

TennCare Oversight Division of the Tennessee Department of Commerce and Insurance
 Prompt Pay Compliance Summary for Processed TennCare Medical and Dental Claims

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

TennCare Contractual Requirements and TCA 56-32-126(b) Claim Types	For the Month Ended	90% 30 Day Clean Claims	99.5% 60 Day All Claims	Compliance?
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AMERIGROUP Tennessee, Inc.

Processor EyeQuest

Region(s): All

Vision	1/31/2019	100%	100.0%	Yes
Vision	2/28/2019	100%	100.0%	Yes
Vision	3/31/2019	100%	100.0%	Yes
Vision	4/30/2019	100%	100.0%	Yes
Vision	5/31/2019	100%	100.0%	Yes
Vision	6/30/2019	100%	100.0%	Yes
Vision	7/31/2019	100%	100.0%	Yes
Vision	8/31/2019	100%	100.0%	Yes
Vision	9/30/2019	100%	100.0%	Yes
Vision	10/31/2019	100%	100.0%	Yes
Vision	11/30/2019	100%	99.8%	Yes
Vision	12/31/2019	100%	100.0%	Yes
Vision	1/31/2020	100%	100.0%	Yes
Vision	2/29/2020	100%	100.0%	Yes
Vision	3/31/2020	100%	100.0%	Yes
Vision	4/30/2020	100%	100.0%	Yes
Vision	5/31/2020	100%	99.9%	Yes
Vision	6/30/2020	100%	100.0%	Yes
Vision	7/31/2020	100%	100.0%	Yes
Vision	8/31/2020	95%	100.0%	Yes
Vision	9/30/2020	100%	100.0%	Yes
Vision	10/31/2020	100%	100.0%	Yes
Vision	11/30/2020	100%	100.0%	Yes
Vision	12/31/2020	100%	100.0%	Yes

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

TennCare Contractual Requirements and TCA 56-32-126(b)	90% 30 Day	99.5% 60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

AMERIGROUP Tennessee, Inc.

Processor Affiliate Organization

Region(s): All

Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
Medical	1/31/2019	100%	99.9%	Yes
Medical	2/28/2019	100%	100.0%	Yes
Medical	3/31/2019	100%	100.0%	Yes
Medical	4/30/2019	100%	99.9%	Yes
Medical	5/31/2019	100%	100.0%	Yes
Medical	6/30/2019	99%	100.0%	Yes
Medical	7/31/2019	99%	99.9%	Yes
Medical	8/31/2019	99%	100.0%	Yes
Medical	9/30/2019	100%	99.9%	Yes
Medical	10/31/2019	99%	99.9%	Yes
Medical	11/30/2019	99%	99.9%	Yes
Medical	12/31/2019	100%	100.0%	Yes
Medical	1/31/2020	100%	100.0%	Yes
Medical	2/29/2020	100%	99.8%	Yes
Medical	3/31/2020	100%	99.9%	Yes
Medical	4/30/2020	99%	99.9%	Yes
Medical	5/31/2020	99%	100.0%	Yes
Medical	6/30/2020	99%	99.8%	Yes
Medical	7/31/2020	98%	99.8%	Yes
Medical	8/31/2020	100%	100.0%	Yes
Medical	9/30/2020	100%	100.0%	Yes
Medical	10/31/2020	99%	99.8%	Yes
Medical	11/30/2020	99%	99.6%	Yes
Medical	12/31/2020	100%	100.0%	Yes

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

TennCare Contractual Requirements and TCA 56-32-126(b)	90% 30 Day	99.5% 60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

AMERIGROUP Tennessee, Inc.

Processor Tennessee Carriers

Region(s): All

Non Emergency Transportation	1/31/2019	98%	100.0%	Yes
Non Emergency Transportation	2/28/2019	100%	100.0%	Yes
Non Emergency Transportation	3/31/2019	99%	100.0%	Yes
Non Emergency Transportation	4/30/2019	100%	100.0%	Yes
Non Emergency Transportation	5/31/2019	100%	100.0%	Yes
Non Emergency Transportation	6/30/2019	99%	100.0%	Yes
Non Emergency Transportation	7/31/2019	100%	100.0%	Yes
Non Emergency Transportation	8/31/2019	100%	99.7%	Yes
Non Emergency Transportation	9/30/2019	100%	100.0%	Yes
Non Emergency Transportation	10/31/2019	100%	100.0%	Yes
Non Emergency Transportation	11/30/2019	100%	100.0%	Yes
Non Emergency Transportation	12/31/2019	98%	100.0%	Yes
Non Emergency Transportation	1/31/2020	91%	99.8%	Yes
Non Emergency Transportation	2/29/2020	100%	100.0%	Yes
Non Emergency Transportation	3/31/2020	100%	100.0%	Yes
Non Emergency Transportation	4/30/2020	100%	100.0%	Yes
Non Emergency Transportation	5/31/2020	100%	99.7%	Yes
Non Emergency Transportation	6/30/2020	100%	100.0%	Yes
Non Emergency Transportation	7/31/2020	100%	100.0%	Yes
Non Emergency Transportation	8/31/2020	100%	100.0%	Yes
Non Emergency Transportation	9/30/2020	100%	100.0%	Yes
Non Emergency Transportation	10/31/2020	100%	100.0%	Yes
Non Emergency Transportation	11/30/2020	100%	100.0%	Yes
Non Emergency Transportation	12/31/2020	100%	100.0%	Yes

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

TennCare Contractual Requirements and TCA 56-32-126(b)	90% 30 Day	99.5% 60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

DentaQuest USA Insurance Co., Inc.

Processor

Region(s): All

Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
Dental	1/31/2019	100%	100.0%	Yes
Dental	2/28/2019	100%	100.0%	Yes
Dental	3/31/2019	100%	100.0%	Yes
Dental	4/30/2019	100%	100.0%	Yes
Dental	5/31/2019	100%	100.0%	Yes
Dental	6/30/2019	100%	100.0%	Yes
Dental	7/31/2019	100%	100.0%	Yes
Dental	8/31/2019	100%	100.0%	Yes
Dental	9/30/2019	100%	100.0%	Yes
Dental	10/31/2019	100%	100.0%	Yes
Dental	11/30/2019	100%	100.0%	Yes
Dental	12/31/2019	100%	100.0%	Yes
Dental	1/31/2020	100%	100.0%	Yes
Dental	2/29/2020	100%	100.0%	Yes
Dental	3/31/2020	100%	100.0%	Yes
Dental	4/30/2020	99%	99.9%	Yes
Dental	5/31/2020	100%	99.9%	Yes
Dental	6/30/2020	100%	100.0%	Yes
Dental	7/31/2020	99%	98.9%	No
Dental	8/31/2020	100%	100.0%	Yes
Dental	9/30/2020	100%	100.0%	Yes
Dental	10/31/2020	100%	100.0%	Yes
Dental	11/30/2020	100%	100.0%	Yes
Dental	12/31/2020	100%	100.0%	Yes

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

TennCare Contractual Requirements and TCA 56-32-126(b)	90% 30 Day	99.5% 60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Processor March Vision

Region(s): All

Vision	1/31/2019	100%	100.0%	Yes
Vision	2/28/2019	100%	100.0%	Yes
Vision	3/31/2019	100%	100.0%	Yes
Vision	4/30/2019	100%	100.0%	Yes
Vision	5/31/2019	100%	100.0%	Yes
Vision	6/30/2019	100%	100.0%	Yes
Vision	7/31/2019	100%	100.0%	Yes
Vision	8/31/2019	100%	100.0%	Yes
Vision	9/30/2019	100%	100.0%	Yes
Vision	10/31/2019	100%	100.0%	Yes
Vision	11/30/2019	100%	100.0%	Yes
Vision	12/31/2019	100%	100.0%	Yes
Vision	1/31/2020	100%	100.0%	Yes
Vision	2/29/2020	100%	100.0%	Yes
Vision	3/31/2020	100%	100.0%	Yes
Vision	4/30/2020	100%	100.0%	Yes
Vision	5/31/2020	100%	100.0%	Yes
Vision	6/30/2020	100%	100.0%	Yes
Vision	7/31/2020	100%	100.0%	Yes
Vision	8/31/2020	100%	100.0%	Yes
Vision	9/30/2020	100%	100.0%	Yes
Vision	10/31/2020	100%	100.0%	Yes
Vision	11/30/2020	100%	100.0%	Yes
Vision	12/31/2020	100%	100.0%	Yes

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

TennCare Contractual Requirements and TCA 56-32-126(b)	90% 30 Day	99.5% 60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Processor Affiliate Organization

Region(s): All

Medical	1/31/2019	100%	99.9%	Yes
Medical	2/28/2019	100%	100.0%	Yes
Medical	3/31/2019	100%	99.9%	Yes
Medical	4/30/2019	100%	99.9%	Yes
Medical	5/31/2019	100%	99.8%	Yes
Medical	6/30/2019	100%	100.0%	Yes
Medical	7/31/2019	100%	100.0%	Yes
Medical	8/31/2019	100%	100.0%	Yes
Medical	9/30/2019	100%	100.0%	Yes
Medical	10/31/2019	100%	100.0%	Yes
Medical	11/30/2019	100%	100.0%	Yes
Medical	12/31/2019	100%	100.0%	Yes
Medical	1/31/2020	100%	100.0%	Yes
Medical	2/29/2020	100%	100.0%	Yes
Medical	3/31/2020	100%	99.9%	Yes
Medical	4/30/2020	100%	99.9%	Yes
Medical	5/31/2020	100%	99.9%	Yes
Medical	6/30/2020	100%	99.9%	Yes
Medical	7/31/2020	100%	99.9%	Yes
Medical	8/31/2020	100%	100.0%	Yes
Medical	9/30/2020	100%	100.0%	Yes
Medical	10/31/2020	100%	99.9%	Yes
Medical	11/30/2020	100%	100.0%	Yes
Medical	12/31/2020	100%	100.0%	Yes

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

TennCare Contractual Requirements and TCA 56-32-126(b)	90% 30 Day	99.5% 60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Processor Tennessee Carriers

Region(s): All

Non Emergency Transportation	1/31/2019	99%	100.0%	Yes
Non Emergency Transportation	2/28/2019	100%	100.0%	Yes
Non Emergency Transportation	3/31/2019	99%	100.0%	Yes
Non Emergency Transportation	4/30/2019	100%	100.0%	Yes
Non Emergency Transportation	5/31/2019	100%	100.0%	Yes
Non Emergency Transportation	6/30/2019	99%	100.0%	Yes
Non Emergency Transportation	7/31/2019	100%	100.0%	Yes
Non Emergency Transportation	8/31/2019	100%	99.7%	Yes
Non Emergency Transportation	9/30/2019	100%	100.0%	Yes
Non Emergency Transportation	10/31/2019	100%	100.0%	Yes
Non Emergency Transportation	11/30/2019	100%	100.0%	Yes
Non Emergency Transportation	12/31/2019	95%	100.0%	Yes
Non Emergency Transportation	1/31/2020	92%	99.8%	Yes
Non Emergency Transportation	2/29/2020	100%	100.0%	Yes
Non Emergency Transportation	3/31/2020	100%	100.0%	Yes
Non Emergency Transportation	4/30/2020	100%	100.0%	Yes
Non Emergency Transportation	5/31/2020	100%	99.8%	Yes
Non Emergency Transportation	6/30/2020	100%	100.0%	Yes
Non Emergency Transportation	7/31/2020	100%	99.8%	Yes
Non Emergency Transportation	8/31/2020	100%	100.0%	Yes
Non Emergency Transportation	9/30/2020	100%	100.0%	Yes
Non Emergency Transportation	10/31/2020	100%	100.0%	Yes
Non Emergency Transportation	11/30/2020	100%	100.0%	Yes
Non Emergency Transportation	12/31/2020	100%	100.0%	Yes

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TennCare Contractual Requirements and TCA 56-32-126(b)	90% 30 Day	99.5% 60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

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

Processor Affiliate Organization

Region(s): All

Medical	1/31/2019	98%	99.9%	Yes
Medical	2/28/2019	99%	99.9%	Yes
Medical	3/31/2019	99%	99.9%	Yes
Medical	4/30/2019	99%	99.9%	Yes
Medical	5/31/2019	100%	99.9%	Yes
Medical	6/30/2019	100%	100.0%	Yes
Medical	7/31/2019	100%	100.0%	Yes
Medical	8/31/2019	100%	100.0%	Yes
Medical	9/30/2019	100%	100.0%	Yes
Medical	10/31/2019	100%	100.0%	Yes
Medical	11/30/2019	100%	100.0%	Yes
Medical	12/31/2019	100%	100.0%	Yes
Medical	1/31/2020	99%	100.0%	Yes
Medical	2/29/2020	100%	100.0%	Yes
Medical	3/31/2020	100%	99.9%	Yes
Medical	4/30/2020	100%	99.9%	Yes
Medical	5/31/2020	100%	99.9%	Yes
Medical	6/30/2020	100%	99.9%	Yes
Medical	7/31/2020	100%	100.0%	Yes
Medical	8/31/2020	100%	100.0%	Yes
Medical	9/30/2020	100%	100.0%	Yes
Medical	10/31/2020	100%	100.0%	Yes
Medical	11/30/2020	100%	100.0%	Yes
Medical	12/31/2020	100%	100.0%	Yes

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TennCare Contractual Requirements and TCA 56-32-126(b)	90% 30 Day	99.5% 60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

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

Processor Southeastrans

Region(s): All

Non Emergency Transportation	1/31/2019	100%	100.0%	Yes
Non Emergency Transportation	2/28/2019	100%	100.0%	Yes
Non Emergency Transportation	3/31/2019	100%	100.0%	Yes
Non Emergency Transportation	4/30/2019	100%	100.0%	Yes
Non Emergency Transportation	5/31/2019	100%	100.0%	Yes
Non Emergency Transportation	6/30/2019	100%	100.0%	Yes
Non Emergency Transportation	7/31/2019	100%	100.0%	Yes
Non Emergency Transportation	8/31/2019	100%	100.0%	Yes
Non Emergency Transportation	9/30/2019	100%	100.0%	Yes
Non Emergency Transportation	10/31/2019	100%	100.0%	Yes
Non Emergency Transportation	11/30/2019	100%	100.0%	Yes
Non Emergency Transportation	12/31/2019	100%	100.0%	Yes
Non Emergency Transportation	1/31/2020	100%	100.0%	Yes
Non Emergency Transportation	2/29/2020	100%	100.0%	Yes
Non Emergency Transportation	3/31/2020	100%	100.0%	Yes
Non Emergency Transportation	4/30/2020	100%	100.0%	Yes
Non Emergency Transportation	5/31/2020	100%	100.0%	Yes
Non Emergency Transportation	6/30/2020	100%	100.0%	Yes
Non Emergency Transportation	7/31/2020	100%	100.0%	Yes
Non Emergency Transportation	8/31/2020	100%	100.0%	Yes
Non Emergency Transportation	9/30/2020	100%	100.0%	Yes
Non Emergency Transportation	10/31/2020	100%	100.0%	Yes
Non Emergency Transportation	11/30/2020	100%	100.0%	Yes
Non Emergency Transportation	12/31/2020	100%	100.0%	Yes

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

TennCare Contractual Requirements and TCA 56-32-126(b)	90% 30 Day	99.5% 60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

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

Processor Affiliate Organization

Region(s): All

Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
Medical	1/31/2019	98%	99.9%	Yes
Medical	2/28/2019	99%	99.9%	Yes
Medical	3/31/2019	99%	99.9%	Yes
Medical	4/30/2019	99%	99.9%	Yes
Medical	5/31/2019	100%	99.9%	Yes
Medical	6/30/2019	100%	100.0%	Yes
Medical	7/31/2019	100%	100.0%	Yes
Medical	8/31/2019	99%	100.0%	Yes
Medical	9/30/2019	100%	100.0%	Yes
Medical	10/31/2019	100%	100.0%	Yes
Medical	11/30/2019	100%	100.0%	Yes
Medical	12/31/2019	100%	100.0%	Yes
Medical	1/31/2020	99%	100.0%	Yes
Medical	2/29/2020	100%	100.0%	Yes
Medical	3/31/2020	100%	99.9%	Yes
Medical	4/30/2020	100%	99.9%	Yes
Medical	5/31/2020	100%	99.9%	Yes
Medical	6/30/2020	100%	99.9%	Yes
Medical	7/31/2020	100%	100.0%	Yes
Medical	8/31/2020	100%	100.0%	Yes
Medical	9/30/2020	100%	100.0%	Yes
Medical	10/31/2020	100%	100.0%	Yes
Medical	11/30/2020	100%	100.0%	Yes
Medical	12/31/2020	100%	100.0%	Yes

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

TennCare Contractual Requirements and TCA 56-32-126(b)	90% 30 Day	99.5% 60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

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

Processor Southeastrans

Region(s): All

Non Emergency Transportation	1/31/2019	100%	100.0%	Yes
Non Emergency Transportation	2/28/2019	100%	100.0%	Yes
Non Emergency Transportation	3/31/2019	100%	100.0%	Yes
Non Emergency Transportation	4/30/2019	100%	100.0%	Yes
Non Emergency Transportation	5/31/2019	100%	100.0%	Yes
Non Emergency Transportation	6/30/2019	100%	100.0%	Yes
Non Emergency Transportation	7/31/2019	100%	100.0%	Yes
Non Emergency Transportation	8/31/2019	100%	100.0%	Yes
Non Emergency Transportation	9/30/2019	100%	100.0%	Yes
Non Emergency Transportation	10/31/2019	100%	100.0%	Yes
Non Emergency Transportation	11/30/2019	100%	100.0%	Yes
Non Emergency Transportation	12/31/2019	100%	100.0%	Yes
Non Emergency Transportation	1/31/2020	100%	100.0%	Yes
Non Emergency Transportation	2/29/2020	100%	100.0%	Yes
Non Emergency Transportation	3/31/2020	100%	100.0%	Yes
Non Emergency Transportation	4/30/2020	100%	100.0%	Yes
Non Emergency Transportation	5/31/2020	100%	100.0%	Yes
Non Emergency Transportation	6/30/2020	100%	100.0%	Yes
Non Emergency Transportation	7/31/2020	100%	100.0%	Yes
Non Emergency Transportation	8/31/2020	100%	100.0%	Yes
Non Emergency Transportation	9/30/2020	100%	100.0%	Yes
Non Emergency Transportation	10/31/2020	100%	100.0%	Yes
Non Emergency Transportation	11/30/2020	100%	100.0%	Yes
Non Emergency Transportation	12/31/2020	100%	100.0%	Yes