

**Quarterly Summary of Provider Complaints
4th Quarter 2010**

AGP		AMERIGROUP Tennessee, Inc.	
Provider Type	MCO BHO Action	Count	
Hospice	Resolved	1	
Hospital-M	Denial Upheld	1	
Physician-Medical	Denial Upheld	5	
Physician-Medical	Resolved	3	
Physician-Medical	Reversed	2	
Physician-Medical	Withdrawn	1	
Rehab	Reversed	1	
Total for the Quarter:		14	

PHP		Preferred Health Partnership of Tennessee, Inc.	
Provider Type	MCO BHO Action	Count	
Physician-Behavioral Health	MCC not TennCare	1	
Total for the Quarter:		1	

UPRV		UnitedHealthcare Plan of the River Valley, Inc.	
Provider Type	MCO BHO Action	Count	
Hospice	Partial	1	
Hospital-M	Reversed	3	
Hospital-M	Denial Upheld	12	
Hospital-M	Questions Answered	2	
Hospital-M	Resolved	1	
Lab Work	Reversed	2	
Other (Requires Description)	Reversed	1	
Outpatient Surgery	Denial Upheld	2	
Physician-Behavioral Health	Denial Upheld	1	
Physician-Medical	Denial Upheld	6	
Physician-Medical	Reversed	9	
Supported Housing/Living & Behavioral Health Servi	Denial Upheld	1	
Total for the Quarter:		41	

UPRV-MA		Non TennCare HMO	
Provider Type	MCO BHO Action	Count	
Transportation	None Needed	1	
Total for the Quarter:			1

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

WHP		Windsor Health Plan, Inc.	
Provider Type	MCO BHO Action	Count	
Hospital-M	MCC not TennCare	1	
Total for the Quarter:			1

Grand Total for the Quarter	61
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