## Summary of TennCare Independent Review Requests 2017

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Total Requests</th>
<th>AGP 2017 Total</th>
<th>UPRV 2017 Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Qtr</td>
<td>49</td>
<td></td>
<td>50</td>
</tr>
<tr>
<td>2nd Qtr</td>
<td>31</td>
<td></td>
<td>72</td>
</tr>
<tr>
<td>3rd Qtr</td>
<td>33</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4th Qtr</td>
<td>35</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Year 2017 Total</td>
<td>148</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Amerigroup TN

#### 1st Qtr Total – 17
- Denial Reversed: 5
- Denial Upheld: 6
- Ineligible: 1
- Partial: 1
- Settled for Provider: 4

#### 2nd Qtr Total – 6
- Denial Reversed: 3
- Settled for Provider: 3

#### 3rd Qtr Total – 12
- Denial Reversed: 3
- Denial Upheld: 3
- Partial: 2
- Settled for Provider: 4

#### 4th Qtr Total – 15
- Denial Upheld: 3
- Ineligible: 2
- Partial: 2
- Pending: 2
- Rescinded: 1
- Settled for Provider: 5

### UnitedHealthcare Plan of the River Valley

#### 1st Qtr Total – 24
- Denial Reversed: 2
- Denial Upheld: 12
- Ineligible: 4
- Partial: 2
- Settled for Provider: 4

#### 2nd Qtr Total – 15
- Denial Reversed: 2
- Denial Upheld: 4
- Ineligible: 2
- Partial: 1
- Settled for Provider: 6

#### 3rd Qtr Total – 16
- Denial Reversed: 4
- Denial Upheld: 6
- Partial: 4
- Settled for Provider: 2

#### 4th Qtr Total – 17
- Ineligible: 2
- Denial Reversed: 3
- Denial Upheld: 1
- Partial: 1
- Pending: 6
- Refer 2 TennCare Bureau: 1
- Settled for Provider: 2
Volunteer State Health Plan 1st Qtr Total – 7
Denial Upheld: 4
Partial: 1
Settled for Provider: 2

Volunteer State Health Plan 2nd Qtr Total – 9
Denial Reversed: 1
Denial Upheld: 4
Partial: 2
Settled for Provider: 2

Volunteer State Health Plan 3rd Qtr Total – 4
Ineligible: 1
Settled for Provider: 3

Volunteer State Health Plan 4th Qtr Total – 2
Denial Upheld: 1
Pending: 1

UPRV MA 1st Qtr Total-1
Ineligible: 1*

UPRV MA SNP 4th Qtr Total-1
Ineligible: 1*

UPRV TPA 3rd Qtr – 1
Ineligible: 1*

BCBST MA 2nd Qtr Total-1
Ineligible: 1*

* Independent Review of claims disputes is only available for TennCare Program services.

Provider Types Submitting Independent Review Requests in 1st Quarter 2017:
Hospital: 41
Nursing Facility: 1
Physician: 7

Provider Types Submitting Independent Review Requests in 2nd Quarter 2017:
DME: 1
Hospital: 28
Physician: 1
Transporter: 1

Provider Types Submitting Independent Review Requests in 3rd Quarter 2017:
CMHC: 2
Hospital: 26
Other: 1
Physician: 4

Provider Types Submitting Independent Review Requests in 4th Quarter 2017:
CMHC: 2
DME: 1
Hospital: 29
Physician: 3

IR Requests 2017 1st & 2nd & 3rd & 4th Quarter Totals
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