Summary of TennCare Independent Review Requests 2019

1st Quarter Total: 38
2nd Quarter Total: 24
3rd Quarter Total: 37
4th Quarter Total: 20
YTD Total: 119

Amerigroup TN 1st Qtr Total – 29
Denial Reversed: 4
Denial Upheld: 11
Ineligible: 2
Partial: 5
Rescinded: 5
Settled for Provider: 2

Amerigroup TN 2nd Qtr Total – 9
Denial Upheld: 3
Ineligible: 2
Partial: 3
Settled for Provider: 1

Amerigroup TN 3rd Qtr Total – 25
Denial Reversed: 8
Denial Upheld: 2
Ineligible: 1
Partial: 2
Settled for Provider: 12

Amerigroup TN 4th Qtr Total – 7
Denial Reversed: 1
Denial Upheld: 1
Ineligible: 1
Settled for Provider: 2
Withdrawn (Under $750.00): 2

UnitedHealthcare Plan of the River Valley 1st Qtr Total – 7
Denial Reversed: 2
Denial Upheld: 1
Partial: 1
Settled for Provider: 3

UnitedHealthcare Plan of the River Valley 2nd Qtr Total – 10
Denial Reversed: 1
Denial Upheld: 5

AGP 2019 Total: 70

UPRV 2019 Total: 33

IR Requests 2019 4th Quarter Totals

As of February 3, 2020 – Page 1 of 3 pages
Ineligible: 1  
Paid: 1  
Partial: 1  
Settled for Provider: 1

**UnitedHealthcare Plan of the River Valley 3rd Qtr Total – 7**
Denial Reversed: 1  
Denial Upheld: 2  
Ineligible: 1  
Partial: 2  
Settled for Provider: 1

**UnitedHealthcare Plan of the River Valley 4th Qtr Total – 9**
Denial Upheld: 2  
Ineligible: 1  
Partial: 1  
Pending: 3  
Settled for Providers: 2

**Volunteer State Health Plan 1st Qtr Total – 2**
Rescinded: 1  
Settled for Provider: 1

**Volunteer State Health Plan 2nd Qtr Total – 3**
Denial Reversed: 1  
Denial Upheld: 1  
Settled for Provider: 1

**Volunteer State Health Plan 3rd Qtr Total – 5**
Denial Upheld: 1  
Ineligible: 1  
Partial: 1  
Settled for Provider: 2

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

**BCBST 2nd Qtr Total – 2**
Referred to Consumer Insurance Services: 2

**UnitedHealthcare of the River Valley MA SNP 4th qtr Total -1**
Ineligible: 1

IR Requests 2019 4th Quarter Totals As of February 3, 2020 – Page 2 of 3 pages
Provider Types Submitting Independent Review Requests in 1st Quarter 2019:
CMHC: 2
Hospice: 1
Hospital: 24
Nursing Facility: 3
Physician: 8

Provider Types Submitting Independent Review Requests in 2nd Quarter 2019:
Hospice: 2
Hospital: 17
Physician: 3
Prosthetics: 1
Transportation: 1

Provider Types Submitting Independent Review Requests in 3rd Quarter 2019:
Hospice: 1
Hospital: 35
Nursing Facility: 1

Provider Types Submitting Independent Review Requests in 4th Quarter 2019:
Hospice: 1
Hospital: 14
Physician: 4
Transporter: 1
Provider Types Submitting Independent Review Requests in 3rd Quarter 2019:

<table>
<thead>
<tr>
<th>Provider Type</th>
<th>Requests</th>
</tr>
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<tbody>
<tr>
<td>Hospice</td>
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<tr>
<td>Hospital</td>
<td>35</td>
</tr>
<tr>
<td>Nursing Facility</td>
<td>1</td>
</tr>
</tbody>
</table>

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

* Items in red font have been new or have been updated from the 2nd Quarter Report.