

**TennCare Oversight Division Summary of Provider Complaints for Calendar Year 2024**

**1<sup>st</sup> Quarter Total: 241\***  
**2023 Total: 241**

**Wellpoint TennCare 1<sup>st</sup> Qtr. Total – 68**

Denial Reversed: 37  
Denial Upheld: 20  
Ineligible: 2  
Partial: 7  
Paid: 1  
Pending: 0  
Resolved: 1

**AGP TennCare YTD Total: 68\*\***

**Wellpoint Medicare Advantage-&/or MA Special Needs Plan 1<sup>st</sup> Qtr. Total –10 (7 SNP, 3 MA)**

Denial Reversed: 3  
Denial Upheld: 4  
Referred to Consumer Insurance Services: 3

**BCBST MA 1<sup>st</sup> Qtr Total – 2**

Referred to Consumer Insurance Services: 2

**DentaQuest TennCare 1<sup>st</sup> Quarter Total - 1**

Denial Reversed: 1

**DentaQuest TennCare YTD Total: 1\*\***

**OptumRx 1<sup>st</sup> Quarter Total – 1**

Resolved: 1

**OptumRx TennCare YTD Total: 1\*\***

**TennCare 1<sup>st</sup> Qtr. Total – 1**

TCB Referral: 1

**UnitedHealthcare Plan of the River Valley TennCare 1<sup>st</sup> Qtr. Total – 57**

Denial Reversed: 31  
Denial Upheld: 21  
Duplicate: 2  
Partial: 3  
Pending: 0

**UPRV TennCare YTD Total: 57\*\***

**UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1<sup>st</sup> Qtr. Total – 32**

Denial Reversed: 5  
Denial Upheld: 27  
Pending: 0

**Volunteer State Health Plan TennCare 1<sup>st</sup> Qtr. Total – 55**

**VSHP TennCare YTD Total: 55\*\***

Denial Reversed: 14  
Denial Upheld: 23  
Duplicate: 1  
Partial: 15  
Pending: 1  
Question Answered: 1

**Volunteer State Health Plan MA SNP 1<sup>st</sup> Qtr. Total – 14**

Denial Reversed: 1  
Denial Upheld: 13

\*Includes all Provider Complaints received.

\*\* Excludes CoverKids, Special Needs Plan or FIDE Plan Provider Complaints.

**Compare to previous years:**

2023 Total: 993  
2022 Total: 843  
2021 Total: 561  
2020 Total: 570  
2019 Total: 553  
2018 Total: 1151  
2017 Total: 1045

**Compare to previous 1<sup>st</sup> Quarter:**

2023 Q1: 276  
2022 Q1: 153  
2021 Q1: 136