

Web Site Summary of Provider Complaints 2016

1st Quarter Total: 253
Total: 253

Amerigroup TN 1st Qtr Total – 137

Denial Reversed: 60
Denial Upheld: 35
Duplicate: 1
Ineligible: 1
Insufficient: 1
Paid: 2
Partial: 7
Pending: 23
Question Answered: 5
Resolved: 2

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

Denial Reversed: 1

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

Denial Reversed: 1

Amerigroup Washington State 1st Qtr Total – 1

Ineligible: 1

DentaQuest 1st Qtr Total – 3

Pending: 3

HealthSpring Medicare Advantage 1st Qtr Total – 1

Denial Reversed: 1

TennCare Bureau 1st Qtr Total – 1

Denial Reversed: 1

TennCare Bureau (UPRV) 1st Qtr Total – 1

Resolved: 1

UnitedHealthcare Plan of the River Valley 1st Qtr Total – 68

Denial Reversed: 20
Denial Upheld: 35
Partial: 3
Pending: 8
Resolved: 1
Question Answered: 1

UnitedHealthcare Plan of the River Valley & PPL 1st Qtr Total - 1

Resolved: 1

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1st Qtr Total – 9

Denial Reversed: 1

Denial Upheld: 6

Pending: 2

UnitedHealthcare Plan of the River Valley Commercial 1st Qtr Total – 3

Referred to TDCI Consumer Insurance Services: 3

Volunteer State Health Plan 1st Qtr Total – 26

Denial Reversed: 21

Denial Upheld: 1

Pending: 4