

Summary of TennCare Independent Review Requests 2019 - Final

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Rescinded: 5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

AGP 2019 Total: 70

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Withdrawn (Under \$750.00): 2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

UPRV 2019 Total: 33

UnitedHealthcare Plan of the River Valley 2nd Qtr Total – 10

Denial Reversed: 1
Denial Upheld: 5

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 Reversed: 1
Denial Upheld: 4
Ineligible: 1
Partial: 1
Settled for Providers: 2

Volunteer State Health Plan 1st Qtr Total – 2

Rescinded: 1
Settled for Provider: 1

VSHP 2019 Total: 14

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

Provider Types Submitting Independent Review Requests in 1st Quarter 2019:

<u>CMHC:</u>	<u>2</u>
<u>Hospice:</u>	<u>1</u>
<u>Hospital:</u>	<u>24</u>
<u>Nursing Facility:</u>	<u>3</u>
<u>Physician:</u>	<u>8</u>

Provider Types Submitting Independent Review Requests in 2nd Quarter 2019:

<u>Hospice:</u>	<u>2</u>
<u>Hospital:</u>	<u>17</u>
<u>Physician:</u>	<u>3</u>
<u>Prosthetics</u>	<u>1</u>
<u>Transportation</u>	<u>1</u>

Provider Types Submitting Independent Review Requests in 3rd Quarter 2019:

<u>Hospice</u>	<u>1</u>
<u>Hospital</u>	<u>35</u>
<u>Nursing Facility:</u>	<u>1</u>

Provider Types Submitting Independent Review Requests in 4th Quarter 2019:

<u>Hospice:</u>	<u>1</u>
<u>Hospital:</u>	<u>14</u>
<u>Physician:</u>	<u>4</u>
<u>Transporter:</u>	<u>1</u>

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

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