

Summary of TennCare Independent Review Requests 2023

1st Quarter Total:	105
2nd Quarter Total:	33
YTD Total:	138

Amerigroup TN 1st Qtr. Total –9

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

AGP 2023 Total: 12

Amerigroup TN 2nd Qtr. Total – 3

Ineligible: 1
Settled for Provider: 2

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

Denial Reversed: 1
Denial Upheld: 5
Partial: 1
Processed as Provider Complaint: 1
Referred for TennCare Medical Review: 1
Settled for Provider: 2

UPRV 2023 Total: 20

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

Denial Reversed: 3
Denial Upheld: 1
Ineligible: 1
Partial: 1
Referred for TennCare Medical Review: 1
Settled for Provider: 2

Volunteer State Health Plan 1st Qtr. Total –85

Denial Reversed: 18
Denial Upheld: 24
Ineligible: 2
Partial: 17
Referred for TennCare Medical Review: 7
Settled for Provider: 17

VSHP 2023 Total: 106

Volunteer State Health Plan 2nd Qtr. Total – 21

Denial Reversed: 8
Denial Upheld: 5
Denial Upheld - MCO offered Outpatient: 2

Ineligible: 1
Partial: 1
Pending: 2
Referral for TennCare Medical Review: 2

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

<u>DME:</u>	<u>1</u>
<u>Hospital:</u>	<u>102</u>
<u>Lab:</u>	<u>1</u>
<u>Physician:</u>	<u>1</u>

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

<u>Hospital:</u>	<u>30</u>
<u>Physician:</u>	<u>3</u>

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