

Fact Sheet

Part C Reconsideration Appeals Data – Q4 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 Q4 of 2025.

Reconsideration Volume

The Part C QIC received 81,522 reconsideration requests during Q4 of 2025. This represents a rate of 9.13 reconsiderations for each 1,000 Medicare beneficiaries enrolled¹.

Standard Pre-Service cases represented 15.71% of all appeals received and resulted in a rate of 1.43 reconsiderations for each 1,000 beneficiaries enrolled.

Standard Pre-Service Part B drug cases represented 1.71% of all appeals received and resulted in a rate of 0.16 reconsiderations for each 1,000 beneficiaries enrolled.

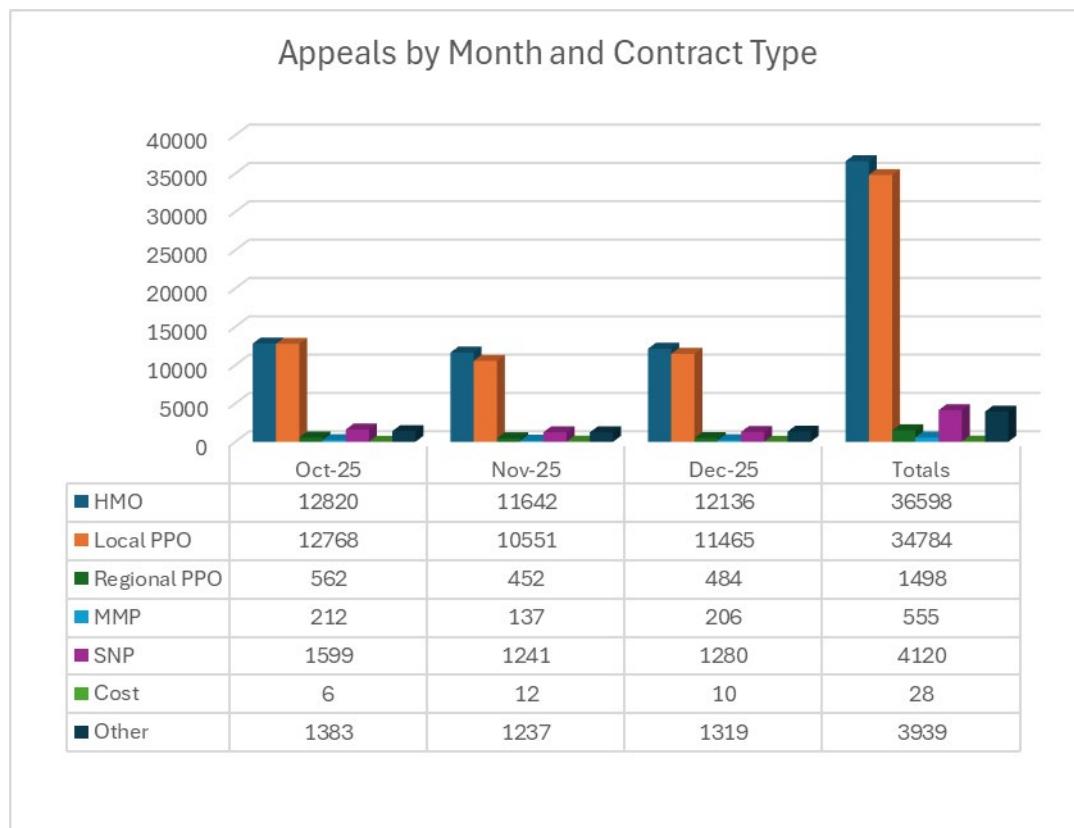
Standard Retrospective cases represented 52.99% of all appeals received and resulted in a rate of 4.84 reconsiderations for each 1,000 beneficiaries enrolled.

Expedited cases represented 29.59% of all appeals received and resulted in a rate of 2.70 expedited cases for each 1,000 beneficiaries enrolled.

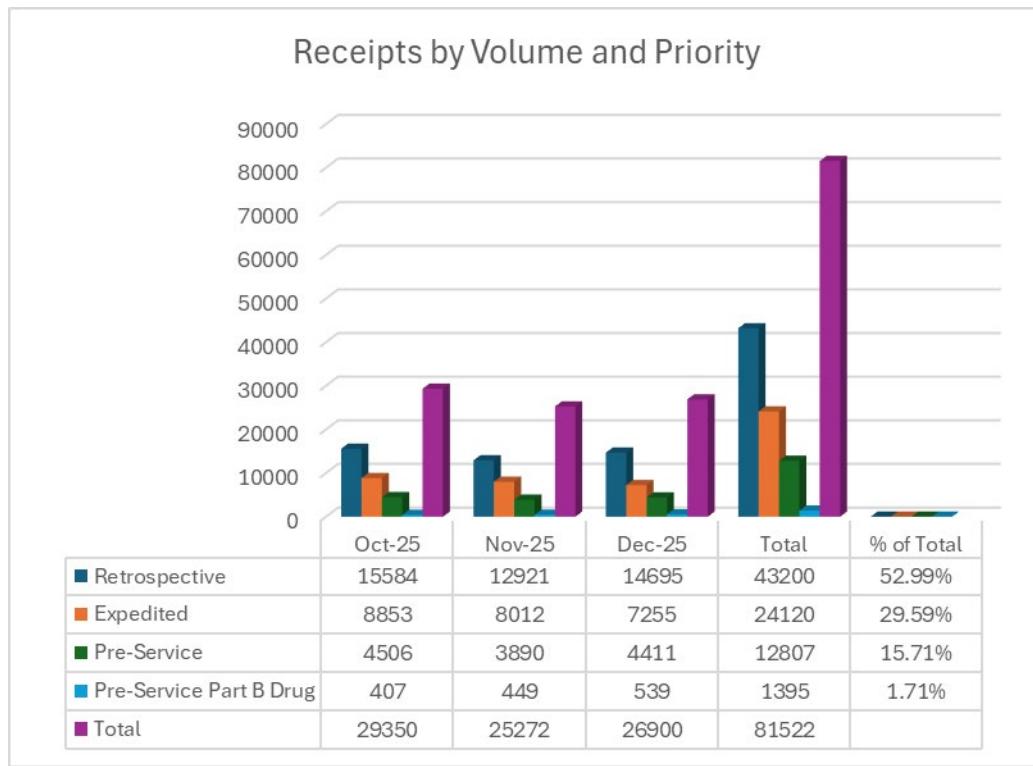
¹ Annual volume, divided by quarter-year enrollment (times 1,000) is used to calculate the annual rate of appeals per 1,000 enrollees.

Reconsideration Volume

Appeal Receipts with Contract Type

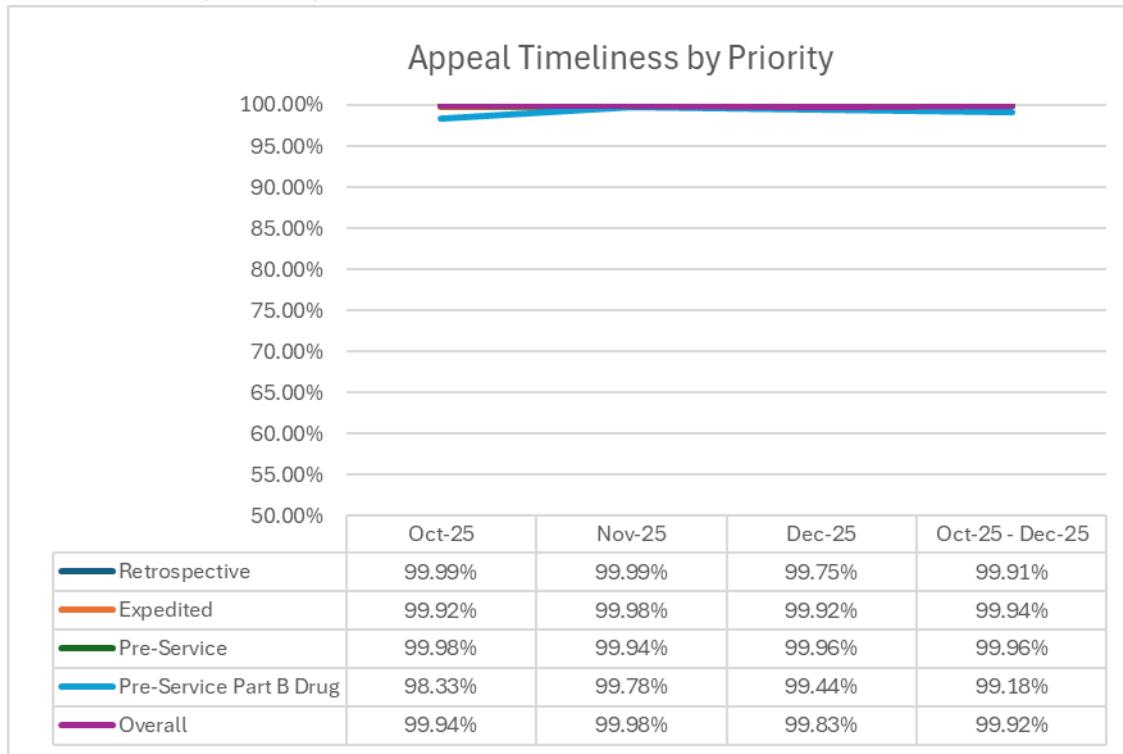


Appeal Receipts by Priority

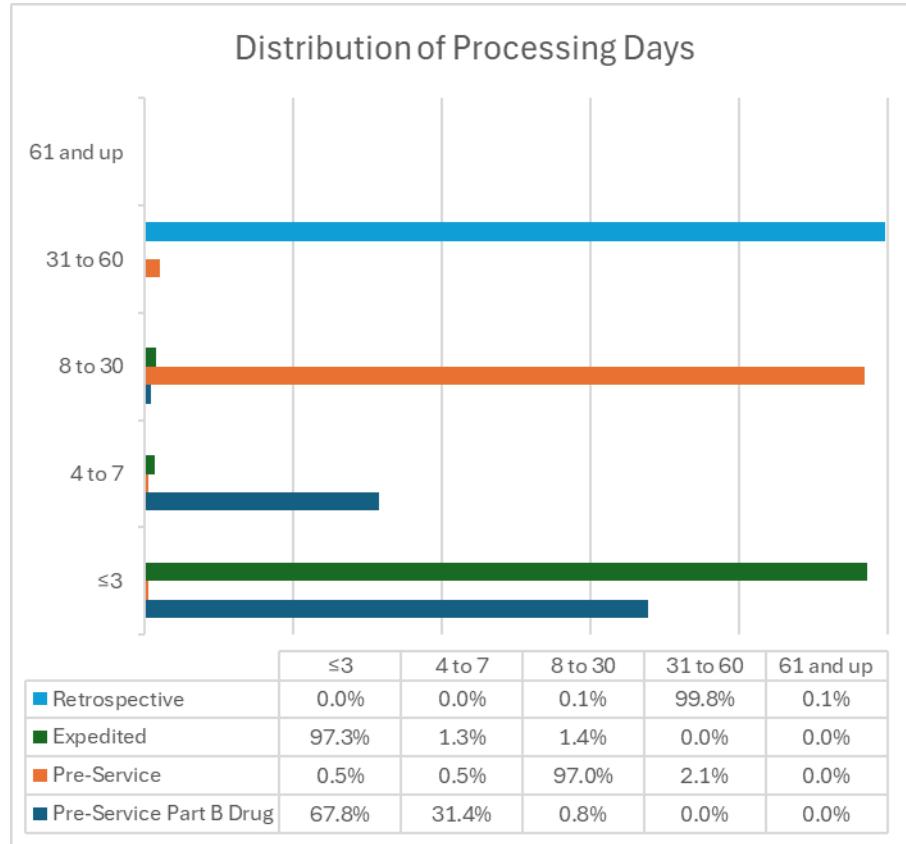


Timeliness of Reconsideration Cases

Timeliness of Decisions by Priority

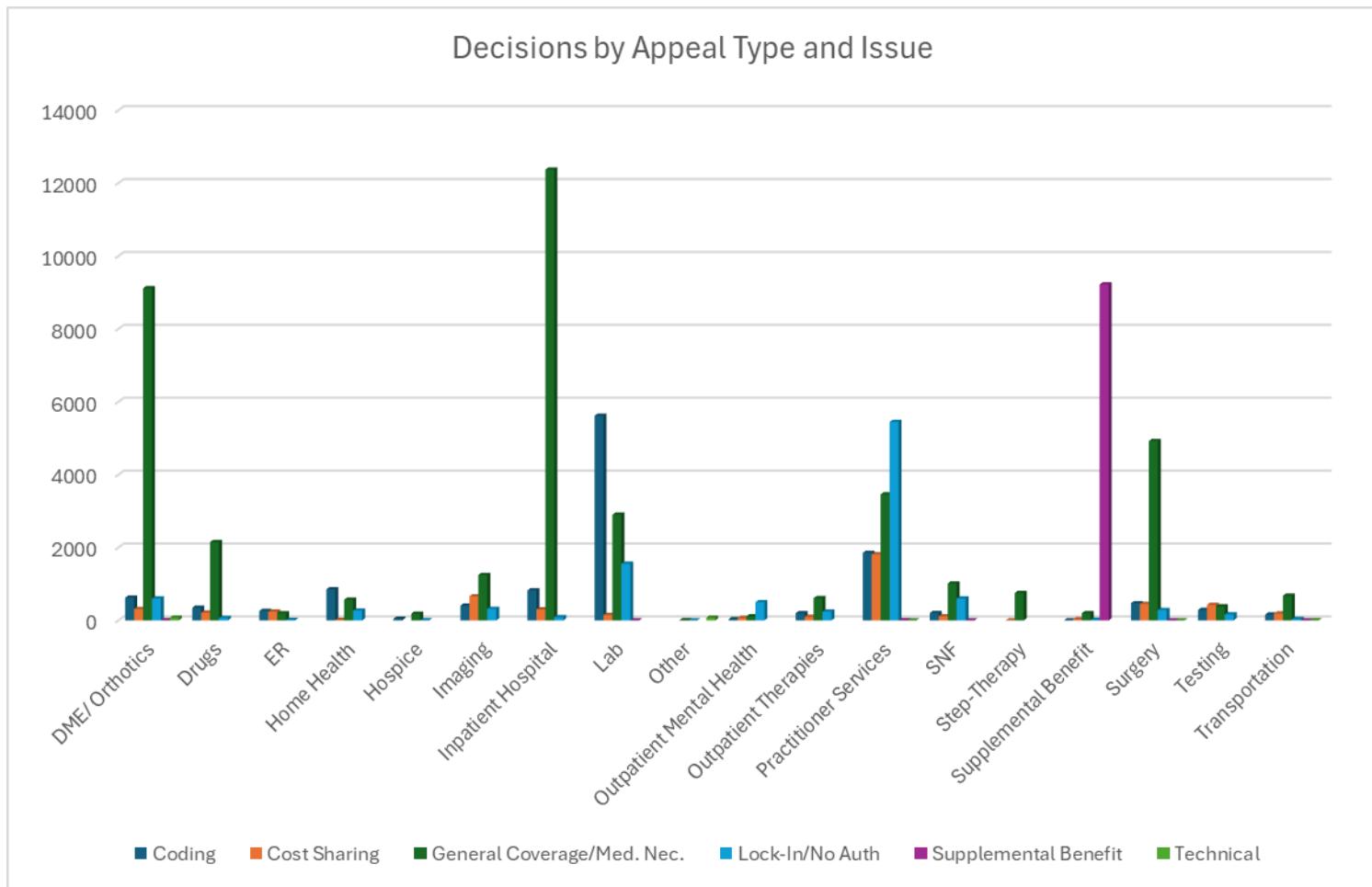


Days to Decision



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												
	Coding		Cost Sharing		General		Lock-In/No Auth		Supplemental Benefit		Technical		
	N.	%	N.	%	N.	%	N.	%	N.	%	N.	%	All
DME/ Orthotics	621	5.8%	313	2.9%	9113	84.9%	601	5.6%	6	0.1%	74	0.7%	10728
Drugs	347	12.5%	215	7.7%	2150	77.4%	66	2.4%	0	0.0%	0	0.0%	2778
ER	260	36.6%	243	34.2%	196	27.6%	12	1.7%	0	0.0%	0	0.0%	711
Home Health	851	50.0%	12	0.7%	569	33.5%	269	15.8%	0	0.0%	0	0.0%	1701
Hospice	44	19.0%	0	0.0%	184	79.7%	3	1.3%	0	0.0%	0	0.0%	231
Imaging	403	15.3%	660	25.1%	1246	47.4%	317	12.1%	0	0.0%	0	0.0%	2626
Inpatient Hospital	826	6.1%	302	2.2%	12370	91.0%	89	0.7%	0	0.0%	0	0.0%	13587
Lab	5615	54.9%	148	1.4%	2902	28.4%	1555	15.2%	1	0.0%	0	0.0%	10221
Other	0	0.0%	0	0.0%	5	6.3%	1	1.3%	0	0.0%	74	92.5%	80
Outpatient Mental Health	34	4.8%	67	9.4%	114	16.0%	499	69.9%	0	0.0%	0	0.0%	714
Outpatient Therapies	199	17.3%	98	8.5%	609	53.0%	243	21.1%		0.0%	0	0.0%	1149
Practitioner Services	1852	14.7%	1815	14.4%	3457	27.5%	5444	43.3%	3	0.0%	1	0.0%	12572
SNF	202	10.5%	112	5.8%	1011	52.4%	602	31.2%	1	0.1%	0	0.0%	1928
Step-Therapy	0	0.0%	2	0.3%	751	99.7%	0	0.0%	0	0.0%	0	0.0%	753
Supplemental Benefit	2	0.0%	30	0.3%	197	2.1%	17	0.2%	9219	97.4%	0	0.0%	9465
Surgery	470	7.7%	452	7.4%	4919	80.3%	285	4.7%	1	0.0%	1	0.0%	6128
Testing	286	22.8%	424	33.7%	383	30.5%	164	13.0%	0	0.0%	0	0.0%	1257
Transportation	160	15.0%	190	17.8%	677	63.3%	36	3.4%	2	0.2%	4	0.4%	1069
Grand Total	12172	15.7%	5083	6.5%	40853	52.6%	10203	13.1%	9233	11.9%	154	0.2%	77698

Overtur Details

Substantive Case Overturn Rate by Priority

Substantive Decision					
Priority	Favorable (Overturn)	Partially Favorable (Partially Overturn)	Unfavorable (Uphold)	Overture Rate	Grand Total
Expedited	814	24	23253	3.5%	24091
Pre-Service	572	89	12009	5.2%	12670
Pre-Service Part B Drug	45	0	1335	3.3%	1380
Retrospective	929	88	38540	2.6%	39557
Total	2360	201	75137	3.3%	77698

Types of Appeals and Rates of Overturn of Plan Denials

Appeal Type	Total Cases	Substantive Cases	Substantive Rate	Overtur*	% Overturned	% of All Overtur
DME/ Orthotics	11748	10728	91.3%	354	3.3%	13.8%
Drugs	2828	2778	98.2%	158	5.7%	6.2%
ER	768	711	92.6%	19	2.7%	0.7%
Home Health	1753	1701	97.0%	44	2.6%	1.7%
Hospice	238	231	97.1%	4	1.7%	0.2%
Imaging	2694	2626	97.5%	226	8.6%	8.8%
Inpatient Hospital	13735	13587	98.9%	235	1.7%	9.2%
Lab	10529	10221	97.1%	312	3.1%	12.2%
Other	81	80	98.8%	0	0.0%	0.0%
Outpatient Mental Health	738	714	96.7%	8	1.1%	0.3%
Outpatient Therapies	1175	1149	97.8%	36	3.1%	1.4%
Practitioner Services	12926	12572	97.3%	427	3.4%	16.7%
SNF	1951	1928	98.8%	35	1.8%	1.4%
Step-Therapy	760	753	99.1%	9	1.2%	0.4%
Supplemental Benefit	9567	9465	98.9%	180	1.9%	7.0%
Surgery	6185	6128	99.1%	422	6.9%	16.5%
Testing	1283	1257	98.0%	46	3.7%	1.8%
Transportation	1110	1069	96.3%	46	4.3%	1.8%
Total	80069	77698	97.0%	2561	3.3%	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	
DME/ Orthotics	2.81%	301	0.49%	53	96.70%	10374	10728
Compression Stockings	1.85%	1	0.00%	0	98.15%	53	54
CPAP	7.03%	9	0.00%	0	92.97%	119	128
Diabetic Supplies	1.08%	48	0.02%	1	98.89%	4377	4426
Extremity Brace	3.72%	14	0.00%	0	96.28%	362	376
Foot Orthotics	6.69%	18	0.74%	2	92.57%	249	269
Manual Wheelchair	4.92%	9	1.64%	3	93.44%	171	183
Neck/Back	2.86%	4	0.00%	0	97.14%	136	140
Other - DME	5.53%	148	0.67%	18	93.79%	2508	2674
Oxygen Equipment	3.69%	12	0.00%	0	96.31%	313	325
Pneumatic Compression Device	4.15%	19	0.00%	0	95.85%	439	458
Power Mobility Devices	1.24%	19	1.82%	28	96.94%	1489	1536
Seat Lift Mechanism	0.00%	0	0.00%	0	100.00%	29	29
Shower/Bath Chair	0.00%	0	0.00%	0	100.00%	63	63
Walker	0.00%	0	1.49%	1	98.51%	66	67
Drugs	5.62%	156	0.07%	2	94.31%	2620	2778
Chemotherapy	14.55%	16	0.00%	0	85.45%	94	110
Immunology	26.92%	7	3.85%	1	69.23%	18	26
Other - Drugs	8.47%	84	0.10%	1	91.43%	907	992
Pain Management	4.69%	6	0.00%	0	95.31%	122	128
Pre-Service Part B-Drug	4.19%	41	0.00%	0	95.81%	938	979
Rheumatology	8.33%	1	0.00%	0	91.67%	11	12
Self Administered	0.19%	1	0.00%	0	99.81%	530	531
ER	2.67%	19	0.00%	0	97.33%	692	711
Home Health	2.41%	41	0.18%	3	97.41%	1657	1701
Hospice	1.30%	3	0.43%	1	98.27%	227	231
Imaging	8.53%	224	0.08%	2	91.39%	2400	2626
CT Scan	9.88%	49	0.00%	0	90.12%	447	496
CTA	16.18%	11	0.00%	0	83.82%	57	68
DEXA	0.00%	0	0.00%	0	100.00%	22	22
EKG	2.99%	5	0.00%	0	97.01%	162	167
Mammography	0.98%	1	0.00%	0	99.02%	101	102
MRI	14.86%	44	0.00%	0	85.14%	252	296
Other - Imaging	4.90%	34	0.14%	1	94.96%	659	694
PET Scan	17.33%	70	0.00%	0	82.67%	334	404
X-Ray	2.65%	10	0.27%	1	97.08%	366	377

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Inpatient Hospital	1.71%	232	0.02%	3	98.27%	13352	13587
Acute Inpatient	7.72%	110	0.14%	2	92.13%	1312	1424
Acute Inpatient Rehab	0.99%	92	0.00%	0	99.01%	9248	9340
Critical Care	0.00%	0	0.00%	0	100.00%	31	31
Inpatient Mental Health	3.53%	12	0.29%	1	96.18%	327	340
LTACH	0.41%	9	0.00%	0	99.59%	2212	2221
Other - Inpt Hospital	4.10%	8	0.00%	0	95.90%	187	195
Post Stabilization	2.78%	1	0.00%	0	97.22%	35	36
Lab	2.78%	284	0.27%	28	96.95%	9909	10221
Drug Testing	10.31%	33	0.63%	2	89.06%	285	320
General Health Panel	1.04%	13	0.08%	1	98.88%	1231	1245
Genetic Testing	4.45%	118	0.23%	6	95.33%	2530	2654
Other - Lab	2.00%	120	0.32%	19	97.68%	5863	6002
Other	0.00%	0	0.00%	0	100.00%	80	80
Outpatient Mental Health	1.12%	8	0.00%	0	98.88%	706	714
Outpatient Therapies	2.52%	29	0.61%	7	96.87%	1113	1149
Cardiac Rehab	0.00%	0	0.90%	1	99.10%	110	111
Occupational Therapy	3.92%	2	0.00%	0	96.08%	49	51
Other - Outpt Therapies	0.00%	0	0.00%	0	0.00%	0	0
Physical Therapy	2.85%	27	0.42%	4	96.73%	916	947
Pulmonary Rehab	0.00%	0	0.00%	0	100.00%	11	11
Speech Therapy	0.00%	0	6.90%	2	93.10%	27	29
Practitioner Services	3.20%	402	0.20%	25	96.60%	12145	12572
Acupuncture	2.43%	10	0.00%	0	97.57%	402	412
Anesthesia	4.76%	21	0.68%	3	94.56%	417	441
Cardiovascular Disease	4.95%	9	0.00%	0	95.05%	173	182
Chiropractic Care	0.74%	3	0.99%	4	98.27%	398	405
ESRD Services	4.29%	3	0.00%	0	95.71%	67	70
Experimental/Investigational	8.62%	5	0.00%	0	91.38%	53	58
Immunizations	1.82%	1	0.00%	0	98.18%	54	55
Injections	4.24%	38	0.45%	4	95.32%	855	897
Non-Physician Provider	2.90%	2	0.00%	0	97.10%	67	69
Office Visit	1.29%	52	0.07%	3	98.63%	3961	4016
Other - Prac Services	2.65%	109	0.19%	8	97.16%	3999	4116
Out of Area	0.26%	1	0.00%	0	99.74%	381	382
Pain Management	3.59%	12	0.00%	0	96.41%	322	334
Preventive Services	5.56%	5	1.11%	1	93.33%	84	90
Pulmonary Disease	0.00%	0	0.00%	0	100.00%	6	6
Radiation Therapy	15.42%	37	0.42%	1	84.17%	202	240
Services Not Covered	5.26%	4	0.00%	0	94.74%	72	76
Specialty vs. Primary Care	0.00%	0	0.00%	0	100.00%	130	130
Wound Care	15.18%	90	0.17%	1	84.65%	502	593

	Favorable (Overturn)		Partially Favorable (Partially Overturn)		Unfavorable (Uphold)		Substantive Cases
	%	Number	%	Number	%	Number	Total
Skilled Nursing Facility	1.71%	33	0.10%	2	98.18%	1893	1928
Step-Therapy	1.20%	9	0.00%	0	98.80%	744	753
Supplemental Benefit	1.48%	140	0.42%	40	98.10%	9285	9465
Dental	1.76%	105	0.52%	31	97.73%	5844	5980
Gym Membership	2.27%	1	0.00%	0	97.73%	43	44
Hearing Aids	1.71%	3	0.00%	0	98.29%	172	175
OTC (Over-The-Counter)	0.00%	0	0.00%	0	100.00%	22	22
Other - Supp Benefit	5.08%	13	0.78%	2	94.14%	241	256
Transportation	0.12%	3	0.00%	0	99.88%	2576	2579
Vision Care	3.67%	15	1.71%	7	94.62%	387	409
Surgery	6.38%	391	0.51%	31	93.11%	5706	6128
Brain and Spine	2.26%	17	0.40%	3	97.34%	733	753
Eye	3.47%	5	0.69%	1	95.83%	138	144
Joint/Bone Surgery	3.86%	26	0.45%	3	95.70%	645	674
Other - Surgery	7.60%	339	0.47%	21	91.93%	4100	4460
Plastic Surgery	4.12%	4	3.09%	3	92.78%	90	97
Testing	3.34%	42	0.32%	4	96.34%	1211	1257
Colonoscopy	3.57%	4	0.89%	1	95.54%	107	112
Endoscopy	5.63%	4	0.00%	0	94.37%	67	71
Nuclear Stress Test	0.85%	1	0.00%	0	99.15%	117	118
Other - Testing	3.03%	17	0.53%	3	96.43%	541	561
PET Scan	0.00%	0	0.00%	0	100.00%	9	9
Sleep Study	13.04%	6	0.00%	0	86.96%	40	46
Ultrasound	2.94%	10	0.00%	0	97.06%	330	340
Transportation	4.30%	46	0.00%	0	95.70%	1023	1069
Ambulance	2.38%	16	0.00%	0	97.62%	655	671
Ambulance - Air	29.49%	23	0.00%	0	70.51%	55	78
Ambulance - Non Emergent	2.28%	5	0.00%	0	97.72%	214	219
Other - Transportation	1.98%	2	0.00%	0	98.02%	99	101
Grand Total	3.04%	2360	0.26%	201	96.70%	75137	77698