

Summary of TennCare Independent Review Requests 2019

YTD Total: 99*

1st Quarter Total: 38

2nd Quarter Total: 24

3rd Quarter Total: 37

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Rescinded: 5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: 63

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: 4

Ineligible: 1

Partial: 1

Pending: 6

Referred to TennCare: 3

Settled for Provider: 10

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: 24

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 Upheld: 1
Ineligible: 1
Partial: 1
Pending: 1
Referred to TennCare: 2
Settled for Provider: 1

Volunteer State Health Plan 1st Qtr Total – 2

Rescinded: 1
Settled for Provider: 1

VSHP 2019 Total: 10

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
Pending: 2
Settled for Provider: 1

BCBST 2nd Qtr Total – 2*

Referred to Consumer Insurance Services: 2

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:

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