

TennCare Oversight Division of the Tennessee Department of Commerce and Insurance
 Prompt Pay Compliance Summary for Processed Electronic Nursing Facility/HCBS and ECF Claims

The HMO's contract with the TennCare Bureau include additional prompt pay claims processing requirements for the CHOICES program. The additional CHOICES requirements apply to electronically submitted nursing facility claims/HCBS claims and Employment Community First (ECF) claims.

TennCare Contractual Requirements Only

90%
14 Day

99.5%
21 Day

Claim Type For the Month Ended Clean Claims Clean Claims Compliance?

AMERIGROUP Tennessee, Inc.

Region(s): All

Claim Type	For the Month Ended	90% Clean Claims	99.5% Clean Claims	Compliance?
Nursing Facility/HCBS	1/31/2021	99%	99.9%	Yes
Nursing Facility/HCBS	2/28/2021	94%	97.9%	No
Nursing Facility/HCBS	3/31/2021	95%	99.7%	Yes
Nursing Facility/HCBS	4/30/2021	100%	99.9%	Yes
Nursing Facility/HCBS	5/31/2021	100%	99.8%	Yes
Nursing Facility/HCBS	6/30/2021	99%	99.9%	Yes
Nursing Facility/HCBS	7/31/2021	100%	99.9%	Yes
Nursing Facility/HCBS	8/31/2021	100%	99.9%	Yes
Nursing Facility/HCBS	9/30/2021	99%	99.7%	Yes
Nursing Facility/HCBS	10/31/2021	100%	99.8%	Yes
Nursing Facility/HCBS	11/30/2021	100%	99.9%	Yes
Nursing Facility/HCBS	12/31/2021	100%	99.8%	Yes
Nursing Facility/HCBS	1/31/2022	99%	99.9%	Yes
Nursing Facility/HCBS	2/28/2022	100%	100.0%	Yes
Nursing Facility/HCBS	3/31/2022	100%	100.0%	Yes
Nursing Facility/HCBS	4/30/2022	100%	100.0%	Yes
Nursing Facility/HCBS	5/31/2022	100%	100.0%	Yes
Nursing Facility/HCBS	6/30/2022	100%	100.0%	Yes
Nursing Facility/HCBS	7/31/2022	100%	100.0%	Yes
Nursing Facility/HCBS	8/31/2022	97%	99.7%	Yes
Nursing Facility/HCBS	9/30/2022	89%	100.0%	No
Nursing Facility/HCBS	10/31/2022	93%	99.9%	Yes
Nursing Facility/HCBS	11/30/2022	98%	99.6%	Yes
Nursing Facility/HCBS	12/31/2022	100%	99.8%	Yes

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TennCare Contractual Requirements Only

90%
14 Day

99.5%
21 Day

Claim Type For the Month Ended Clean Claims Clean Claims Compliance?

AMERIGROUP Tennessee, Inc.

Region(s): All

Claim Type	For the Month Ended	90% Clean Claims	99.5% Clean Claims	Compliance?
ECF	1/31/2021	94%	100.0%	Yes
ECF	2/28/2021	100%	100.0%	Yes
ECF	3/31/2021	100%	100.0%	Yes
ECF	4/30/2021	100%	100.0%	Yes
ECF	5/31/2021	89%	100.0%	No
ECF	6/30/2021	91%	100.0%	Yes
ECF	7/31/2021	100%	100.0%	Yes
ECF	8/31/2021	100%	100.0%	Yes
ECF	9/30/2021	92%	100.0%	Yes
ECF	10/31/2021	100%	100.0%	Yes
ECF	11/30/2021	100%	100.0%	Yes
ECF	12/31/2021	98%	99.9%	Yes
ECF	1/31/2022	100%	99.9%	Yes
ECF	2/28/2022	100%	99.9%	Yes
ECF	3/31/2022	100%	100.0%	Yes
ECF	4/30/2022	100%	100.0%	Yes
ECF	5/31/2022	100%	100.0%	Yes
ECF	6/30/2022	100%	100.0%	Yes
ECF	7/31/2022	99%	100.0%	Yes
ECF	8/31/2022	87%	99.8%	No
ECF	9/30/2022	78%	81.5%	No
ECF	10/31/2022	78%	100.0%	No
ECF	11/30/2022	95%	99.9%	Yes
ECF	12/31/2022	94%	99.9%	Yes

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TennCare Contractual Requirements Only

90%
14 Day

99.5%
21 Day

Claim Type For the Month Ended Clean Claims Clean Claims Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Region(s): All

Nursing Facility/HCBS	1/31/2021	99%	99.6%	Yes
Nursing Facility/HCBS	2/28/2021	98%	99.9%	Yes
Nursing Facility/HCBS	3/31/2021	96%	99.9%	Yes
Nursing Facility/HCBS	4/30/2021	99%	99.9%	Yes
Nursing Facility/HCBS	5/31/2021	99%	100.0%	Yes
Nursing Facility/HCBS	6/30/2021	100%	100.0%	Yes
Nursing Facility/HCBS	7/31/2021	99%	100.0%	Yes
Nursing Facility/HCBS	8/31/2021	98%	100.0%	Yes
Nursing Facility/HCBS	9/30/2021	99%	99.8%	Yes
Nursing Facility/HCBS	10/31/2021	99%	99.9%	Yes
Nursing Facility/HCBS	11/30/2021	99%	100.0%	Yes
Nursing Facility/HCBS	12/31/2021	99%	100.0%	Yes
Nursing Facility/HCBS	1/31/2022	99%	99.6%	Yes
Nursing Facility/HCBS	2/28/2022	100%	100.0%	Yes
Nursing Facility/HCBS	3/31/2022	99%	100.0%	Yes
Nursing Facility/HCBS	4/30/2022	96%	100.0%	Yes
Nursing Facility/HCBS	5/31/2022	99%	99.6%	Yes
Nursing Facility/HCBS	6/30/2022	99%	99.6%	Yes
Nursing Facility/HCBS	7/31/2022	100%	100.0%	Yes
Nursing Facility/HCBS	8/31/2022	99%	99.8%	Yes
Nursing Facility/HCBS	9/30/2022	100%	100.0%	Yes
Nursing Facility/HCBS	10/31/2022	100%	100.0%	Yes
Nursing Facility/HCBS	11/30/2022	100%	100.0%	Yes
Nursing Facility/HCBS	12/31/2022	100%	100.0%	Yes

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TennCare Contractual Requirements Only

90%
14 Day

99.5%
21 Day

Claim Type For the Month Ended Clean Claims Clean Claims Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Region(s): All

ECF	1/31/2021	100%	100.0%	Yes
ECF	2/28/2021	88%	100.0%	No
ECF	3/31/2021	100%	100.0%	Yes
ECF	4/30/2021	100%	100.0%	Yes
ECF	5/31/2021	100%	100.0%	Yes
ECF	6/30/2021	99%	100.0%	Yes
ECF	7/31/2021	87%	100.0%	No
ECF	8/31/2021	100%	99.7%	Yes
ECF	9/30/2021	94%	100.0%	Yes
ECF	10/31/2021	99%	99.7%	Yes
ECF	11/30/2021	98%	100.0%	Yes
ECF	12/31/2021	84%	100.0%	No
ECF	1/31/2022	98%	100.0%	Yes
ECF	2/28/2022	100%	100.0%	Yes
ECF	3/31/2022	97%	100.0%	Yes
ECF	4/30/2022	98%	99.8%	Yes
ECF	5/31/2022	93%	99.7%	Yes
ECF	6/30/2022	100%	99.9%	Yes
ECF	7/31/2022	100%	100.0%	Yes
ECF	8/31/2022	100%	100.0%	Yes
ECF	9/30/2022	100%	100.0%	Yes
ECF	10/31/2022	100%	100.0%	Yes
ECF	11/30/2022	98%	100.0%	Yes
ECF	12/31/2022	100%	100.0%	Yes

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90%
14 Day

99.5%
21 Day

Claim Type For the Month Ended Clean Claims Clean Claims Compliance?

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

Region(s): All

Nursing Facility/HCBS	1/31/2021	100%	100.0%	Yes
Nursing Facility/HCBS	2/28/2021	100%	100.0%	Yes
Nursing Facility/HCBS	3/31/2021	100%	100.0%	Yes
Nursing Facility/HCBS	4/30/2021	100%	100.0%	Yes
Nursing Facility/HCBS	5/31/2021	100%	100.0%	Yes
Nursing Facility/HCBS	6/30/2021	100%	100.0%	Yes
Nursing Facility/HCBS	7/31/2021	100%	100.0%	Yes
Nursing Facility/HCBS	8/31/2021	100%	100.0%	Yes
Nursing Facility/HCBS	9/30/2021	100%	100.0%	Yes
Nursing Facility/HCBS	10/31/2021	100%	100.0%	Yes
Nursing Facility/HCBS	11/30/2021	100%	100.0%	Yes
Nursing Facility/HCBS	12/31/2021	100%	100.0%	Yes
Nursing Facility/HCBS	1/31/2022	100%	100.0%	Yes
Nursing Facility/HCBS	2/28/2022	100%	100.0%	Yes
Nursing Facility/HCBS	3/31/2022	100%	100.0%	Yes
Nursing Facility/HCBS	4/30/2022	100%	100.0%	Yes
Nursing Facility/HCBS	5/31/2022	100%	100.0%	Yes
Nursing Facility/HCBS	6/30/2022	100%	100.0%	Yes
Nursing Facility/HCBS	7/31/2022	100%	100.0%	Yes
Nursing Facility/HCBS	8/31/2022	100%	100.0%	Yes
Nursing Facility/HCBS	9/30/2022	100%	100.0%	Yes
Nursing Facility/HCBS	10/31/2022	98%	99.9%	Yes
Nursing Facility/HCBS	11/30/2022	100%	100.0%	Yes
Nursing Facility/HCBS	12/31/2022	100%	100.0%	Yes

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90%
14 Day

99.5%
21 Day

Claim Type For the Month Ended Clean Claims Clean Claims Compliance?

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

Region(s): All

ECF	1/31/2021	100%	100.0%	Yes
ECF	2/28/2021	100%	100.0%	Yes
ECF	3/31/2021	100%	100.0%	Yes
ECF	4/30/2021	100%	100.0%	Yes
ECF	5/31/2021	100%	100.0%	Yes
ECF	6/30/2021	100%	100.0%	Yes
ECF	7/31/2021	100%	100.0%	Yes
ECF	8/31/2021	100%	100.0%	Yes
ECF	9/30/2021	100%	100.0%	Yes
ECF	10/31/2021	100%	100.0%	Yes
ECF	11/30/2021	100%	100.0%	Yes
ECF	12/31/2021	100%	100.0%	Yes
ECF	1/31/2022	99%	100.0%	Yes
ECF	2/28/2022	100%	100.0%	Yes
ECF	3/31/2022	100%	100.0%	Yes
ECF	4/30/2022	100%	100.0%	Yes
ECF	5/31/2022	100%	100.0%	Yes
ECF	6/30/2022	100%	100.0%	Yes
ECF	7/31/2022	100%	100.0%	Yes
ECF	8/31/2022	100%	100.0%	Yes
ECF	9/30/2022	100%	100.0%	Yes
ECF	10/31/2022	100%	100.0%	Yes
ECF	11/30/2022	100%	100.0%	Yes
ECF	12/31/2022	100%	100.0%	Yes

The HMO's contract with the TennCare Bureau include additional prompt pay claims processing requirements for the CHOICES program. The additional CHOICES requirements apply to electronically submitted nursing facility claims/HCBS claims and Employment Community First (ECF) claims.

TennCare Contractual Requirements Only

90%
14 Day

99.5%
21 Day

Claim Type For the Month Ended Clean Claims Clean Claims Compliance?

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

Region(s): All

Claim Type	For the Month Ended	Clean Claims	Clean Claims	Compliance?
Nursing Facility/HCBS	1/31/2021	100%	100.0%	Yes
Nursing Facility/HCBS	2/28/2021	100%	100.0%	Yes
Nursing Facility/HCBS	3/31/2021	100%	100.0%	Yes
Nursing Facility/HCBS	4/30/2021	100%	100.0%	Yes
Nursing Facility/HCBS	5/31/2021	100%	100.0%	Yes
Nursing Facility/HCBS	6/30/2021	100%	100.0%	Yes
Nursing Facility/HCBS	7/31/2021	100%	100.0%	Yes
Nursing Facility/HCBS	8/31/2021	100%	100.0%	Yes
Nursing Facility/HCBS	9/30/2021	100%	100.0%	Yes
Nursing Facility/HCBS	10/31/2021	100%	100.0%	Yes
Nursing Facility/HCBS	11/30/2021			N/A No original claims processed for the month.
Nursing Facility/HCBS	12/31/2021			N/A No original claims processed for the month.
Nursing Facility/HCBS	1/31/2022			N/A
Nursing Facility/HCBS	2/28/2022	100%	100.0%	Yes
Nursing Facility/HCBS	3/31/2022	100%	100.0%	Yes
Nursing Facility/HCBS	4/30/2022	100%	100.0%	Yes
Nursing Facility/HCBS	5/31/2022	100%	100.0%	Yes
Nursing Facility/HCBS	6/30/2022	100%	100.0%	Yes
Nursing Facility/HCBS	7/31/2022	100%	100.0%	Yes
Nursing Facility/HCBS	8/31/2022	100%	100.0%	Yes
Nursing Facility/HCBS	9/30/2022	100%	100.0%	Yes
Nursing Facility/HCBS	10/31/2022	100%	100.0%	Yes
Nursing Facility/HCBS	11/30/2022	100%	100.0%	Yes
Nursing Facility/HCBS	12/31/2022	100%	100.0%	Yes