

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

AGP		AMERIGROUP Tennessee, Inc.	
Provider Type	MCO BHO Action	Count	
Home Health	Denial Upheld	1	
Hospital-M	Reversed	1	
Physician-Medical	Denial Upheld	5	
Physician-Medical	Questions Answered	1	
Physician-Medical	Resolved	1	
Physician-Medical	Reversed	1	
<b>Total for the Quarter:</b>		<b>10</b>	

Delta		Delta Dental of Tennessee	
Provider Type	MCO BHO Action	Count	
Dental	Denial Upheld	1	
Dental	None Needed	2	
<b>Total for the Quarter:</b>		<b>3</b>	

DentaQuest		DentaQuest of Tennessee	
Provider Type	MCO BHO Action	Count	
Dental	Denial Upheld	3	
Dental	Denial Upheld	3	
<b>Total for the Quarter:</b>		<b>6</b>	

UPRV		UnitedHealthcare Plan of the River Valley, Inc.	
Provider Type	MCO BHO Action	Count	
Hospice	Partial	1	
Hospice	Reversed	7	
Hospice	Denial Upheld	2	
Hospital-M	Denial Upheld	10	
Hospital-M	None Needed	2	
Hospital-M	Partial	1	
Hospital-M	Reversed	9	
Other (Requires Description)	Reversed	1	

Physician-Medical	Questions Answered	2
Physician-Medical	Resolved	1
Physician-Medical	Reversed	6
Physician-Medical	Denial Upheld	4
Prescription Drug	Denial Upheld	1
SKF-LTC	Reversed	1
Transportation	Reversed	1

**Total for the Quarter: 49**

**UPRV-MA**                      Non TennCare HMO

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

**Total for the Quarter: 3**

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

<u>Provider Type</u>	<u>MCO BHO Action</u>	<u>Count</u>
Home Health	Denial Upheld	1
Hospice	Denial Upheld	1
Hospice	Resolved	1
Hospice	Reversed	4
Hospital-M	Denial Upheld	1
Hospital-M	Reversed	1
Physician-Medical	Reversed	1
Physician-Medical	Denial Upheld	1

**Total for the Quarter: 11**

**Grand Total for the Quarter**      82