

TennCare Oversight Division of the Tennessee Department of Commerce and Insurance
 Prompt Pay Compliance Summary for Processed TennCare Medical and Dental Claims

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

| TennCare Contractual Requirements and TCA 56-32-126(b) Claim Types | 90% 30 Day For the Month Ended | 99.5% 60 Day Clean Claims | All Claims | Compliance? |
|--|--------------------------------------|---------------------------------|------------|-------------|
|--|--------------------------------------|---------------------------------|------------|-------------|

Wellpoint of Tennessee, Inc. (fka AMERIGROUP Tennessee, Inc.)

Processor EyeQuest

Region(s): All

| | | | | |
|--------|------------|------|--------|------------|
| Vision | 1/31/2023 | 99% | 100.0% | Yes |
| Vision | 2/28/2023 | 100% | 100.0% | Yes |
| Vision | 3/31/2023 | 100% | 100.0% | Yes |
| Vision | 4/30/2023 | 100% | 100.0% | Yes |
| Vision | 5/31/2023 | 100% | 100.0% | Yes |
| Vision | 6/30/2023 | 100% | 100.0% | Yes |
| Vision | 7/31/2023 | 100% | 100.0% | Yes |
| Vision | 8/31/2023 | 100% | 100.0% | Yes |
| Vision | 9/30/2023 | 100% | 100.0% | Yes |
| Vision | 10/31/2023 | 100% | 100.0% | Yes |
| Vision | 11/30/2023 | 100% | 100.0% | Yes |
| Vision | 12/31/2023 | 100% | 100.0% | Yes |
| Vision | 1/31/2024 | 100% | 100.0% | Yes |
| Vision | 2/29/2024 | 100% | 100.0% | Yes |

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

| TennCare Contractual Requirements and TCA 56-32-126(b) | 90% 30 Day | 99.5% 60 Day | |
|---|---------------------|-----------------|------------------------|
| Claim Types | For the Month Ended | Clean Claims | All Claims Compliance? |

Wellpoint of Tennessee, Inc. (fka AMERIGROUP Tennessee, Inc.)

Processor Affiliate Organization

Region(s): All

| | | | | |
|---------|------------|-----|-------|------------|
| Medical | 1/31/2023 | 95% | 99.5% | Yes |
| Medical | 2/28/2023 | 97% | 99.2% | No |
| Medical | 3/31/2023 | 99% | 99.8% | Yes |
| Medical | 4/30/2023 | 99% | 99.8% | Yes |
| Medical | 5/31/2023 | 97% | 99.9% | Yes |
| Medical | 6/30/2023 | 95% | 99.9% | Yes |
| Medical | 7/31/2023 | 93% | 99.8% | Yes |
| Medical | 8/31/2023 | 94% | 99.8% | Yes |
| Medical | 9/30/2023 | 95% | 99.9% | Yes |
| Medical | 10/31/2023 | 96% | 99.9% | Yes |
| Medical | 11/30/2023 | 95% | 99.9% | Yes |
| Medical | 12/31/2023 | 94% | 99.7% | Yes |
| Medical | 1/31/2024 | 94% | 99.6% | Yes |
| Medical | 2/29/2024 | 97% | 99.9% | Yes |

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

| TennCare Contractual Requirements and TCA 56-32-126(b) | 90% | 99.5% |
|---|--------------|------------------------|
| Claim Types | 30 Day | 60 Day |
| For the Month Ended | Clean Claims | All Claims Compliance? |

Wellpoint of Tennessee, Inc. (fka AMERIGROUP Tennessee, Inc.)

Processor Tennessee Carriers

Region(s): All

| | | | | |
|------------------------------|------------|------|--------|------------|
| Non Emergency Transportation | 1/31/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 2/28/2023 | 92% | 100.0% | Yes |
| Non Emergency Transportation | 3/31/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 4/30/2023 | 96% | 100.0% | Yes |
| Non Emergency Transportation | 5/31/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 6/30/2023 | 100% | 99.7% | Yes |
| Non Emergency Transportation | 7/31/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 8/31/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 9/30/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 10/31/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 11/30/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 12/31/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 1/31/2024 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 2/29/2024 | 100% | 100.0% | Yes |

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

| TennCare Contractual Requirements and TCA 56-32-126(b) | 90% 30 Day | 99.5% 60 Day | |
|---|----------------------|------------------------|------------------------|
| Claim Types | For the Month Ended | Clean Claims | All Claims Compliance? |

DentaQuest USA Insurance Co., Inc.

Processor

Region(s): All

| | | | | |
|--------|------------|------|--------|------------|
| Dental | 1/31/2023 | 99% | 99.9% | Yes |
| Dental | 2/28/2023 | 100% | 100.0% | Yes |
| Dental | 3/31/2023 | 100% | 100.0% | Yes |
| Dental | 4/30/2023 | 100% | 100.0% | Yes |
| Dental | 5/31/2023 | 99% | 100.0% | Yes |
| Dental | 6/30/2023 | 100% | 100.0% | Yes |
| Dental | 7/31/2023 | 100% | 100.0% | Yes |
| Dental | 8/31/2023 | 100% | 100.0% | Yes |
| Dental | 9/30/2023 | 100% | 100.0% | Yes |
| Dental | 10/31/2023 | 100% | 100.0% | Yes |
| Dental | 11/30/2023 | 100% | 100.0% | Yes |
| Dental | 12/31/2023 | 100% | 100.0% | Yes |
| Dental | 1/31/2024 | 99% | 100.0% | Yes |
| Dental | 2/29/2024 | 100% | 100.0% | Yes |

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

| TennCare Contractual Requirements and TCA 56-32-126(b) | 90% 30 Day | 99.5% 60 Day |
|---|---------------------|------------------------|
| Claim Types | For the Month Ended | Clean Claims |
| | | All Claims Compliance? |

UnitedHealthcare Plans of the River Valley, Inc.

Processor March Vision

Region(s): All

| | | | | |
|--------|------------|------|--------|------------|
| Vision | 1/31/2023 | 100% | 100.0% | Yes |
| Vision | 2/28/2023 | 100% | 100.0% | Yes |
| Vision | 3/31/2023 | 100% | 100.0% | Yes |
| Vision | 4/30/2023 | 100% | 100.0% | Yes |
| Vision | 5/31/2023 | 100% | 100.0% | Yes |
| Vision | 6/30/2023 | 100% | 100.0% | Yes |
| Vision | 7/31/2023 | 100% | 100.0% | Yes |
| Vision | 8/31/2023 | 100% | 100.0% | Yes |
| Vision | 9/30/2023 | 100% | 100.0% | Yes |
| Vision | 10/31/2023 | 100% | 100.0% | Yes |
| Vision | 11/30/2023 | 100% | 100.0% | Yes |
| Vision | 12/31/2023 | 100% | 100.0% | Yes |
| Vision | 1/31/2024 | 100% | 100.0% | Yes |
| Vision | 2/29/2024 | 100% | 100.0% | Yes |

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

| TennCare Contractual Requirements and TCA 56-32-126(b) | 90% 30 Day | 99.5% 60 Day | |
|---|---------------------|-----------------|------------------------|
| Claim Types | For the Month Ended | Clean Claims | All Claims Compliance? |

UnitedHealthcare Plans of the River Valley, Inc.

Processor Affiliate Organization

Region(s): All

| | | | | |
|---------|------------|------|--------|------------|
| Medical | 1/31/2023 | 100% | 100.0% | Yes |
| Medical | 2/28/2023 | 100% | 100.0% | Yes |
| Medical | 3/31/2023 | 100% | 100.0% | Yes |
| Medical | 4/30/2023 | 100% | 100.0% | Yes |
| Medical | 5/31/2023 | 100% | 100.0% | Yes |
| Medical | 6/30/2023 | 100% | 100.0% | Yes |
| Medical | 7/31/2023 | 100% | 100.0% | Yes |
| Medical | 8/31/2023 | 100% | 100.0% | Yes |
| Medical | 9/30/2023 | 100% | 100.0% | Yes |
| Medical | 10/31/2023 | 100% | 100.0% | Yes |
| Medical | 11/30/2023 | 100% | 100.0% | Yes |
| Medical | 12/31/2023 | 100% | 100.0% | Yes |
| Medical | 1/31/2024 | 99% | 100.0% | Yes |
| Medical | 2/29/2024 | 99% | 100.0% | Yes |

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

| TennCare Contractual Requirements and TCA 56-32-126(b) | 90% | 99.5% |
|---|--------------|------------------------|
| Claim Types | 30 Day | 60 Day |
| For the Month Ended | Clean Claims | All Claims Compliance? |

UnitedHealthcare Plans of the River Valley, Inc.

Processor Tennessee Carriers

Region(s): All

| | | | | |
|------------------------------|------------|------|--------|------------|
| Non Emergency Transportation | 1/31/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 2/28/2023 | 93% | 100.0% | Yes |
| Non Emergency Transportation | 3/31/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 4/30/2023 | 96% | 100.0% | Yes |
| Non Emergency Transportation | 5/31/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 6/30/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 7/31/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 8/31/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 9/30/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 10/31/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 11/30/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 12/31/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 1/31/2024 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 2/29/2024 | 100% | 100.0% | Yes |

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

| TennCare Contractual Requirements and TCA 56-32-126(b) | 90% 30 Day | 99.5% 60 Day | |
|---|---------------------|-----------------|------------------------|
| Claim Types | For the Month Ended | Clean Claims | All Claims Compliance? |

Volunteer State Health Plan, Inc., d/b/a BlueCare

Processor Affiliate Organization

Region(s): All

| | | | | |
|---------|------------|-----|--------|------------|
| Medical | 1/31/2023 | 94% | 100.0% | Yes |
| Medical | 2/28/2023 | 98% | 100.0% | Yes |
| Medical | 3/31/2023 | 99% | 99.9% | Yes |
| Medical | 4/30/2023 | 96% | 99.9% | Yes |
| Medical | 5/31/2023 | 95% | 100.0% | Yes |
| Medical | 6/30/2023 | 95% | 99.9% | Yes |
| Medical | 7/31/2023 | 92% | 99.8% | Yes |
| Medical | 8/31/2023 | 99% | 100.0% | Yes |
| Medical | 9/30/2023 | 97% | 100.0% | Yes |
| Medical | 10/31/2023 | 94% | 99.9% | Yes |
| Medical | 11/30/2023 | 93% | 99.9% | Yes |
| Medical | 12/31/2023 | 94% | 99.9% | Yes |
| Medical | 1/31/2024 | 96% | 100.0% | Yes |
| Medical | 2/29/2024 | 96% | 99.5% | Yes |

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

| | | |
|---|----------------------|-------------------------------------|
| TennCare Contractual Requirements and TCA 56-32-126(b) | 90% 30 Day | 99.5% 60 Day |
| Claim Types | For the Month Ended | Clean Claims All Claims Compliance? |

Volunteer State Health Plan, Inc., d/b/a BlueCare

Processor Verida (formerly Southeastrans)

Region(s): All

| | | | | |
|------------------------------|------------|------|--------|------------|
| Non Emergency Transportation | 1/31/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 2/28/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 3/31/2023 | 99% | 100.0% | Yes |
| Non Emergency Transportation | 4/30/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 5/31/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 6/30/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 7/31/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 8/31/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 9/30/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 10/31/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 11/30/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 12/31/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 1/31/2024 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 2/29/2024 | 100% | 100.0% | Yes |

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

| TennCare Contractual Requirements and TCA 56-32-126(b) | 90% 30 Day | 99.5% 60 Day | |
|---|---------------------|-----------------|------------------------|
| Claim Types | For the Month Ended | Clean Claims | All Claims Compliance? |

Volunteer State Health Plan, Inc., d/b/a TennCare Select

Processor Affiliate Organization

Region(s): All

| | | | | |
|---------|------------|-----|--------|------------|
| Medical | 1/31/2023 | 92% | 99.9% | Yes |
| Medical | 2/28/2023 | 98% | 100.0% | Yes |
| Medical | 3/31/2023 | 99% | 100.0% | Yes |
| Medical | 4/30/2023 | 96% | 100.0% | Yes |
| Medical | 5/31/2023 | 95% | 100.0% | Yes |
| Medical | 6/30/2023 | 95% | 100.0% | Yes |
| Medical | 7/31/2023 | 92% | 100.0% | Yes |
| Medical | 8/31/2023 | 99% | 100.0% | Yes |
| Medical | 9/30/2023 | 97% | 100.0% | Yes |
| Medical | 10/31/2023 | 93% | 100.0% | Yes |
| Medical | 11/30/2023 | 93% | 100.0% | Yes |
| Medical | 12/31/2023 | 94% | 100.0% | Yes |
| Medical | 1/31/2024 | 97% | 100.0% | Yes |
| Medical | 2/29/2024 | 95% | 99.8% | Yes |

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

| TennCare Contractual Requirements and TCA 56-32-126(b) | 90% | 99.5% |
|---|--------------|------------------------|
| Claim Types | 30 Day | 60 Day |
| For the Month Ended | Clean Claims | All Claims Compliance? |

Volunteer State Health Plan, Inc., d/b/a TennCare Select

Processor Verida (formerly Southeastrans)

Region(s): All

| | | | | |
|------------------------------|------------|------|--------|------------|
| Non Emergency Transportation | 1/31/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 2/28/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 3/31/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 4/30/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 5/31/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 6/30/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 7/31/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 8/31/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 9/30/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 10/31/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 11/30/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 12/31/2023 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 1/31/2024 | 100% | 100.0% | Yes |
| Non Emergency Transportation | 2/29/2024 | 100% | 100.0% | Yes |