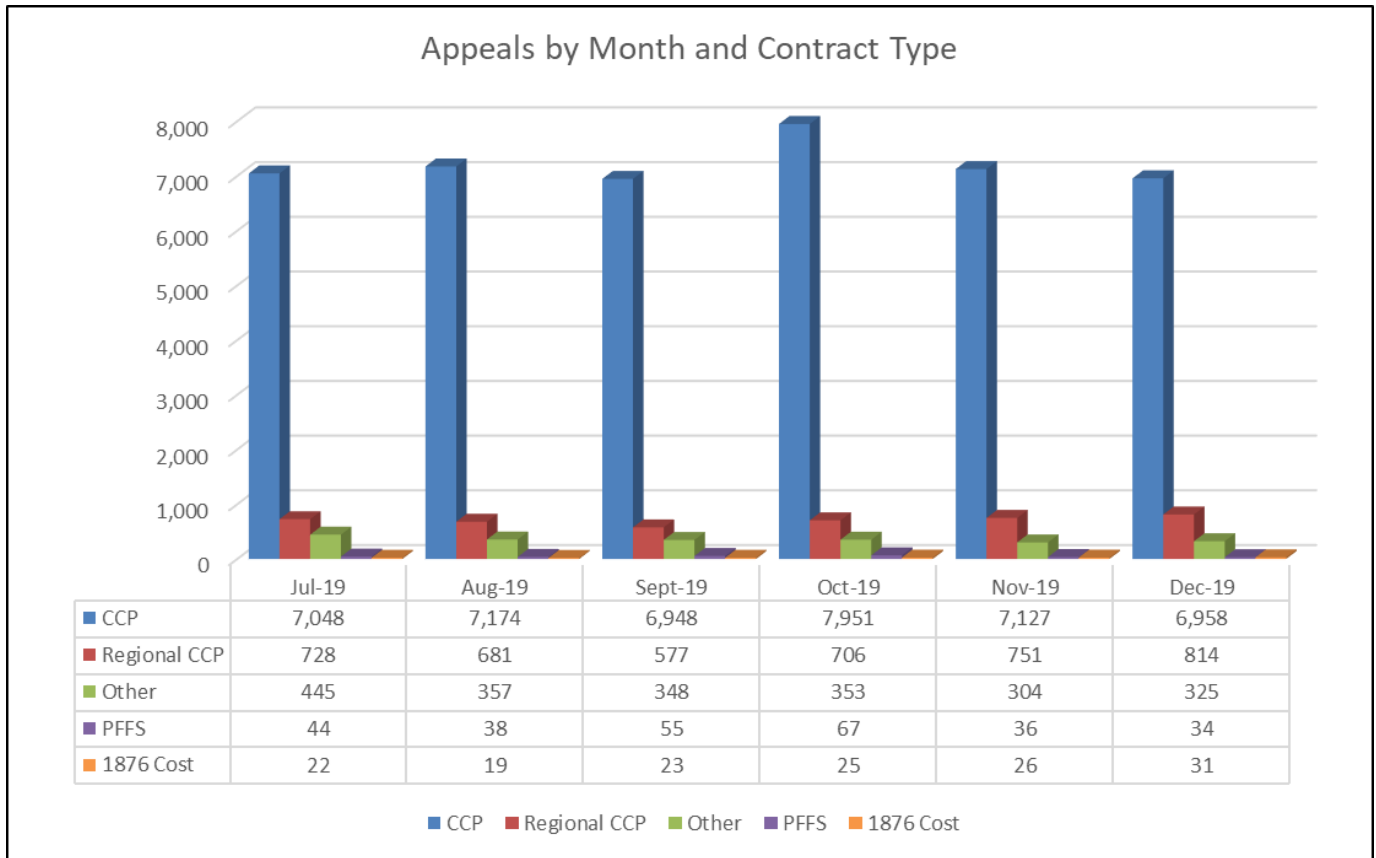
Standard retrospective cases represented 65.4% of all appeals received and resulted in a rate of 2.85 reconsiderations for each 1,000 beneficiaries enrolled.

Expedited cases represented 16.7% of all appeals received and resulted in a rate of 0.73 expedited cases for each 1,000 beneficiaries enrolled.

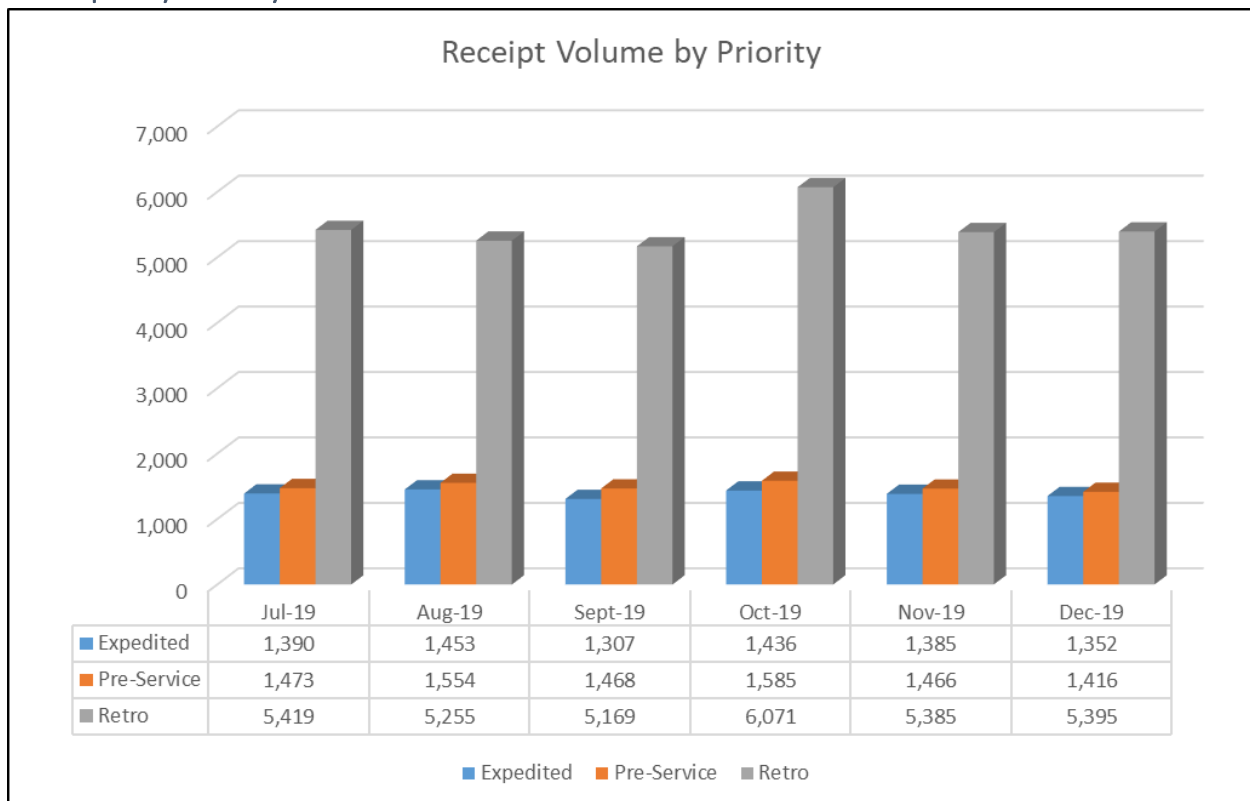
¹ Annual volume, divided by mid-year enrollment (times 1,000) is used to calculate the annual rate of appeals per 1,000 enrollees.

Reconsideration Volume

Appeal Receipts with Contract Type

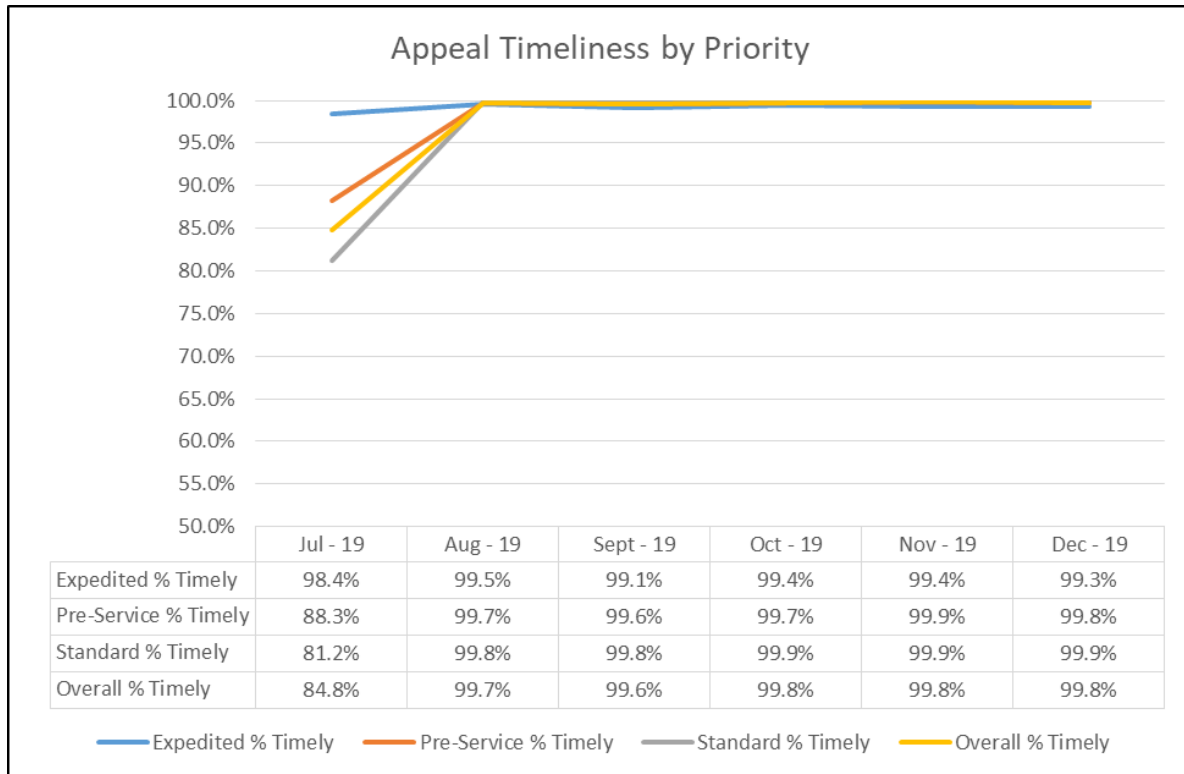


Appeal Receipts by Priority

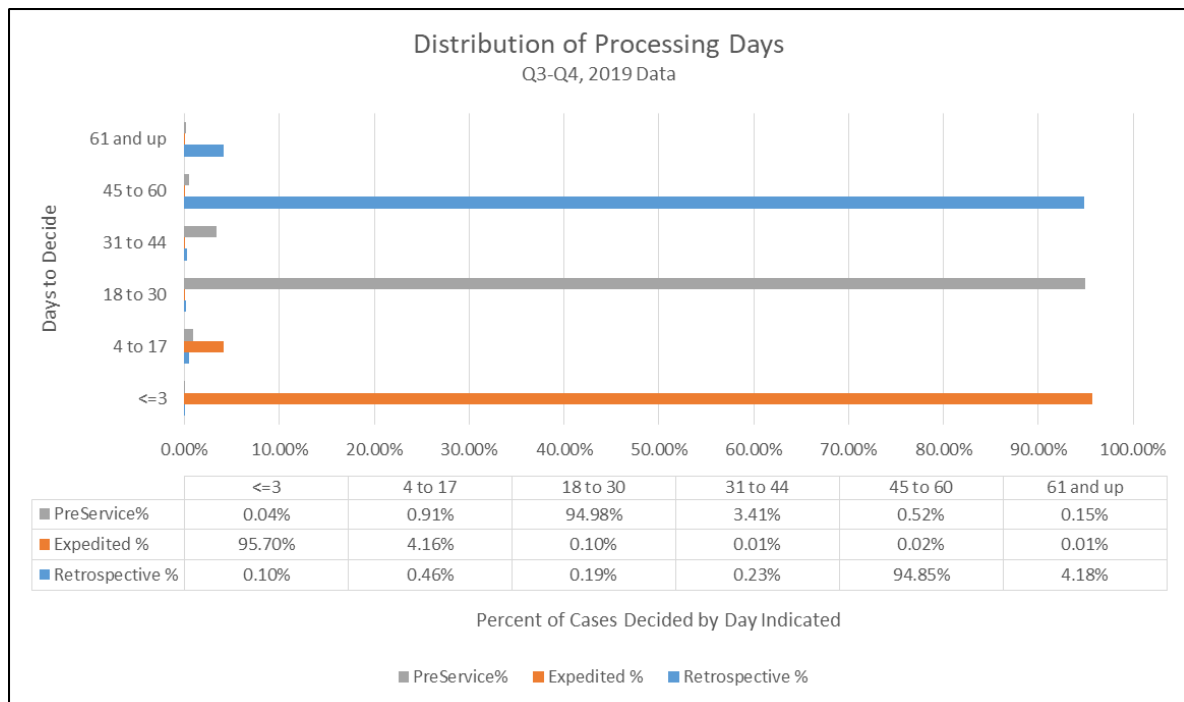


Timeliness of Reconsideration Cases

Timeliness of Decisions by Priority²



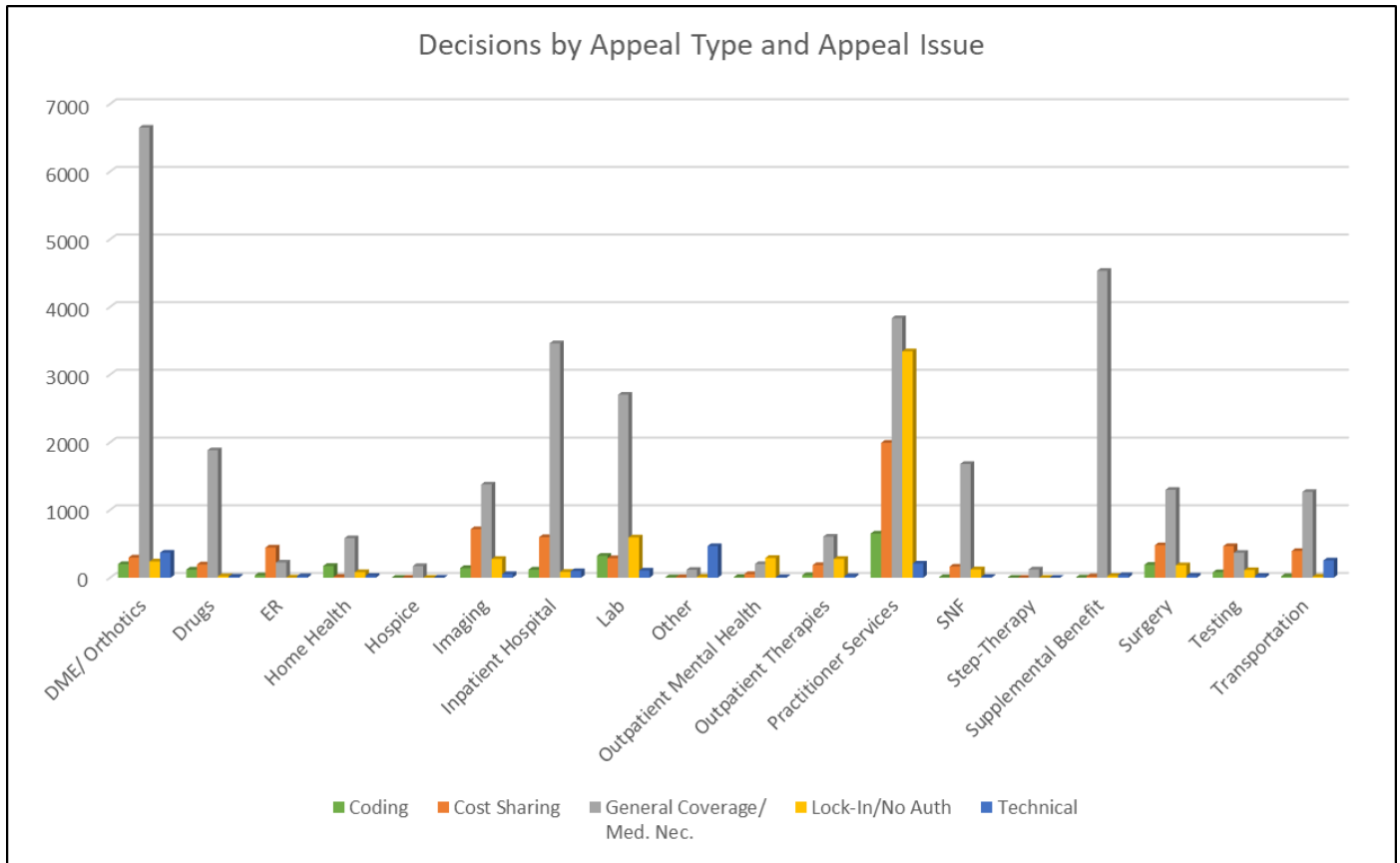
Days to Decision



² Timeliness in July was low due to extremely high and unprecedented case receipts. This was a one-time occurrence in 2019. The Part C QIC must complete a minimum of 95% of its reconsiderations within the specified timeframes.

Appeal Details

Substantive Decisions by Appeal Type and Appeal Issue³



³ 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

Substantive Cases											
Appeal Type	Coding		Cost Sharing		Gen. Coverage/ Med. Nec.		Lock-In/ No Auth.		Technical		All
	Number	%	Number	%	Number	%	Number	%	Number	%	
DME/ Orthotics	201	2.5%	298	3.7%	6650	82.7%	240	3.0%	370	4.6%	8044
Drugs	119	5.2%	196	8.6%	1882	83.0%	23	1.0%	15	0.7%	2268
ER	34	4.5%	445	58.3%	224	29.4%	3	0.4%	22	2.9%	763
Home Health	173	17.7%	13	1.3%	583	59.8%	82	8.4%	26	2.7%	975
Hospice	0	0.0%	0	0.0%	171	99.4%	0	0.0%	1	0.6%	172
Imaging	142	5.2%	716	26.1%	1377	50.3%	277	10.1%	54	2.0%	2739
Inpatient Hospital	119	2.3%	599	11.7%	3463	67.7%	86	1.7%	97	1.9%	5112
Lab	324	7.6%	289	6.8%	2703	63.3%	595	13.9%	106	2.5%	4271
Other	6	0.4%	7	0.4%	116	7.3%	13	0.8%	467	29.5%	1583
Outpatient Mental Health	9	1.5%	54	9.1%	201	33.9%	292	49.2%	7	1.2%	593
Outpatient Therapies	37	3.0%	187	15.1%	606	48.9%	277	22.4%	22	1.8%	1238
Practitioner Services	652	5.8%	1994	17.8%	3834	34.2%	3344	29.8%	210	1.9%	11225
SNF	8	0.4%	164	7.8%	1680	80.3%	123	5.9%	12	0.6%	2091
Step-Therapy	0	0.0%	0	0.0%	121	100%	0	0.0%	0	0.0%	121
Supplemental	3	0.1%	19	0.4%	4533	94.9%	26	0.5%	37	0.8%	4775
Surgery	191	7.6%	480	19.2%	1298	52.0%	185	7.4%	30	1.2%	2498
Testing	81	7.0%	466	40.5%	368	32.0%	112	9.7%	26	2.3%	1150
Transportation	21	1.0%	395	19.0%	1267	60.8%	15	0.7%	255	12.2%	2084
Grand Total	2120	4.1%	6322	12.2%	31077	60.1%	5693	11.0%	1757	3.4%	51702

Overturn Details

Substantive Case Overturn Rate by Priority

Priority	Substantive Decisions				All
	Favorable (Overturn)	Partially Favorable (Partially Overturn)	Unfavorable (Uphold)	Overturn Rate*	
Expedited	543	24	7570	7.0%	8137
PreService	615	44	8393	7.3%	9052
Retrospective	2615	204	28256	9.1%	31075
Total	3773	272	44220	8.4%	48265

* Includes both fully and partially overturned

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	8044	7841	97.5%	230	2.9%	5.7%
Drugs	2268	2221	97.9%	125	5.6%	3.1%
ER	763	703	92.1%	64	9.1%	1.6%
Home Health	975	917	94.1%	78	8.5%	1.9%
Hospice	172	170	98.8%	3	1.8%	0.1%
Imaging	2739	2568	93.8%	340	13.2%	8.4%
Inpatient Hospital	5112	4732	92.6%	579	12.2%	14.3%
Lab	4271	4015	94.0%	250	6.2%	6.2%
Other	1583	632	39.9%	209	33.1%	5.2%
Outpatient Mental Health	593	567	95.6%	35	6.2%	0.9%
Outpatient Therapies	1238	1143	92.3%	95	8.3%	2.3%
Practitioner Services	11225	10577	94.2%	1100	10.4%	27.2%
SNF	2091	2012	96.2%	158	7.9%	3.9%
Step-Therapy	121	120	99.2%	3	2.5%	0.1%
Supplemental Benefit	4775	4635	97.1%	261	5.6%	6.5%
Surgery	2498	2361	94.5%	301	12.7%	7.4%
Testing	1150	1080	93.9%	113	10.5%	2.8%
Transportation	2084	1971	94.6%	101	5.1%	2.5%
Grand Total	51702	48265	93.4%	4045	8.4%	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	2.8%	218	0.2%	12	97.1%	7611	7841
Compression Stockings	0.5%	1	0.0%	0	99.5%	192	193
CPAP	12.0%	16	0.8%	1	87.2%	116	133
Diabetic Supplies	3.7%	15	0.0%	0	96.3%	394	409
Extremity Brace	0.9%	15	0.0%	0	99.1%	1614	1629
Foot Orthotics	1.2%	6	0.0%	0	98.8%	479	485
Joint/Bone Surgery	0.0%	0	0.0%	0	100.0%	1	1
Manual Wheelchair	5.6%	6	0.0%	0	94.4%	101	107
Neck/Back	1.3%	10	0.1%	1	98.6%	778	789
Other	4.6%	114	0.1%	3	95.3%	2374	2491
Oxygen Equipment	3.7%	12	0.0%	0	96.3%	312	324
Pneumatic Compression Device	1.4%	6	0.0%	0	98.6%	423	429
Power Mobility Devices	2.5%	13	1.1%	6	96.4%	505	524
Seat Lift Mechanism	3.4%	3	1.1%	1	95.4%	83	87
Shower/Bath Chair	0.0%	0	0.0%	0	100.0%	157	157
Walker	1.2%	1	0.0%	0	98.8%	82	83
Drugs	5.0%	111	0.6%	14	94.4%	2096	2221
Chemotherapy	16.7%	28	3.6%	6	79.8%	134	168
Immunology	11.8%	6	2.0%	1	86.3%	44	51
Injections	22.2%	2	0.0%	0	77.8%	7	9
Other	5.2%	60	0.4%	5	94.4%	1098	1163
Pain Management	7.8%	10	0.0%	0	92.2%	119	129
Rheumatology	2.1%	1	4.3%	2	93.6%	44	47
Self-Administered	0.6%	4	0.0%	0	99.4%	650	654
ER	7.5%	53	1.6%	11	90.9%	639	703
Emergency Room Services	7.5%	53	1.6%	11	90.9%	639	703
Home Health	7.9%	72	0.7%	6	91.5%	839	917
Home Health Services	7.9%	72	0.7%	6	91.5%	836	914
Other	0.0%	0	0.0%	0	100.0%	1	1
Physical Therapy	0.0%	0	0.0%	0	100.0%	2	2
Hospice	1.8%	3	0.0%	0	98.2%	167	170
Hospice	1.8%	3	0.0%	0	98.2%	167	170

				Partially Favorable (Partially Overturn)				
		Favorable (Overturn)				Unfavorable (Uphold)		Substantive Cases
		%	Number	%	Number	%	Number	Total
Imaging		12.3%	315	1.0%	25	86.8%	2227	2568
	CT Scan	14.1%	77	1.6%	9	84.3%	461	547
	CTA	12.5%	4	3.1%	1	84.4%	27	32
	DEXA	23.1%	3	0.0%	0	76.9%	10	13
	EKG	9.1%	9	1.0%	1	89.9%	89	99
	Mammography	5.5%	13	1.3%	3	93.3%	222	238
	MRI	16.2%	82	1.0%	5	82.8%	420	507
	Other	11.6%	63	0.7%	4	87.7%	478	545
	PET Scan	16.7%	20	0.0%	0	83.3%	100	120
	X-Ray	9.4%	44	0.4%	2	90.1%	421	467
Inpatient Hospital		11.9%	561	0.4%	18	87.8%	4153	4732
	Acute Inpatient	25.0%	439	0.4%	7	74.6%	1311	1757
	Acute Inpatient Rehab	3.6%	43	0.2%	2	96.2%	1136	1181
	Critical Care	9.9%	14	0.7%	1	89.4%	127	142
	Inpatient Mental Health	9.4%	23	0.8%	2	89.8%	220	245
	LTACH	0.6%	6	0.0%	0	99.4%	1008	1014
	Other	8.9%	25	0.0%	0	91.1%	256	281
	Post Stabilization	9.8%	11	5.4%	6	84.8%	95	112
Lab		6.0%	241	0.2%	9	93.8%	3765	4015
	Drug Testing	5.0%	49	0.3%	3	94.7%	927	979
	Endoscopy	0.0%	0	0.0%	0	100.0%	1	1
	General Health Panel	4.1%	15	0.0%	0	95.9%	348	363
	Genetic Testing	5.9%	85	0.2%	3	93.9%	1346	1434
	Other	7.4%	92	0.2%	3	92.3%	1143	1238
Other		33.1%	209	0.0%	0	66.9%	423	632
	Other	33.1%	209	0.0%	0	66.9%	423	632
Outpatient Mental Health		5.6%	32	0.5%	3	93.8%	532	567
	Outpatient Mental Health	5.6%	32	0.5%	3	93.8%	532	567
Outpatient Therapies		7.3%	84	1.0%	11	91.7%	1048	1143
	Cardiac Rehab	10.5%	2	5.3%	1	84.2%	16	19
	Occupational Therapy	5.8%	3	0.0%	0	94.2%	49	52
	Other	6.1%	19	1.0%	3	93.0%	291	313
	Physical Therapy	7.8%	57	0.7%	5	91.5%	667	729
	Pulmonary Rehab	14.3%	2	7.1%	1	78.6%	11	14
	Speech Therapy	6.3%	1	6.3%	1	87.5%	14	16

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Practitioner Services	9.7%	1025	0.7%	75	89.6%	9477	10577
Acupuncture	0.9%	1	0.0%	0	99.1%	116	117
Acute Inpatient	0.0%	0	0.0%	0	100.0%	1	1
Anesthesia	41.4%	239	0.3%	2	58.2%	336	577
Cardiovascular Disease	10.9%	12	1.8%	2	87.3%	96	110
Chiropractic Care	3.6%	17	0.9%	4	95.5%	448	469
Experimental/Investig ational	22.6%	7	0.0%	0	77.4%	24	31
Immunizations	7.9%	13	0.0%	0	92.1%	152	165
Injections	12.6%	135	2.2%	24	85.2%	914	1073
Non-Physician Provider	9.8%	9	0.0%	0	90.2%	83	92
Office Visit	5.3%	210	0.5%	19	94.3%	3756	3985
Other	9.1%	249	0.5%	15	90.3%	2469	2733
Out of Area	5.7%	10	0.6%	1	93.8%	165	176
Pain Management	9.5%	25	0.4%	1	90.1%	237	263
Preventive Services	22.9%	11	0.0%	0	77.1%	37	48
Pulmonary Disease	0.0%	0	8.3%	1	91.7%	11	12
Services Not Covered	3.2%	2	1.6%	1	95.2%	59	62
Skilled Nursing Facility	0.0%	0	0.0%	0	100.0%	2	2
Specialty vs. Primary Care	14.9%	52	0.6%	2	84.5%	294	348
Vision Care	0.0%	0	0.0%	0	100.0%	7	7
Wound Care	10.8%	33	1.0%	3	88.2%	270	306
SNF	7.6%	152	0.3%	6	92.1%	1854	2012
Acute Inpatient	0.0%	0	0.0%	0	100.0%	1	1
Skilled Nursing Facility	7.6%	152	0.3%	6	92.1%	1853	2011
Step-Therapy	2.5%	3	0.0%	0	97.5%	117	120
Step-Therapy	2.5%	3	0.0%	0	97.5%	117	120
Supplemental Benefit	4.6%	214	1.0%	47	94.4%	4374	4635
Acupuncture	0.0%	0	0.0%	0	100.0%	1	1
Dental	4.2%	154	1.1%	39	94.8%	3494	3687
Gym Membership	0.0%	0	0.0%	0	100.0%	67	67
Hearing Aids	6.0%	10	0.0%	0	94.0%	156	166
OTC (Over-The- Counter)	40.0%	2	0.0%	0	60.0%	3	5
Other	3.0%	6	0.0%	0	97.0%	194	200
Vision Care	8.3%	42	1.6%	8	90.2%	459	509

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Surgery	11.9%	281	0.8%	20	87.3%	2060	2361
Brain and Spine	9.9%	25	0.4%	1	89.7%	226	252
Dental	0.0%	0	0.0%	0	100.0%	2	2
Eye	9.1%	20	0.5%	1	90.5%	199	220
Injections	0.0%	0	0.0%	0	100.0%	1	1
Joint/Bone Surgery	13.1%	47	0.6%	2	86.4%	310	359
Other	11.3%	163	0.7%	10	88.0%	1269	1442
Plastic Surgery	30.6%	26	7.1%	6	62.4%	53	85
Testing	9.3%	100	1.2%	13	89.5%	967	1080
Colonoscopy	5.8%	15	1.6%	4	92.6%	238	257
Endoscopy	5.3%	5	0.0%	0	94.7%	89	94
Nuclear Stress Test	15.7%	8	2.0%	1	82.4%	42	51
Other	10.1%	40	1.3%	5	88.7%	353	398
PET Scan	20.0%	1	0.0%	0	80.0%	4	5
Sleep Study	16.5%	15	1.1%	1	82.4%	75	91
Ultrasound	8.7%	16	1.1%	2	90.2%	166	184
Transportation	5.0%	99	0.1%	2	94.9%	1870	1971
Ambulance	5.7%	63	0.1%	1	94.2%	1043	1107
Ambulance - Air	26.2%	16	0.0%	0	73.8%	45	61
Ambulance - Non Emergent	3.8%	10	0.0%	0	96.2%	256	266
Other	1.9%	10	0.2%	1	98.0%	526	537
Grand Total	7.8%	3773	0.6%	272	91.6%	44220	48265