

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

AGP		AMERIGROUP Tennessee, Inc.	
Provider Type	MCO BHO Action	Count	
DME (Durable Medical Equipment)	Resolved	1	
Hospice	Resolved	1	
Hospice	Reversed	14	
Other (BH)	Reversed	1	
Physician-Medical	Denial Upheld	6	
Physician-Medical	Resolved	3	
Physician-Medical	Reversed	4	
Prescription Drug	Denial Upheld	1	
Total for the Quarter:			31

DentaQuest		DentaQuest of Tennessee	
Provider Type	MCO BHO Action	Count	
Dental	Denial Upheld	1	
Dental	Denial Upheld	1	
Total for the Quarter:			2

TennCare Bureau		Non TennCare HMO	
Provider Type	MCO BHO Action	Count	
Prescription Drug	Questions Answered	1	
Total for the Quarter:			1

UPRV		UnitedHealthcare Plan of the River Valley, Inc.	
Provider Type	MCO BHO Action	Count	
Hospice	Resolved	1	
Hospice	Reversed	2	
Hospital-M	Denial Upheld	8	
Hospital-M	Resolved	1	
Hospital-M	Reversed	6	
Other (PT)	Reversed	1	
Physician-Behavioral Health	Partial	1	

Physician-Behavioral Health	Denial Upheld	1
Physician-Medical	Denial Upheld	9
Physician-Medical	Resolved	2
Physician-Medical	Reversed	17
Physician-Medical	Withdrawn	1
Total for the Quarter:		50

UPRV-MA Non TennCare HMO

<u>Provider Type</u>	<u>MCO BHO Action</u>	<u>Count</u>
Hospital-M	Denial Upheld	2
Physician-Medical	Questions Answered	1
Transportation	Questions Answered	1
Transportation	Denial Upheld	1
Total for the Quarter:		5

VSHP Volunteer State Health Plan, Inc.

<u>Provider Type</u>	<u>MCO BHO Action</u>	<u>Count</u>
Hospice	Denial Upheld	1
Hospice	Resolved	1
Hospital-M	Denial Upheld	2
Hospital-M	Questions Answered	2
Hospital-M	Resolved	2
Hospital-M	Reversed	1
Physician-Behavioral Health	Partial	1
Physician-Medical	Questions Answered	1
Physician-Medical	Denial Upheld	1
Physician-Medical	Partial	1
Total for the Quarter:		13

Grand Total for the Quarter	102
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