

**Quarterly Summary of Provider Complaints  
4th Quarter 2009**

AGP		AMERIGROUP Tennessee, Inc.	
<u>Provider Type</u>	<u>MCO BHO Action</u>	<u>Count</u>	
	Denial Upheld	2	
DME (Durable Medical Equipment)	Partial	1	
Home Health		1	
Home Health	Denial Upheld	4	
Home Health	Reversed	1	
Hospital-M	None Needed	2	
Hospital-M	Reversed	1	
Physician-Medical		1	
Physician-Medical	Reversed	2	
<b>Total for the Quarter:</b>		<b>15</b>	

AGP-TLC		AMERIGROUP Tennessee, Inc. d/b/a TLC	
<u>Provider Type</u>	<u>MCO BHO Action</u>	<u>Count</u>	
Hospital-M	TennCare Contract Expir	1	
Physician-Medical	None Needed	1	
<b>Total for the Quarter:</b>		<b>2</b>	

PBST		Premier Behavioral System of Tennessee, LLC	
<u>Provider Type</u>	<u>MCO BHO Action</u>	<u>Count</u>	
RMHI(Regional Mental Health Inst	TennCare Contract Expir	1	
<b>Total for the Quarter:</b>		<b>1</b>	

PHP		Preferred Health Partnership of Tennessee, Inc.	
<u>Provider Type</u>	<u>MCO BHO Action</u>	<u>Count</u>	
	Denial Upheld	1	
Dental	Denial Upheld	1	
Hospital-M	Reversed	1	
Hospital-M	Denial Upheld	4	
Other (Requires Description)	Reversed	1	

Physician-Medical	Denial Upheld	4
Physician-Medical	MCC not TennCare	1
Physician-Medical	Reversed	1
<b>Total for the Quarter:</b>		<b>14</b>

**TBH** Tennessee Behavioral Health, Inc.

<u>Provider Type</u>	<u>MCO BHO Action</u>	<u>Count</u>
	TennCare Contract Expir	1
RMHI(Regional Mental Health Inst		1
<b>Total for the Quarter:</b>		<b>2</b>

**UAHC** UAHC Health Plan of Tennessee, Inc.

<u>Provider Type</u>	<u>MCO BHO Action</u>	<u>Count</u>
Hospice	TennCare Contract Expir	1
Hospice	No Longer in TennCare P	3
Hospital-M	No Longer in TennCare P	1
Hospital-M	TennCare Contract Expir	2
Prescription Drug	None Needed	1
Transportation	No Longer in TennCare P	1
<b>Total for the Quarter:</b>		<b>9</b>

**UHP** Unison Health Plan, Inc.

<u>Provider Type</u>	<u>MCO BHO Action</u>	<u>Count</u>
	Denial Upheld	1
Hospital-M	Denial Upheld	6
Hospital-M	TennCare Contract Expir	2
Lab Work	TennCare Contract Expir	2
Lab Work	Denial Upheld	1
Physician-Behavioral Health	Reversed	1
Physician-Medical	Denial Upheld	1
Physician-Medical	MCC not TennCare	1
Physician-Medical	TennCare Contract Expir	1
<b>Total for the Quarter:</b>		<b>16</b>

UPRV

UnitedHealthcare Plan of the River Valley, Inc.

Provider Type	MCO BHO Action	Count
		1
	Denial Upheld	4
	Reversed	2
Home Health		2
Home Health	Reversed	2
Home Health	Resolved	4
Home Health	Partial/Denial	1
Home Health	Partial	4
Home Health	None Needed	7
Home Health	Denial Upheld	12
Home Health	MCC not TennCare	1
Hospital-M	Denial Upheld	17
Hospital-M	Partial	1
Hospital-M	Reversed	1
Hospital-M		3
Optometrist	Resolved	1
Physician-Behavioral Health		1
Physician-Medical	None Needed	1
Physician-Medical	Partial	2
Physician-Medical	MCC not TennCare	1
Physician-Medical	Denial Upheld	17
Physician-Medical		7
Physician-Medical	Reversed	17
<b>Total for the Quarter:</b>		<b>109</b>

VSHP

Volunteer State Health Plan, Inc.

Provider Type	MCO BHO Action	Count
	Resolved	1
Hospital-M	Denial Upheld	1
Hospital-M	Reversed	2
Other (Requires Description)	Denial Upheld	1

Physician-Medical	Resolved	2
Physician-Medical	Reversed	7
Speech-Language Path	Denial Upheld	1

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Total for the Quarter: **15**

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Grand Total for the Quarter 183