

**Summary of TennCare Independent Review Requests 2018**      **YTD Total: 218**

**1<sup>st</sup> Quarter Total: 56**  
**2<sup>nd</sup> Quarter Total: 56**  
**3<sup>rd</sup> Quarter Total: 58**  
**4<sup>th</sup> Quarter Total: 48**

**Amerigroup TN 1<sup>st</sup> Qtr Total – 23**

Denial Reversed: 1  
Denial Upheld: 7  
Ineligible: 7  
Partial: 4  
Settled for Provider: 4

**AGP 2018 Total: 110**

**Amerigroup TN 2<sup>nd</sup> Qtr Total – 15**

Denial Reversed: 1  
Denial Upheld: 4  
Ineligible: 3  
Partial: 1  
Rescinded: 4  
Settled for Provider: 2

**Amerigroup TN 3<sup>rd</sup> Qtr Total – 44**

Denial Reversed: 7  
Denial Upheld: 9  
Ineligible: 9  
Partial: 11  
Rescinded: 2  
Settled for Provider: 6

**Amerigroup TN 4<sup>th</sup> Qtr Total – 28**

Denial Reversed: 8  
Denial Upheld: 4  
Ineligible: 10  
Partial: 2  
Rescinded: 1  
Settled Partial: 1  
Settled for Provider: 2

**UnitedHealthcare Plan of the River Valley 1<sup>st</sup> Qtr Total – 32**

Denial Reversed: 1  
Denial Upheld: 11  
Ineligible: 3  
Partial: 7

**UPRV 2018 Total: 95**

Settled for Provider: 10

**UnitedHealthcare Plan of the River Valley 2<sup>nd</sup> 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 3<sup>rd</sup> Qtr Total – 11**

Denial Upheld: 5

Ineligible: 1

Partial: 2

Referral to Consumer Insurance Services: 1

Settled for Provider: 2

**UnitedHealthcare Plan of the River Valley 4<sup>th</sup> Qtr Total – 13**

Denial Reversed: 3

Denial Upheld: 3

Ineligible: 3

Partial: 3

Settled for Provider: 1

**Volunteer State Health Plan 1<sup>st</sup> Qtr Total –1**

Settled for Provider: 1

**VSHP 2018 Total: 13**

**Volunteer State Health Plan 2<sup>nd</sup> Qtr Total –2**

Denial Reversed: 1

Settled for Provider: 1

**Volunteer State Health Plan 3<sup>rd</sup> Qtr Total –3**

Partial: 1

Settled for Provider: 2

**Volunteer State Health Plan 4<sup>th</sup> Qtr Total –7**

Denial Upheld: 2

Paid: 1

Pending: 2

Settled for Provider: 2

**Provider Types Submitting Independent Review Requests in 1<sup>st</sup> Quarter 2018:**

CMHC: 2

DME: 2

<u>Home Health:</u>	<u>1</u>
<u>Hospice:</u>	<u>1</u>
<u>Hospital:</u>	<u>49</u>
<u>Physician:</u>	<u>2</u>

Provider Types Submitting Independent Review Requests in 2<sup>nd</sup> Quarter 2018:

<u>DME:</u>	<u>2</u>
<u>Home Health:</u>	<u>2</u>
<u>Hospital:</u>	<u>44</u>
<u>Physician:</u>	<u>8</u>

Provider Types Submitting Independent Review Requests in 3<sup>rd</sup> Quarter 2018:

<u>DME:</u>	<u>3</u>
<u>Home Health:</u>	<u>2</u>
<u>Hospice:</u>	<u>2</u>
<u>Hospital:</u>	<u>38</u>
<u>Physician:</u>	<u>13</u>
<u>Transportation:</u>	<u>1</u>
<u>Unknown:</u>	<u>1</u>

Provider Types Submitting Independent Review Requests in 4<sup>th</sup> Quarter 2018:

<u>CMHC:</u>	<u>2</u>
<u>Home Health:</u>	<u>1</u>
<u>Hospice:</u>	<u>7</u>
<u>Hospital:</u>	<u>25</u>
<u>Physician:</u>	<u>13</u>

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