Summary of TennCare Independent Review Requests 2018  

YTD Total: 170

1st Quarter Total: 56  
2nd Quarter Total: 56  
3rd Quarter Total: 58

Amerigroup TN 1st Qtr Total – 23
Denial Reversed: 1  
Denial Upheld: 7  
Ineligible: 7  
Partial: 4  
Settled for Provider: 4

Amerigroup TN 2nd Qtr Total – 15
Denial Reversed: 1  
Denial Upheld: 4  
Ineligible: 3  
Partial: 1  
Rescinded: 4  
Settled for Provider: 2

Amerigroup TN 3rd Qtr Total – 44
Denial Upheld: 5  
Ineligible: 9  
Partial: 5  
Pending: 15  
Referral to TennCare: 6  
Rescinded: 2  
Settled for Provider: 2

UnitedHealthcare Plan of the River Valley 1st Qtr Total – 33
Denial Reversed: 1  
Denial Upheld: 11  
Ineligible: 3  
Partial: 7  
Settled for Provider: 11

UnitedHealthcare Plan of the River Valley 2nd Qtr Total – 39
Denial Reversed: 5  
Denial Upheld: 12  
Ineligible: 7  
Partial: 2  
Referral to Consumer Insurance Services: 1  
Referral to TennCare: 1  
Settled for Provider: 11
UnitedHealthcare Plan of the River Valley 3rd Qtr Total – 11
Denial Upheld: 1
Ineligible: 1
Pending: 6
Referral to Consumer Insurance Services: 1
Referral to TennCare: 1
Settled for Provider: 1

Volunteer State Health Plan 1st Qtr Total –1
Settled for Provider: 1

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

Volunteer State Health Plan 3rd Qtr Total –3
Pending: 3

Provider Types Submitting Independent Review Requests in 1st Quarter 2018:
CMHC: 2
DME: 2
Home Health: 1
Hospice: 1
Hospital: 49
Physician: 2

Provider Types Submitting Independent Review Requests in 2nd Quarter 2018:
DME: 2
Home Health: 2
Hospital: 44
Physician: 8

Provider Types Submitting Independent Review Requests in 3rd Quarter 2018:
DME: 3
Home Health: 2
Hospice: 2
Hospital: 38
Physician: 13
Transportation: 1
Unknown: 1

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