

Summary of TennCare Independent Review Requests 2024

<u>1st Quarter Total:</u>	<u>18</u>
<u>2nd Quarter Total</u>	<u>17</u>
<u>YTD Total:</u>	<u>35*</u>

Wellpoint/Amerigroup TN 1st Qtr. Total – 5

Denial Reversed: 1
Denial Upheld: 1
Partial - submit corrected claim for out/pt: 2
Processed as Provider Complaint: 1

WLP/AGP 2024 Total: 8

Wellpoint/Amerigroup TN 2nd Qtr. Total – 3

Denial Reversed: 1
Ineligible: 2

UnitedHealthcare Plan of the River Valley 1st Qtr. Total – 8

Denial Upheld: 4
Ineligible: 1
Partial submit Corrected Claim for outpatient: 1
Pending with Reviewer: 1
Settled for Provider: 1

UPRV 2024 Total: 15

UnitedHealthcare Plan of the River Valley 2nd Qtr. Total – 7

Denial Reversed: 1
Ineligible: 3
Partial - submit corrected claim for out/pt: 1
Pending: 1
Settled for Provider: 1

Volunteer State Health Plan 1st Qtr. Total – 5

Denial Reversed: 1
Denial Upheld: 1
Denial Upheld - MCO offered Outpatient: 1
Partial: 1
Settled for Provider: 1

VSHP 2024 Total: 12

Volunteer State Health Plan 2nd Qtr. Total – 7

Denial Reversed: 2
Denial Upheld: 2
Partial - submit corrected claim for out/pt: 1
Referred to TennCare for Medical Review: 1
Settled for Provider: 1

IR Request Submission Comparisons:

2024 Total: 35 (through 2nd Qtr.)

2023 Total: 178

2022 Total: 264

2021 Total: 140

202 Total: 139

2019 Total: 119

* Independent Review of claims disputes is only available for claims denied by TennCare managed care companies. There was 1 Ineligible Request submitted for Medicare Advantage Special Needs Plans and, as such, was not included in this Summary Report.