

Summary of Provider Complaints 2014

1st Quarter Total: 245

Aetna 1st Qtr Total – 1

Referred to TDCI Consumer Insurance Services: 1

AMERIGROUP TN 1st Qtr Total - 20

Denial Reversed: 11

Denial Upheld: 4

Pending: 5

Cigna 1st Qtr Total – 1

Referred to TDCI Consumer Insurance Services: 1

DentaQuest 1st Qtr Total – 9

Denial Reversed: 1

Paid: 1

Questions Answered: 2

Resolved: 3

Referred to the TennCare Bureau: 1

Pending: 1

Healthsprings Medicare Advantage 1st Qtr Total - 1

Questions Answered: 1

Humana 1st Qtr Total – 1

Referred to TDCI Consumer Insurance Services: 1

UnitedHealthcare Plan of the River Valley 1st Qtr Total - 156

Denial Reversed: 46

Denial Upheld: 56

Duplicate: 1

Ineligible: 7

Partial: 15

Questions Answered: 1

Referred to TDCI Consumer Insurance Services: 3

Resolved: 1

Withdrawn: 1

Pending: 26

UnitedHealthcare Plan of the River Valley Medicare Advantage 1st Qtr Total - 24

Denial Upheld: 18

Partial: 1

Pending: 5

VSHP 1st Qtr Total - 28

Denial Reversed: 6

Denial Upheld: 9

Paid: 6

Partial: 1

Questions Answered: 1

Pending: 5

Windsor Medicare Advantage 1st Qtr Total – 2

Denial Reversed: 1

Pending: 1

BCBST-MA 1st Qtr total – 1

Pending: 1

BCBST 1st Qtr Total - 1

Referred to TDCI Consumer Insurance Services: 1