

Summary of TennCare Independent Review Requests 2018

1st Quarter Total: 57

2nd Quarter Total: 56

Amerigroup TN 1st Qtr Total – 23

Denial Reversed: 1

Denial Upheld: 7

Ineligible: 7

Partial: 4

Settled for Provider: 4

AGP 2018 Total: 38

Amerigroup TN 2nd Qtr Total – 15

Denial Reversed: 1

Denial Upheld: 2

Ineligible: 3

Partial: 1

Pending: 2

Rescinded: 4

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

UPRV 2017 Total: 72

UnitedHealthcare Plan of the River Valley 2nd Qtr Total – 39

Denial Reversed: 3

Denial Upheld: 6

Ineligible: 7

Partial: 1

Pending: 7

Referral to Consumer Insurance Services: 1

Referral to TennCare: 3

Settled for Provider: 11

Volunteer State Health Plan 1st Qtr Total –1

Settled for Provider: 1

VSHP 2018 Total: 3

Volunteer State Health Plan 2nd Qtr Total –2

Denial Reversed: 1

Settled for Provider: 1

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

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