

Prompt Pay Compliance Summary for Processed Electronic Long Term Care and HCBS Claims

The HMO's contract with the TennCare Bureau include additional prompt pay claims processing requirements for the CHOICES program. The additional requirements apply to electronically submitted nursing facility claims and for HCBS claims for services other than PERS, assistive technology, minor home modifications, and pest control.

TennCare Contractual Requirements Only	90%	99.5%	
	14 Day	21 Day	
For the Month Ended	Clean Claims	Clean Claims	Compliance?

AMERIGROUP Tennessee, Inc.

Region(s): Middle

3/31/2010	95%	100.0%	YES
4/30/2010	92%	99.9%	YES
5/31/2010	83%	98.5%	NO
6/30/2010	78%	99.5%	NO
7/31/2010	98%	99.4%	NO
8/31/2010	100%	100.0%	YES
9/30/2010	97%	98.8%	NO
10/31/2010	82%	98.3%	NO
11/30/2010	85%	100.0%	NO
12/31/2010	100%	99.9%	YES

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TennCare Contractual Requirements Only	90%	99.5%	
	14 Day	21 Day	
For the Month Ended	Clean Claims	Clean Claims	Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Region(s): East

8/31/2010	99%	100.0%	YES
9/30/2010	99%	100.0%	YES
10/31/2010	99%	99.9%	YES
11/30/2010	100%	99.8%	YES
12/31/2010	96%	99.6%	YES

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	14 Day	21 Day	
For the Month Ended	Clean Claims	Clean Claims	Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Region(s): Middle

3/31/2010	97%	100.0%	YES
4/30/2010	99%	99.8%	YES
5/31/2010	96%	99.4%	NO
6/30/2010	98%	99.7%	YES
7/31/2010	80%	96.9%	NO
8/31/2010	99%	99.5%	YES
9/30/2010	99%	99.9%	YES
10/31/2010	99%	99.9%	YES
11/30/2010	100%	99.8%	YES
12/31/2010	99%	99.7%	YES

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	14 Day	21 Day	
For the Month Ended	Clean Claims	Clean Claims	Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Region(s): West

8/31/2010	100%	100.0%	YES
9/30/2010	98%	99.9%	YES
10/31/2010	99%	99.9%	YES
11/30/2010	99%	99.7%	YES
12/31/2010	97%	99.6%	YES

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	14 Day	21 Day	
For the Month Ended	Clean Claims	Clean Claims	Compliance?

Volunteer State Health Plan, Inc., d/b/a BlueCare

Region(s): East

8/31/2010	99%	100.0%	YES
9/30/2010	96%	98.5%	NO
10/31/2010	54%	92.8%	NO
11/30/2010	99%	99.9%	YES
12/31/2010	96%	99.9%	YES

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	14 Day	21 Day	
For the Month Ended	Clean Claims	Clean Claims	Compliance?

Volunteer State Health Plan, Inc., d/b/a BlueCare

Region(s): West

8/31/2010	99%	100.0%	YES
9/30/2010	66%	97.6%	NO
10/31/2010	58%	92.4%	NO
11/30/2010	100%	99.9%	YES
12/31/2010	98%	100.0%	YES

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	14 Day	21 Day	
For the Month Ended	Clean Claims	Clean Claims	Compliance?

Volunteer State Health Plan, Inc., d/b/a TennCare Select

Region(s): All

8/31/2010	100%	100.0%	YES
9/30/2010	20%	80.0%	NO
10/31/2010	30%	70.0%	NO
11/30/2010	100%	100.0%	YES
12/31/2010	100%	100.0%	YES