Summary of TennCare Independent Review Requests 2018

YTD Total: 218
1st Quarter Total: 56
2nd Quarter Total: 56
3rd Quarter Total: 58
4th Quarter Total: 48

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

AGP 2018 Total: 110

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Rescinded: 4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 Reversed: 7
Denial Upheld: 9
Ineligible: 9
Partial: 11
Rescinded: 2
Settled for Provider: 6

Amerigroup TN 4th 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Rescinded: 1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 1st Qtr Total – 32
Denial Reversed: 1
Denial Upheld: 11
Ineligible: 3
Partial: 7

UPRV 2018 Total: 95

IR Requests 2018 4th Quarter Totals

As of May 19, 2019 – Page 1 of 3 pages
Settled for Provider: 10

**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: 5
Ineligible: 1
Partial: 2
Referral to Consumer Insurance Services: 1
Settled for Provider: 2

**UnitedHealthcare Plan of the River Valley 4th Qtr Total – 13**
Denial Reversed: 3
Denial Upheld: 3
Ineligible: 3
Partial: 3
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**
Partial: 1
Settled for Provider: 2

**Volunteer State Health Plan 4th Qtr Total – 7**
Denial Upheld: 2
Paid: 1
Pending: 2
Settled for Provider: 2

**Provider Types Submitting Independent Review Requests in 1st Quarter 2018:**
CMHC: 2
DME: 2

IR Requests 2018 4th Quarter Totals As of May 19, 2019 – Page 2 of 3 pages
Home Health: 1
Hospice: 1
Hospital: 49
Physician: 2

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

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

Provider Types Submitting Independent Review Requests in 4\textsuperscript{th} Quarter 2018:
CMHC: 2
Home Health: 1
Hospice: 7
Hospital: 25
Physician: 13

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