

Medicare Appeals Dashboard

Reporting Period: Through Quarter 3 FY 2018
(Data in Appeals)

Level 1 - MAC	Fiscal Year							Most Recent 6 Quarters					
	FY 2018	FY 2017	FY 2016	FY 2015	FY 2014	FY 2013	FY 2012	FY 2018			FY 2017		
								Qtr 3	Qtr 2	Qtr 1	Qtr 4	Qtr 3	Qtr 2
Beginning Workload Balance	284,313	335,892	358,078	456,517	557,839	496,703	390,658	208,345	217,491	284,313	316,219	298,380	314,950
Receipts	2,031,943	3,339,145	3,448,540	3,743,071	4,230,754	3,992,623	3,465,711	682,305	636,698	712,940	818,365	862,670	846,344
<i>RAC (non-add)</i>													
<i>non-RAC (non-add)</i>													
Dispositions	(1,707,387)	(2,649,181)	(2,793,338)	(2,806,751)	(3,284,086)	(3,137,823)	(2,838,590)	(553,338)	(541,932)	(612,117)	(652,495)	(651,565)	(668,111)
<i>RAC (non-add)</i>	(5,366)	(19,053)	(80,789)	(72,983)	(403,303)	(475,514)	(256,878)	(1,717)	(2,201)	(1,448)	(510)	(408)	(4,137)
<i>non-RAC (non-add)</i>	(1,702,021)	(2,630,128)	(2,712,549)	(2,733,768)	(2,880,783)	(2,662,309)	(2,581,712)	(551,621)	(539,731)	(610,669)	(651,985)	(651,157)	(663,974)
Net Pending Receipt Increase / (Decrease)													
Ending Workload (backlog)	253,025	284,313	335,892	358,078	456,517	557,839	496,703	253,025	208,345	217,491	284,313	316,219	298,380

- 1/ Ending Workload at Level 1 does not represent backlogs. It represents all appeals received but not adjudicated, i.e. appeals have not passed the 60-day timeframe for adjudication.
- 2/ In addition to appeal requests, receipts at Level 1 - MAC may also include re-openings, duplicate requests, inquiries, misrouted requests, etc.
- 3/ Dispositions represent appeals processed during the time period, including decided and dismissed appeals. Duplicated and deleted appeals are excluded.
- 4/ Net Pending Receipt at Level 1 - MAC is not available at Level 1 MAC.
- 5/ Receipts Per Workday exclude federal holidays; shutdown and snow days are not excluded.
- 6/ Age of Pending is not available at Level 1 MAC.
- 7/ FY 2018 data is up to 06/30/2018.

Level 2 - QIC	Fiscal Year							Most Recent 6 Quarters					
	FY 2018	FY 2017	FY 2016	FY 2015	FY 2014	FY 2013	FY 2012	FY 2018			FY 2017		
								Qtr 3	Qtr 2	Qtr 1	Qtr 4	Qtr 3	Qtr 2
Beginning Workload Balance	55,606	76,498	79,332	117,007	135,314	98,052	58,715	49,488	52,450	55,606	62,144	64,007	60,504
Receipts	253,492	436,653	511,995	561,615	895,788	874,789	457,086	73,390	84,599	95,503	96,977	104,977	118,198
<i>RAC (non-add)</i>	947	12,062	26,860	33,437	309,234	310,362	102,244	359	366	222	677	1,420	3,746
<i>non-RAC (non-add)</i>	252,545	424,591	485,135	528,178	586,554	564,427	354,842	73,031	84,233	95,281	96,300	103,557	114,452
<i>Part A Receipts (non-add)</i>	65,351	84,596	86,947	94,885	113,284	153,174	89,286	20,259	23,504	21,588	23,143	20,978	20,713
<i>Part B Receipts (non-add)</i>	89,829	149,334	163,182	171,817	187,703	178,235	152,876	28,208	29,547	32,074	33,155	37,114	40,851
<i>DME Receipts (non-add)</i>	97,365	190,661	235,006	261,476	285,567	233,018	112,680	24,564	31,182	41,619	40,002	45,465	52,888
Dispositions	(267,224)	(457,545)	(514,829)	(599,290)	(914,095)	(837,527)	(417,749)	(81,004)	(87,561)	(98,659)	(103,515)	(106,840)	(114,695)
<i>RAC (non-add)</i>	(1,020)	(16,759)	(25,575)	(52,167)	(332,382)	(297,714)	(74,797)	(406)	(298)	(316)	(1,093)	(2,770)	(5,336)
<i>non-RAC (non-add)</i>	(266,204)	(440,786)	(489,254)	(547,123)	(581,713)	(539,813)	(342,952)	(80,598)	(87,263)	(98,343)	(102,422)	(104,070)	(109,359)
Net Pending Receipt Increase / (Decrease)	(13,732)	(20,892)	(2,834)	(37,675)	(18,307)	37,262	39,337	(7,614)	(2,962)	(3,156)	(6,538)	(1,863)	3,503
Ending Workload /1	41,874	55,606	76,498	79,332	117,007	135,314	98,052	41,874	49,488	52,450	55,606	62,144	64,007

- 1/ Ending Workload at Level 2 does not represent backlogs. It represents all appeals received, but not adjudicated, i.e. appeals have not passed the 60-day timeframe for adjudication.
- 2/ Dispositions represent all appeals processed during the time period including escalated and misrouted appeals. Duplicated and deleted appeals are excluded.
- 3/ Receipts Per Workday exclude federal holidays; shutdown and snow days are not excluded.
- 4/ Age of Pending at Level 2 - QIC represents pending age as of the end of the time period and is calculated for appeals received in the time period but not processed by the end of the time period.
- 5/ FY2018 data is up to 06/30/2018.

Medicare Appeals Dashboard

Reporting Period: Through Quarter 3 FY 2018

(Data in Appeals)

Level 3 - OMHA	Fiscal Year							Most Recent 6 Quarters					
	FY 2018	FY 2017	FY 2016	FY 2015	FY 2014	FY 2013	FY 2012	FY 2018			FY 2017		
								Qtr 3	Qtr 2	Qtr 1	Qtr 4	Qtr 3	Qtr 2
Beginning Workload Balance	578,683	675,530	886,418	767,422	380,696	75,922	20,382	484,202	554,513	578,683	596,310	652,243	660,463
Receipts	45,630	112,933	184,240	240,360	474,063	384,151	117,068	17,752	10,985	16,893	26,213	27,186	25,927
<i>RAC (non-add)</i>	661	13,782	35,527	47,929	239,383	193,159	30,331	150	127	384	1,360	2,097	4,325
<i>non-RAC (non-add)</i>	44,969	99,151	148,713	192,431	234,680	190,992	86,737	17,602	10,858	16,509	24,853	25,089	21,602
<i>Part A Receipts (non-add)</i>	4,738	7,722	26,374	34,973	42,876	46,390	20,416	1,775	1,647	1,316	1,039	592	2,190
<i>Part B Receipts (non-add)</i>	2,021	8,954	17,925	21,765	32,256	31,066	37,688	624	626	771	1,039	1,204	3,309
<i>DME Receipts (non-add)</i>	13,727	47,365	68,374	84,522	91,903	79,062	22,190	1,961	5,477	6,289	9,645	10,344	12,760
Appeals Removed	(177,744)	(209,780)	(395,128)	(121,364)	(87,337)	(79,377)	(61,528)	(55,385)	(81,296)	(41,063)	(43,840)	(83,119)	(34,147)
<i>OMHA Dispositions</i>	(128,625)	(84,729)	(87,123)	(78,881)	(87,337)	(79,377)	(61,528)	(35,827)	(70,952)	(21,846)	(21,627)	(22,234)	(20,877)
<i>RAC (non-add)</i>	(39,449)	(26,302)	(33,511)	(15,586)	(28,104)	(17,739)	(12,357)	(19,241)	(13,580)	(6,628)	(6,458)	(4,865)	(6,869)
<i>non-RAC (non-add)</i>	(89,176)	(58,427)	(53,612)	(63,295)	(59,233)	(61,638)	(49,171)	(16,586)	(57,372)	(15,218)	(15,169)	(17,369)	(14,008)
<i>Apeals combined for efficiency</i>	(33,830)	(11,145)	(59,375)					(16,844)	(7,558)	(9,428)	(2,416)	(3,244)	(3,778)
<i>QIC demo - remands for resolution</i>	(15,147)	(22,505)	(2,387)					(2,594)	(2,764)	(9,789)	(5,622)	(3,497)	(5,430)
<i>Hospital Settlements</i>	(142)	(91,401)	(246,243)	(42,483)				(120)	(22)	0	(14,175)	(54,144)	(4,062)
Net Pending Receipt Increase / (Decrease)	(132,114)	(96,847)	(210,888)	118,996	386,726	304,774	55,540	(37,633)	(70,311)	(24,170)	(17,627)	(55,933)	(8,220)
Ending Workload (pending appeals)	446,569	578,683	675,530	886,418	767,422	380,696	75,922	446,569	484,202	554,513	578,683	596,310	652,243

1/ Receipts exclude reopened appeals but include appeals involved in CMS Hospital Settlements.

2/ The number of appeals adjudicated each fiscal year reflects receipts from multiple fiscal years.

3/ Dispositions exclude remands.

4/ OMHA Dispositions reflect appeals removed by all types of adjudicators, and by all initiatives except "Appeals combined for efficiency," "QIC demo - remands for resolution," and "CMS Hospital Settlements."

5/ Some FY14 dispositions are attributable to Scooter Store dismissals.

6/ FY14 through FY18 reflect changes in methodology to include combined appeals. Discrepancies between Level 2 and Level 3 RAC receipts are largely attributable to these changes in methodology.

7/ FY18 Qtr 3 includes the majority of appeals received through June 30, 2018. Q3 receipts appear high because some were held until those which needed to be loaded into MAS (versus eCAPE) were identified - to avoid 2nd entry actions.

8/ Receipts and dispositions have been updated due to appeal adjustments such as combinations, deletions, and/or corrections.

9/ Appeals combined for efficiency result in one disposition for a group of combined appeals. This line accounts for the remainder of received appeals that were combined into single appeals within the disposition counts.

10/ Initiative dispositions not reflected separately within the table are counted in "OMHA Dispositions" (as 1 disposition if multiple appeals were combined), and "Received appeals combined for efficiency" (remainder of groups of appeals combined for efficient disposition).