

Summary of Provider Complaints 3rd Quarter 2014

1st Quarter Total: 245

2nd Quarter Total: 300

3rd Quarter Total: 262

Aetna 1st Qtr Total – 1

Aetna 2nd Qtr Total – 1

Referred to TDCI Consumer Insurance Services: 1

Amerigroup TN 1st Qtr Total – 20

Amerigroup TN 2nd Qtr Total – 54

Amerigroup TN 3rd Qtr Total – 48

Ineligible: 1

Denial Reversed: 26

Denial Upheld: 17

Paid: 1

Referred to TennCare: 1

Question Answered: 2

Amerigroup TN Medicare Advantage-Special Needs Plan 1st Qtr Total – 1

Amerigroup TN Medicare Advantage-Special Needs Plan 2nd Qtr Total – 1

Ineligible: 1

Cigna 1st Qtr Total – 1

Cigna 2nd Qtr Total – 1

Ineligible: 1

DentaQuest 1st Qtr Total – 9

DentaQuest 2nd Qtr Total – 2

DentaQuest 3rd Qtr Total – 6

Denial Upheld: 2

Denial Reversed: 4

Delta Dental of Tennessee 3rd Qtr Total – 1

Denial Upheld: 1

Healthsprings Medicare Advantage 1st Qtr Total - 1

Questions Answered: 1

Humana 1st Qtr Total – 1

Referred to TDCI Consumer Insurance Services: 1

Humana Medicare Advantage - Special Needs Plan 3rd Qtr – 1

Denial Upheld: 1

Magellan 2nd Qtr Total - 2

Denial Upheld: 2

TennCare Bureau 2nd Qtr Total – 1

TennCare Bureau 3rd Qtr Total – 1

Referred to TennCare: 1

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

UnitedHealthcare Plan of the River Valley 2nd Qtr Total – 167

UnitedHealthcare Plan of the River Valley 3rd Qtr Total – 117

Denial Reversed: 43

Denial Upheld: 55

Ineligible: 1

Partial: 10

Questions Answered: 6

Resolved: 2

UnitedHealthcare Plan of the River Valley Commercial 2nd Qtr Total – 4

UnitedHealthcare Plan of the River Valley Commercial 3rd Qtr Total – 3

Referred to TDCI Consumer Insurance Services: 2

Denial Upheld: 1

UnitedHealthcare Plan of the River Valley Medicare Advantage 2nd Qtr Total - 1

Denial Upheld: 1

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

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 2nd Qtr Total – 38

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 3rd Qtr Total – 44

Ineligible: 1

Denial Reversed: 14

Denial Upheld: 25

Partial: 3

Questions Answered: 1

Volunteer State Health Plan 1st Qtr Total – 29

Volunteer State Health Plan 2nd Qtr Total – 18

Volunteer State Health Plan 3rd Qtr Total – 40

Denial Upheld: 15

Denial Reversed: 3

Questions Answered: 1

Resolved: 21

Windsor Medicare Advantage 1st Qtr Total – 2

Windsor Medicare Advantage 2nd Qtr Total – 4

Denial Upheld: 2

Ineligible: 2

BlueCross BlueShield of Tennessee-Medicare Advantage 1st Qtr Total – 1

BlueCross BlueShield of Tennessee-Medicare Advantage 2nd Qtr Total –3

BlueCross BlueShield of Tennessee-Medicare Advantage 3rd Qtr Total –1

Resolved: 1

BlueCross BlueShield of Tennessee 1st Qtr Total – 1

BlueCross BlueShield of Tennessee 2nd Qtr Total - 3

Referred to TDCI Consumer Insurance Services: 3

As of August 7, 2015