

**Quarterly Summary of Provider Complaints  
1st Quarter 2010**

AGP		AMERIGROUP Tennessee, Inc.	
Provider Type	MCO BHO Action	Count	
DME (Durable Medical Equipment)	Reversed	1	
Home Health	Denial Upheld	3	
Hospital-M	Denial Upheld	1	
Hospital-M	Partial	1	
Nurse	Denial Upheld	1	
Physician-Medical	Denial Upheld	2	
Physician-Medical	Resolved	1	
Physician-Medical	Reversed	7	
Provider-Non-MD	Resolved	1	
<b>Total for the Quarter:</b>		<b>18</b>	

AGP-TLC		AMERIGROUP Tennessee, Inc. d/b/a TLC	
Provider Type	MCO BHO Action	Count	
Dialysis	No Longer in TennCare Program	1	
Hospital-M	No Longer in TennCare Program	2	
Physician-Medical	No Longer in TennCare Program	1	
<b>Total for the Quarter:</b>		<b>4</b>	

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

PHP		Preferred Health Partnership of Tennessee, Inc.	
Provider Type	MCO BHO Action	Count	
DME (Durable Medical Equipment)	Denial Upheld	1	
Hospital-M	Denial Upheld	1	
Physician-Medical	Denial Upheld	1	
Transportation	Denial Upheld	1	
<b>Total for the Quarter:</b>		<b>4</b>	

TBH		Tennessee Behavioral Health, Inc.	
Provider Type	MCO BHO Action	Count	
Provider-Non-MD	Pending	1	
<b>Total for the Quarter:</b>		<b>1</b>	

UAHC		UAHC Health Plan of Tennessee, Inc.	
Provider Type	MCO BHO Action	Count	
Hospital-M	No Longer in TennCare Program	2	
<b>Total for the Quarter:</b>		<b>2</b>	

UHP		Unison Health Plan, Inc.	
Provider Type	MCO BHO Action	Count	
Hospital-M	Denial Upheld	1	
Hospital-M	No Longer in TennCare Program	2	
Physician-Medical	Denial Upheld	2	
Physician-Medical	No Longer in TennCare Program	4	
<b>Total for the Quarter:</b>		<b>9</b>	

UPRV		UnitedHealthcare Plan of the River Valley, Inc.	
Provider Type	MCO BHO Action	Count	
Home Health	MCC not TennCare	1	
Home Health	Reversed	1	
Home Health	Denial Upheld	1	
Hospice	Denial Upheld	1	
Hospital-M	Denial Upheld	22	
Hospital-M	Questions Answered	1	
Hospital-M	Resolved	1	
Hospital-M	Reversed	3	
Physician-Medical	Partial	1	
Physician-Medical	Resolved	3	
Physician-Medical	MCC not TennCare	1	
Physician-Medical	Denial Upheld	12	
Physician-Medical	Reversed	28	
Provider-Non-MD	Denial Upheld	1	
Supported Housing/Living & Behavioral Health Servi	Questions Answered	1	

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Total for the Quarter: 78

VSHP Volunteer State Health Plan, Inc.

<u>Provider Type</u>	<u>MCO BHO Action</u>	<u>Count</u>
DME (Durable Medical Equipment)	Denial Upheld	1
DME (Durable Medical Equipment)	Partial	1
Hospital-M	Denial Upheld	1
Physician-Medical	Denial Upheld	6
Physician-Medical	Reversed	2
Speech-Language Path	Reversed	1
Supported Housing/Living & Behavioral Health Servi	Resolved	1
Transportation	Resolved	1

Total for the Quarter: 14

Grand Total for the Quarter 131