

Summary of TennCare Independent Review Requests 2023

1st Quarter Total:	105
2nd Quarter Total:	34
3rd Quarter Total:	27
YTD Total:	166

Amerigroup TN 1st Qtr. Total –9

Denial Reversed: 2
Denial Upheld: 2
Partial: 1
Settled for Provider: 4

AGP 2023 Total: 17

Amerigroup TN 2nd Qtr. Total – 3

Ineligible: 1
Settled for Provider: 2

Amerigroup TN 3rd Qtr. Total – 5

Denial Upheld: 1
Denial Upheld pay outpatient: 1
Settled for Provider: 1
Referred to TennCare for Medical Review: 2

DentaQuest 2nd Qtr. Total – 1

Enrollee Services Request Process: 1

DentaQuest 2023 Total: 1

UnitedHealthcare Plan of the River Valley 1st Qtr. Total – 11

Denial Reversed: 1
Denial Upheld: 6
Partial: 1
Processed as Provider Complaint: 1
Settled for Provider: 2

UPRV 2023 Total: 26

UnitedHealthcare Plan of the River Valley 2nd Qtr. Total – 9

Denial Reversed: 3
Denial Upheld: 1
Ineligible: 1
Partial: 2
Settled for Provider: 2

UnitedHealthcare Plan of the River Valley 3rd Qtr. Total – 6

Denial Upheld: 3
Ineligible: 3

Volunteer State Health Plan 1st Qtr. Total –85

VSHP 2023 Total: 122

Denial Reversed: 18
Denial Upheld: 27
Ineligible: 2
Partial: 21
Settled for Provider: 17

Volunteer State Health Plan 2nd Qtr. Total – 21

Denial Reversed: 10
Denial Upheld: 6
Denial Upheld - MCO offered Outpatient: 3
Ineligible: 1
Partial: 1

Volunteer State Health Plan 3rd Qtr. Total – 16

Denial Reversed: 1
Denial Upheld: 4
Ineligible: 3
Partial submit corrected claim for out/pt: 1
PC Process: 1
Referred to TennCare for Medical Review: 6

Provider Types Submitting Independent Review Requests in 1st Quarter 2023:

DME: 1
Hospital: 102
Lab: 1
Physician: 1

Provider Types Submitting Independent Review Requests in 2nd Quarter 2023:

Hospital: 30
Physician: 3
Dental: 1

Provider Types Submitting Independent Review Requests in 3rd Quarter 2023:

Physician: 3
Hospital: 24

* Independent Review of claims disputes is only available for claims denied by TennCare managed care companies.