

**Quarterly Summary of Provider Complaints  
2nd Quarter 2010**

Access-MedPlus		Not TennCare HMO	
Provider Type	MCO BHO Action	Count	
Physician-Medical	None Needed	1	
<b>Total for the Quarter:</b>		<b>1</b>	

AGP		AMERIGROUP Tennessee, Inc.	
Provider Type	MCO BHO Action	Count	
DME (Durable Medical Equipment)	Reversed	1	
Hospital-M	Partial	1	
Physician-Medical	Reversed	7	
<b>Total for the Quarter:</b>		<b>9</b>	

DentaQuest		DentaQuest of Tennessee	
Provider Type	MCO BHO Action	Count	
Dental	Denial Upheld	1	
Dental	Reversed	1	
<b>Total for the Quarter:</b>		<b>2</b>	

PHP		Preferred Health Partnership of Tennessee, Inc.	
Provider Type	MCO BHO Action	Count	
Physician-Medical	Denial Upheld	2	
<b>Total for the Quarter:</b>		<b>2</b>	

UHP		Unison Health Plan, Inc.	
Provider Type	MCO BHO Action	Count	
Hospital-M	MCC not TennCare	1	
Hospital-M	No Longer in TennCare Program	2	
<b>Total for the Quarter:</b>		<b>3</b>	

UPRV		UnitedHealthcare Plan of the River Valley, Inc.	
Provider Type	MCO BHO Action	Count	
DME (Durable Medical Equipment)	Questions Answered	1	
Home Health	None Needed	1	
Hospice	Reversed	3	

Hospice	Denial Upheld	1
Hospital-M	Partial	3
Hospital-M	Resolved	1
Hospital-M	Reversed	12
Hospital-M	Denial Upheld	55
Physician-Medical	Denial Upheld	10
Physician-Medical	Questions Answered	1
Physician-Medical	Resolved	2
Physician-Medical	Reversed	15
Provider-Non-MD	Reversed	1

**Total for the Quarter: 106**

**UPRV-MA**                      Non TennCare HMO

<u>Provider Type</u>	<u>MCO BHO Action</u>	<u>Count</u>
Hospital-M	Denial Upheld	1

**Total for the Quarter: 1**

**VSHP**                                      Volunteer State Health Plan, Inc.

<u>Provider Type</u>	<u>MCO BHO Action</u>	<u>Count</u>
Hospital-M	Denial Upheld	1
Hospital-M	MCC not TennCare	1
Physician-Medical	Denial Upheld	1
Physician-Medical	Reversed	2
Provider-Non-MD	Reversed	1

**Total for the Quarter: 6**

**Grand Total for the Quarter**      *130*