

**Quarterly Summary of Provider Complaints
First Quarter 2011**

AGP		AMERIGROUP Tennessee, Inc.	
Provider Type	MCO BHO Action	Count	
DME (Durable Medical Equipment)	Partial	1	
DME (Durable Medical Equipment)	Denial Upheld	1	
Hospital-M	None Needed	1	
Hospital-M	Reversed	7	
Physician-Behavioral Health	Reversed	1	
Physician-Medical	Questions Answered	1	
Physician-Medical	Reversed	9	
Physician-Medical	None Needed	1	
Physician-Medical	Denial Upheld	2	
Undefined	Partial	1	
Total for the Quarter:		25	

JDHP		John Deere Health Plan	
Provider Type	MCO BHO Action	Count	
Hospital-M	Denial Upheld	1	
Total for the Quarter:		1	

MMCC		Memphis Managed Care Corporation	
Provider Type	MCO BHO Action	Count	
Hospital-M	None Needed	1	
Physician-Medical	No Longer in TennCare Program	1	
Total for the Quarter:		2	

Not TennCare		Not a TennCare Plan	
Provider Type	MCO BHO Action	Count	
Physician-Medical	None Needed	1	
Total for the Quarter:		1	

UPRV		UnitedHealthcare Plan of the River Valley, Inc.	
Provider Type	MCO BHO Action	Count	
Hospice	Denial Upheld	1	

Hospice	Reversed	5
Hospital-M	Reversed	5
Hospital-M	Denial Upheld	9
Hospital-M	Resolved	2
Physician-Medical	Denial Upheld	15
Physician-Medical	Resolved	1
Physician-Medical	Reversed	11
Transportation	Reversed	2
Total for the Quarter:		51

UPRV-MA		Non TennCare HMO	
Provider Type	MCO BHO Action	Count	
Dental	Reversed	1	
Hospice	Reversed	1	
Hospital-M	Denial Upheld	2	
Hospital-M	MCC not TennCare	2	
Hospital-M	Reversed	2	
Physician-Medical	Reversed	1	
Total for the Quarter:		9	

VSHP		Volunteer State Health Plan, Inc.	
Provider Type	MCO BHO Action	Count	
Hospital-M	Denial Upheld	1	
Hospital-M	Reversed	4	
Physician-Medical	Denial Upheld	2	
Physician-Medical	Questions Answered	1	
Physician-Medical	Reversed	3	
Rehab	Reversed	1	
Total for the Quarter:		12	

Grand Total for the Quarter	101
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