

## Summary of TennCare Independent Review Requests 2023

<b>1<sup>st</sup> Quarter Total:</b>	<b>105</b>
<b>2<sup>nd</sup> Quarter Total:</b>	<b>34</b>
<b>3<sup>rd</sup> Quarter Total:</b>	<b>27</b>
<b>4<sup>th</sup> Quarter Total:</b>	<b>12</b>
<b>YTD Total:</b>	<b>178</b>

### **Amerigroup TN 1<sup>st</sup> Qtr. Total –9**

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

**AGP 2023 Total: 17**

### **Amerigroup TN 2<sup>nd</sup> Qtr. Total – 3**

Ineligible: 1  
Settled for Provider: 2

### **Amerigroup TN 3<sup>rd</sup> Qtr. Total – 5**

Denial Upheld: 3  
Denial Upheld pay outpatient: 1  
Settled for Provider: 1

### **Amerigroup TN 4<sup>th</sup> Qtr. Total – 0**

### **DentaQuest 2<sup>nd</sup> Qtr. Total – 1**

Enrollee Services Request Process: 1

**DentaQuest 2023 Total: 1**

### **UnitedHealthcare Plan of the River Valley 1<sup>st</sup> Qtr. Total – 11**

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

**UPRV 2023 Total: 31**

### **UnitedHealthcare Plan of the River Valley 2<sup>nd</sup> Qtr. Total – 9**

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

### **UnitedHealthcare Plan of the River Valley 3<sup>rd</sup> Qtr. Total – 6**

Denial Upheld: 3  
Ineligible: 3

IR Requests 2023 1<sup>st</sup> 2<sup>nd</sup> 3<sup>rd</sup> 4<sup>th</sup> Quarter Totals

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**UnitedHealthcare Plan of the River Valley 4<sup>th</sup> Qtr. Total – 5**

Partial: 1  
Pending with Reviewer: 2  
Referral for Medical Review: 1  
Settled for Provider: 1

**Volunteer State Health Plan 1<sup>st</sup> Qtr. Total –85**

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

**VSHP 2023 Total: 129**

**Volunteer State Health Plan 2<sup>nd</sup> Qtr. Total – 21**

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

**Volunteer State Health Plan 3<sup>rd</sup> Qtr. Total – 16**

Denial Reversed: 1  
Denial Upheld: 5  
Denial Upheld - MCO offered Outpatient: 1  
Ineligible: 3  
Partial submit corrected claim for out/pt: 3  
PC Process: 1  
Pending with Reviewer: 2

**Volunteer State Health Plan 4<sup>th</sup> Qtr. Total – 7**

Denial Reversed: 1  
Denial Upheld: 1  
Partial submit Corrected Claim for outpatient: 3  
Settled for Provider: 2

**Provider Types Submitting Independent Review Requests in 1<sup>st</sup> Quarter 2023:**

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

**Provider Types Submitting Independent Review Requests in 2<sup>nd</sup> Quarter 2023:**

<u>Hospital:</u>	<u>30</u>
<u>Physician:</u>	<u>3</u>
<u>Dental:</u>	<u>1</u>

**Provider Types Submitting Independent Review Requests in 3<sup>rd</sup> Quarter 2023:**

<u>Hospital:</u>	<u>24</u>
<u>Physician:</u>	<u>3</u>

**Provider Types Submitting Independent Review Requests in 4<sup>th</sup> Quarter 2023:**

<u>Hospital:</u>	<u>11</u>
<u>Nursing Facility:</u>	<u>1</u>

**IR Request Submission Comparisons:**

<b>2023 Total:</b>	<b>178</b>
<b>2022 Total:</b>	<b>264</b>
<b>2021 Total:</b>	<b>140</b>
<b>202 Total:</b>	<b>139</b>
<b>2019 Total:</b>	<b>119</b>

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