

Medicare Appeals Demonstration 2022 Fact Sheet

On January 1, 2016, the Centers for Medicaid & Medicare Services (CMS) started the Telephone Discussion and Reopening Process Demonstration (the Demonstration) with Durable Medical Equipment (DME) suppliers that submit Medicare fee-for-service claims.

The Demonstration allowed selected suppliers and providers to participate in a telephone discussion at the Qualified Independent Contractor (QIC) level and have claims currently pending at the Office of Medicare Hearings and Appeals (OMHA) remanded to and reopened by the QIC and resolved.

On May 1, 2019, CMS expanded Demonstration activities to the Part A East QIC Jurisdiction to include:

- All Part A claim types within MAC Jurisdictions: H, J, K, L, M, N.
- Home Health and Hospice (HHH) related appeals in J6 and J15.

Also, as part of the Demonstration, the DME and Part A East QIC were able to assist suppliers and providers in submitting withdrawals of appeals requests pending at OMHA under the Demonstration.

The Demonstration ended on December 31, 2021. The table below summarizes activities completed for the entirety of this effort.

Activities Related to DME Telephone Discussions	2016	2017	2018	2019	2020	2021	Overall Total
Supplier Acceptance Rate	64%	87%	89%	72%	83%	92%	83%
Number of Telephone Discussions*	19,491	58,724	56,397	23,194	26,692	19,225	203,723
Reconsideration Decisions Issued After a Telephone Discussion**							
% Fully Favorable	73%	64%	54%	53%	70%	66%	62%
% Partially Favorable	4%	3%	2%	2%	2%	2%	2%
% Unfavorable	23%	33%	44%	45%	28%	32%	36%
Reopening & Favorable Resolution of Appeals Previously Pending in Administrative Law Judge (ALJ) Backlog*	22,364	54,148	19,067	28,474	8,962	1,894	134,909
Assisting Suppliers in Submitting Withdrawal Requests to OMHA When the Supplier No Longer Wishes to Continue Appeal(s) Currently Pending at OMHA*	0	27,132	125,092	31,356	9,195	165	192,940
Total Reopening & Withdrawal Referrals*	22,364	81,280	144,159	59,830	18,157	2,059	327,849

Data as of 3/1/22.

*Reported in claims.

**Note: A “favorable” decision means that the appeal was successful and the claim in dispute was paid in full. A “partially favorable” decision means that the appellant’s appeal was partially denied and the claim in dispute was paid in part. An “unfavorable” decision means that an appellant’s appeal was denied.

Activities Related to Part A East Telephone Discussions	2019	2020	2021	Overall Total
Provider Acceptance Rate	50%	59%	59%	57%
Number of Telephone Discussions*	2,151	7,855	7,290	17,296
Reconsideration Decisions Issued After a Telephone Discussions				
% Fully Favorable	66%	53%	46%	53%
% Partially Favorable	1%	2%	3%	2%
% Unfavorable	33%	45%	51%	45%
Reopening & Favorable Resolution of Appeals Previously Pending in Administrative Law Judge (ALJ) Backlog*	502	267	189	958
Assisting Providers in Submitting Withdrawal Requests to OMHA When the Provider No Longer Wishes to Continue Appeal(s) Currently Pending at OMHA*	0	3	0	3
Total Reopening & Withdrawal Referrals*	502	270	189	961

Data as of 3/1/22.

*Reported in claims.

**Note: A “favorable” decision means that the appeal was successful and the claim in dispute was paid in full. A “partially favorable” decision means that the appellant’s appeal was partially denied and the claim in dispute was paid in part. An “unfavorable” decision means that an appellant’s appeal was denied.