

# TennCare Oversight Division of the Department of Commerce & Insurance

## Prompt Pay Compliance Summary for Processed TennCare Medical and Dental Claims

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

TennCare Contractual Requirements and TCA 56-32-126(b) Claim Types	90% 30 Day For the Month Ended	99.5% 60 Day Clean Claims	All Claims	Compliance?
<b>AMERIGROUP Tennessee, Inc.</b>				
Processor Block Vision				
Region(s): Middle				
Vision	1/31/2013	100%	100.0%	<b>YES</b>
Vision	2/28/2013	100%	100.0%	<b>YES</b>
Vision	3/31/2013	100%	100.0%	<b>YES</b>
Vision	4/30/2013	100%	99.7%	<b>YES</b>
Vision	5/31/2013	100%	100.0%	<b>YES</b>
Vision	6/30/2013	100%	99.9%	<b>YES</b>
Vision	7/31/2013	100%	99.9%	<b>YES</b>
Vision	8/31/2013	100%	100.0%	<b>YES</b>
Vision	9/30/2013	100%	100.0%	<b>YES</b>
Vision	10/31/2013	100%	100.0%	<b>YES</b>
Vision	11/30/2013	100%	100.0%	<b>YES</b>
Vision	12/31/2013	100%	100.0%	<b>YES</b>
Vision	1/31/2014	100%	100.0%	<b>YES</b>
Vision	2/28/2014	100%	100.0%	<b>YES</b>
Vision	3/31/2014	100%	100.0%	<b>YES</b>
Vision	4/30/2014	100%	100.0%	<b>YES</b>
Vision	5/31/2014	100%	100.0%	<b>YES</b>
Vision	6/30/2014	100%	100.0%	<b>YES</b>
Vision	7/31/2014	100%	100.0%	<b>YES</b>
Vision	8/31/2014	100%	100.0%	<b>YES</b>
Vision	9/30/2014	100%	100.0%	<b>YES</b>
Vision	10/31/2014	100%	100.0%	<b>YES</b>
Vision	11/30/2014	100%	100.0%	<b>YES</b>
Vision	12/31/2014	100%	100.0%	<b>YES</b>

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The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b> 30 Day	<b>99.5%</b> 60 Day		
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
<b>AMERIGROUP Tennessee, Inc.</b>				
Processor    Affiliate Organization				
Region(s): Middle				
Medical	1/31/2013	100%	99.9%	<b>YES</b>
Medical	2/28/2013	100%	99.7%	<b>YES</b>
Medical	3/31/2013	100%	100.0%	<b>YES</b>
Medical	4/30/2013	100%	99.9%	<b>YES</b>
Medical	5/31/2013	100%	99.9%	<b>YES</b>
Medical	6/30/2013	100%	100.0%	<b>YES</b>
Medical	7/31/2013	100%	99.9%	<b>YES</b>
Medical	8/31/2013	100%	99.9%	<b>YES</b>
Medical	9/30/2013	99%	99.9%	<b>YES</b>
Medical	10/31/2013	100%	100.0%	<b>YES</b>
Medical	11/30/2013	100%	100.0%	<b>YES</b>
Medical	12/31/2013	100%	100.0%	<b>YES</b>
Medical	1/31/2014	99%	100.0%	<b>YES</b>
Medical	2/28/2014	100%	99.9%	<b>YES</b>
Medical	3/31/2014	100%	100.0%	<b>YES</b>
Medical	4/30/2014	100%	100.0%	<b>YES</b>
Medical	5/31/2014	99%	99.9%	<b>YES</b>
Medical	6/30/2014	100%	99.9%	<b>YES</b>
Medical	7/31/2014	100%	100.0%	<b>YES</b>
Medical	8/31/2014	100%	100.0%	<b>YES</b>
Medical	9/30/2014	100%	100.0%	<b>YES</b>
Medical	10/31/2014	100%	100.0%	<b>YES</b>
Medical	11/30/2014	100%	100.0%	<b>YES</b>
Medical	12/31/2014	99%	99.9%	<b>YES</b>

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<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b> 30 Day	<b>99.5%</b> 60 Day		
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
<b>AMERIGROUP Tennessee, Inc.</b>				
Processor Tennessee Carriers				
Region(s): Middle				
Non Emergency Transportation	1/31/2013	91%	99.9%	<b>YES</b>
Non Emergency Transportation	2/28/2013	91%	99.9%	<b>YES</b>
Non Emergency Transportation	3/31/2013	93%	99.9%	<b>YES</b>
Non Emergency Transportation	4/30/2013	92%	99.8%	<b>YES</b>
Non Emergency Transportation	5/31/2013	93%	99.8%	<b>YES</b>
Non Emergency Transportation	6/30/2013	90%	100.0%	<b>YES</b>
Non Emergency Transportation	7/31/2013	90%	99.5%	<b>YES</b>
Non Emergency Transportation	8/31/2013	91%	99.5%	<b>YES</b>
Non Emergency Transportation	9/30/2013	91%	99.8%	<b>YES</b>
Non Emergency Transportation	10/31/2013	95%	100.0%	<b>YES</b>
Non Emergency Transportation	11/30/2013	93%	99.9%	<b>YES</b>
Non Emergency Transportation	12/31/2013	95%	99.5%	<b>YES</b>
Non Emergency Transportation	1/31/2014	98%	99.6%	<b>YES</b>
Non Emergency Transportation	2/28/2014	96%	99.8%	<b>YES</b>
Non Emergency Transportation	3/31/2014	91%	100.0%	<b>YES</b>
Non Emergency Transportation	4/30/2014	91%	99.7%	<b>YES</b>
Non Emergency Transportation	5/31/2014	94%	99.9%	<b>YES</b>
Non Emergency Transportation	6/30/2014	92%	100.0%	<b>YES</b>
Non Emergency Transportation	7/31/2014	97%	100.0%	<b>YES</b>
Non Emergency Transportation	8/31/2014	95%	99.9%	<b>YES</b>
Non Emergency Transportation	9/30/2014	96%	99.9%	<b>YES</b>
Non Emergency Transportation	10/31/2014	94%	99.9%	<b>YES</b>
Non Emergency Transportation	11/30/2014	92%	99.8%	<b>YES</b>
Non Emergency Transportation	12/31/2014	100%	100.0%	<b>YES</b>

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The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b> 30 Day	<b>99.5%</b> 60 Day		
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
<b>Delta Dental of Tennessee, Inc.</b>				
Processor    Affiliate Organization				
Region(s): All				
Dental	1/31/2013	99%	100.0%	<b>YES</b>
Dental	2/28/2013	100%	100.0%	<b>YES</b>
Dental	3/31/2013	99%	100.0%	<b>YES</b>
Dental	4/30/2013	99%	100.0%	<b>YES</b>
Dental	5/31/2013	100%	100.0%	<b>YES</b>
Dental	6/30/2013	100%	100.0%	<b>YES</b>
Dental	7/31/2013	100%	100.0%	<b>YES</b>
Dental	8/31/2013	100%	100.0%	<b>YES</b>
Dental	9/30/2013	100%	100.0%	<b>YES</b>
Dental	10/31/2013	100%	100.0%	<b>YES</b>
Dental	11/30/2013	100%	99.9%	<b>YES</b>
Dental	12/31/2013	100%	100.0%	<b>YES</b>
Dental	1/31/2014	100%	100.0%	<b>YES</b>
Dental	2/28/2014	100%	99.8%	<b>YES</b>
Dental	3/31/2014	100%	99.9%	<b>YES</b>

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<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b> 30 Day	<b>99.5%</b> 60 Day		
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
<b>DentaQuest USA Insurance Co., Inc.</b>				
Processor    Affiliate Organization				
Region(s): All				
Dental	10/31/2013	100%	100.0%	<b>YES</b>
Dental	11/30/2013	100%	100.0%	<b>YES</b>
Dental	12/31/2013	100%	100.0%	<b>YES</b>
Dental	1/31/2014	100%	99.9%	<b>YES</b>
Dental	2/28/2014	100%	99.9%	<b>YES</b>
Dental	3/31/2014	100%	99.9%	<b>YES</b>
Dental	4/30/2014	100%	100.0%	<b>YES</b>
Dental	5/31/2014	100%	99.9%	<b>YES</b>
Dental	6/30/2014	100%	100.0%	<b>YES</b>
Dental	7/31/2014	100%	99.9%	<b>YES</b>
Dental	8/31/2014	100%	99.9%	<b>YES</b>
Dental	9/30/2014	100%	100.0%	<b>YES</b>
Dental	10/31/2014	100%	100.0%	<b>YES</b>
Dental	11/30/2014	100%	100.0%	<b>YES</b>
Dental	12/31/2014	99%	100.0%	<b>YES</b>

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<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b> 30 Day	<b>99.5%</b> 60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

**UnitedHealthcare Plans of the River Valley, Inc.**

Processor March Vision

Region(s): East

Claim Types	For the Month Ended	90% Clean Claims	99.5% 60 Day	All Claims Compliance?
Vision	1/31/2013	100%	100.0%	<b>YES</b>
Vision	2/28/2013	100%	100.0%	<b>Yes</b>
Vision	3/31/2013	100%	100.0%	<b>YES</b>
Vision	4/30/2013	100%	100.0%	<b>YES</b>
Vision	5/31/2013	100%	100.0%	<b>YES</b>
Vision	6/30/2013	100%	99.7%	<b>YES</b>
Vision	7/31/2013	100%	100.0%	<b>YES</b>
Vision	8/31/2013	100%	100.0%	<b>YES</b>
Vision	9/30/2013	100%	100.0%	<b>YES</b>
Vision	10/31/2013	100%	100.0%	<b>YES</b>
Vision	11/30/2013	100%	100.0%	<b>YES</b>
Vision	12/31/2013	100%	100.0%	<b>YES</b>
Vision	1/31/2014	100%	100.0%	<b>YES</b>
Vision	2/28/2014	100%	100.0%	<b>YES</b>
Vision	3/31/2014	100%	100.0%	<b>YES</b>
Vision	4/30/2014	100%	100.0%	<b>YES</b>
Vision	5/31/2014	100%	100.0%	<b>YES</b>
Vision	6/30/2014	100%	100.0%	<b>YES</b>
Vision	7/31/2014	100%	100.0%	<b>YES</b>
Vision	8/31/2014	100%	100.0%	<b>YES</b>
Vision	9/30/2014	100%	100.0%	<b>YES</b>
Vision	10/31/2014	100%	100.0%	<b>YES</b>
Vision	11/30/2014	100%	100.0%	<b>YES</b>
Vision	12/31/2014	100%	100.0%	<b>YES</b>

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<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b> 30 Day	<b>99.5%</b> 60 Day		
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
<b>UnitedHealthcare Plans of the River Valley, Inc.</b>				
Processor    Affiliate Organization				
Region(s): East - Risk Contract				
Non Emergency Transportation	1/31/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	2/28/2013	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	3/31/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	4/30/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	5/31/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	6/30/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	7/31/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	8/31/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	9/30/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	10/31/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	11/30/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	12/31/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	1/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	2/28/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	3/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	4/30/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	5/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	6/30/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	7/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	8/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	9/30/2014	99%	100.0%	<b>YES</b>
Non Emergency Transportation	10/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	11/30/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	12/31/2014	100%	100.0%	<b>YES</b>

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TennCare Contractual Requirements and TCA 56-32-126(b)	90% 30 Day	99.5% 60 Day		
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
<b>UnitedHealthcare Plans of the River Valley, Inc.</b>				
Processor    Affiliate Organization				
Region(s): East - Risk Contract				
Medical	1/31/2013	99%	99.6%	<b>YES</b>
Medical	2/28/2013	100%	99.9%	<b>YES</b>
Medical	3/31/2013	100%	99.9%	<b>Yes</b>
Medical	4/30/2013	100%	99.8%	<b>YES</b>
Medical	5/31/2013	100%	99.9%	<b>YES</b>
Medical	6/30/2013	100%	99.9%	<b>YES</b>
Medical	7/31/2013	100%	100.0%	<b>YES</b>
Medical	8/31/2013	100%	100.0%	<b>YES</b>
Medical	9/30/2013	100%	100.0%	<b>YES</b>
Medical	10/31/2013	100%	100.0%	<b>YES</b>
Medical	11/30/2013	100%	100.0%	<b>YES</b>
Medical	12/31/2013	100%	100.0%	<b>YES</b>
Medical	1/31/2014	100%	100.0%	<b>YES</b>
Medical	2/28/2014	100%	100.0%	<b>YES</b>
Medical	3/31/2014	100%	100.0%	<b>YES</b>
Medical	4/30/2014	100%	100.0%	<b>YES</b>
Medical	5/31/2014	100%	100.0%	<b>YES</b>
Medical	6/30/2014	100%	100.0%	<b>YES</b>
Medical	7/31/2014	100%	100.0%	<b>YES</b>
Medical	8/31/2014	100%	100.0%	<b>YES</b>
Medical	9/30/2014	100%	99.8%	<b>YES</b>
Medical	10/31/2014	100%	100.0%	<b>YES</b>
Medical	11/30/2014	100%	100.0%	<b>YES</b>
Medical	12/31/2014	100%	100.0%	<b>YES</b>



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<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b> 30 Day	<b>99.5%</b> 60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

**UnitedHealthcare Plans of the River Valley, Inc.**

Processor March Vision

Region(s): Middle

Claim Types	For the Month Ended	90% Clean Claims	99.5% 60 Day	All Claims Compliance?
Vision	1/31/2013	100%	100.0%	<b>YES</b>
Vision	2/28/2013	100%	99.8%	<b>Yes</b>
Vision	3/31/2013	100%	99.8%	<b>YES</b>
Vision	4/30/2013	100%	100.0%	<b>YES</b>
Vision	5/31/2013	100%	100.0%	<b>YES</b>
Vision	6/30/2013	100%	99.7%	<b>YES</b>
Vision	7/31/2013	100%	100.0%	<b>YES</b>
Vision	8/31/2013	100%	100.0%	<b>YES</b>
Vision	9/30/2013	100%	100.0%	<b>YES</b>
Vision	10/31/2013	100%	100.0%	<b>YES</b>
Vision	11/30/2013	100%	100.0%	<b>YES</b>
Vision	12/31/2013	100%	100.0%	<b>YES</b>
Vision	1/31/2014	100%	99.9%	<b>YES</b>
Vision	2/28/2014	100%	100.0%	<b>YES</b>
Vision	3/31/2014	100%	100.0%	<b>YES</b>
Vision	4/30/2014	100%	100.0%	<b>YES</b>
Vision	5/31/2014	100%	100.0%	<b>YES</b>
Vision	6/30/2014	100%	100.0%	<b>YES</b>
Vision	7/31/2014	100%	100.0%	<b>YES</b>
Vision	8/31/2014	100%	100.0%	<b>YES</b>
Vision	9/30/2014	100%	100.0%	<b>YES</b>
Vision	10/31/2014	100%	100.0%	<b>YES</b>
Vision	11/30/2014	100%	99.9%	<b>YES</b>
Vision	12/31/2014	100%	100.0%	<b>YES</b>

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Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
<b>UnitedHealthcare Plans of the River Valley, Inc.</b>				
Processor    Affiliate Organization				
Region(s): Middle				
Non Emergency Transportation	1/31/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	2/28/2013	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	3/31/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	4/30/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	5/31/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	6/30/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	6/30/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	7/31/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	8/31/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	9/30/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	10/31/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	11/30/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	12/31/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	1/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	2/28/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	3/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	4/30/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	5/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	6/30/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	7/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	8/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	9/30/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	10/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	11/30/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	12/31/2014	100%	100.0%	<b>YES</b>

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Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
<b>UnitedHealthcare Plans of the River Valley, Inc.</b>				
Processor    Affiliate Organization				
Region(s): Middle				
Medical	1/31/2013	100%	99.5%	<b>YES</b>
Medical	2/28/2013	100%	99.9%	<b>YES</b>
Medical	3/31/2013	100%	99.8%	<b>YES</b>
Medical	4/30/2013	100%	99.9%	<b>YES</b>
Medical	5/31/2013	100%	99.9%	<b>YES</b>
Medical	6/30/2013	100%	100.0%	<b>YES</b>
Medical	7/31/2013	100%	100.0%	<b>YES</b>
Medical	8/31/2013	100%	100.0%	<b>YES</b>
Medical	9/30/2013	100%	100.0%	<b>YES</b>
Medical	10/31/2013	100%	100.0%	<b>YES</b>
Medical	11/30/2013	100%	100.0%	<b>YES</b>
Medical	12/31/2013	100%	99.9%	<b>YES</b>
Medical	1/31/2014	100%	99.8%	<b>YES</b>
Medical	2/28/2014	100%	99.9%	<b>YES</b>
Medical	3/31/2014	100%	99.9%	<b>YES</b>
Medical	4/30/2014	100%	99.9%	<b>YES</b>
Medical	5/31/2014	100%	100.0%	<b>YES</b>
Medical	6/30/2014	100%	99.9%	<b>YES</b>
Medical	7/31/2014	100%	100.0%	<b>YES</b>
Medical	8/31/2014	100%	100.0%	<b>YES</b>
Medical	9/30/2014	100%	99.8%	<b>YES</b>
Medical	10/31/2014	100%	100.0%	<b>YES</b>
Medical	11/30/2014	100%	100.0%	<b>YES</b>
Medical	12/31/2014	100%	100.0%	<b>YES</b>

# TennCare Oversight Division of the Department of Commerce & Insurance

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b> 30 Day	<b>99.5%</b> 60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

**UnitedHealthcare Plans of the River Valley, Inc.**

Processor March Vision

Region(s): West

Claim Types	For the Month Ended	90% Clean Claims	99.5% 60 Day	All Claims Compliance?
Vision	1/31/2013	100%	100.0%	<b>YES</b>
Vision	2/28/2013	100%	100.0%	<b>Yes</b>
Vision	3/31/2013	100%	100.0%	<b>YES</b>
Vision	4/30/2013	100%	100.0%	<b>YES</b>
Vision	5/31/2013	100%	100.0%	<b>YES</b>
Vision	6/30/2013	100%	100.0%	<b>YES</b>
Vision	7/31/2013	100%	100.0%	<b>YES</b>
Vision	8/31/2013	100%	100.0%	<b>YES</b>
Vision	9/30/2013	100%	100.0%	<b>YES</b>
Vision	10/31/2013	100%	100.0%	<b>YES</b>
Vision	11/30/2013	100%	100.0%	<b>YES</b>
Vision	12/31/2013	100%	100.0%	<b>YES</b>
Vision	1/31/2014	100%	100.0%	<b>YES</b>
Vision	2/28/2014	100%	100.0%	<b>YES</b>
Vision	3/31/2014	100%	100.0%	<b>YES</b>
Vision	4/30/2014	100%	100.0%	<b>YES</b>
Vision	5/31/2014	100%	100.0%	<b>YES</b>
Vision	6/30/2014	100%	100.0%	<b>YES</b>
Vision	7/31/2014	100%	100.0%	<b>YES</b>
Vision	8/31/2014	100%	100.0%	<b>YES</b>
Vision	9/30/2014	100%	100.0%	<b>YES</b>
Vision	10/31/2014	100%	100.0%	<b>YES</b>
Vision	11/30/2014	100%	100.0%	<b>YES</b>
Vision	12/31/2014	100%	100.0%	<b>YES</b>

# TennCare Oversight Division of the Department of Commerce & Insurance

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b> 30 Day	<b>99.5%</b> 60 Day		
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
<b>UnitedHealthcare Plans of the River Valley, Inc.</b>				
Processor    Affiliate Organization				
Region(s): West				
Non Emergency Transportation	1/31/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	2/28/2013	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	3/31/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	4/30/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	5/31/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	6/30/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	7/31/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	8/31/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	9/30/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	10/31/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	11/30/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	12/31/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	1/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	2/28/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	3/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	4/30/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	5/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	6/30/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	7/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	8/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	9/30/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	10/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	11/30/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	12/31/2014	100%	100.0%	<b>YES</b>

# TennCare Oversight Division of the Department of Commerce & Insurance

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b> 30 Day	<b>99.5%</b> 60 Day		
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
<b>UnitedHealthcare Plans of the River Valley, Inc.</b>				
Processor    Affiliate Organization				
Region(s): West				
Medical	1/31/2013	100%	99.5%	<b>YES</b>
Medical	2/28/2013	100%	99.8%	<b>YES</b>
Medical	3/31/2013	100%	100.0%	<b>YES</b>
Medical	4/30/2013	100%	99.8%	<b>YES</b>
Medical	5/31/2013	100%	99.7%	<b>YES</b>
Medical	6/30/2013	100%	99.7%	<b>YES</b>
Medical	7/31/2013	100%	99.8%	<b>YES</b>
Medical	8/31/2013	100%	100.0%	<b>YES</b>
Medical	9/30/2013	100%	100.0%	<b>YES</b>
Medical	10/31/2013	100%	100.0%	<b>YES</b>
Medical	11/30/2013	100%	100.0%	<b>YES</b>
Medical	12/31/2013	100%	100.0%	<b>YES</b>
Medical	1/31/2014	100%	99.9%	<b>YES</b>
Medical	2/28/2014	100%	99.9%	<b>YES</b>
Medical	3/31/2014	100%	100.0%	<b>YES</b>
Medical	4/30/2014	100%	100.0%	<b>YES</b>
Medical	5/31/2014	100%	100.0%	<b>YES</b>
Medical	6/30/2014	100%	100.0%	<b>YES</b>
Medical	7/31/2014	100%	100.0%	<b>YES</b>
Medical	8/31/2014	100%	100.0%	<b>YES</b>
Medical	9/30/2014	100%	99.9%	<b>YES</b>
Medical	10/31/2014	100%	100.0%	<b>YES</b>
Medical	11/30/2014	100%	100.0%	<b>YES</b>
Medical	12/31/2014	100%	100.0%	<b>YES</b>

# TennCare Oversight Division of the Department of Commerce & Insurance

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b> 30 Day	<b>99.5%</b> 60 Day
Claim Types	For the Month Ended	Clean Claims
		All Claims Compliance?

**Volunteer State Health Plan, Inc., d/b/a BlueCare**

Processor Care Centrix

Region(s): East - Risk Contract

DME	Date	90% Clean Claims	99.5% All Claims	Compliance?
DME	1/31/2013	97%	99.9%	<b>YES</b>
DME	2/28/2013	100%	100.0%	<b>YES</b>
DME	3/31/2013	99%	99.6%	<b>YES</b>
DME	4/30/2013	99%	99.5%	<b>YES</b>
DME	5/31/2013	98%	98.9%	<b>NO</b>
DME	6/30/2013	97%	97.1%	<b>NO</b>
DME	7/31/2013	99%	99.2%	<b>NO</b>
DME	8/31/2013	87%	90.7%	<b>NO</b>
DME	9/30/2013	74%	73.7%	<b>NO</b>
DME	10/31/2013	95%	94.9%	<b>NO</b>
DME	11/30/2013	89%	88.6%	<b>NO</b>

# TennCare Oversight Division of the Department of Commerce & Insurance

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

TennCare Contractual Requirements and TCA 56-32-126(b) Claim Types	For the Month Ended	90% 30 Day Clean Claims	99.5% 60 Day All Claims	Compliance?
<b>Volunteer State Health Plan, Inc., d/b/a BlueCare</b>				
Processor    Affiliate Organization				
Region(s): East - Risk Contract				
Medical	1/31/2013	95%	99.8%	<b>YES</b>
Medical	2/28/2013	99%	99.5%	<b>YES</b>
Medical	3/31/2013	99%	99.9%	<b>YES</b>
Medical	4/30/2013	98%	99.8%	<b>YES</b>
Medical	5/31/2013	97%	99.9%	<b>YES</b>
Medical	6/30/2013	99%	100.0%	<b>YES</b>
Medical	7/31/2013	94%	100.0%	<b>YES</b>
Medical	8/31/2013	97%	99.9%	<b>YES</b>
Medical	9/30/2013	97%	99.9%	<b>YES</b>
Medical	10/31/2013	99%	100.0%	<b>YES</b>
Medical	11/30/2013	96%	99.9%	<b>YES</b>
Medical	12/31/2013	97%	100.0%	<b>YES</b>
Medical	1/31/2014	98%	99.9%	<b>YES</b>
Medical	2/28/2014	99%	99.8%	<b>YES</b>
Medical	3/31/2014	99%	99.9%	<b>YES</b>
Medical	4/30/2014	100%	99.9%	<b>YES</b>
Medical	5/31/2014	99%	99.8%	<b>YES</b>
Medical	6/30/2014	99%	99.9%	<b>YES</b>
Medical	7/31/2014	99%	99.8%	<b>YES</b>
Medical	8/31/2014	100%	100.0%	<b>YES</b>
Medical	9/30/2014	100%	100.0%	<b>YES</b>
Medical	10/31/2014	100%	99.9%	<b>YES</b>
Medical	11/30/2014	100%	100.0%	<b>YES</b>
Medical	12/31/2014	99%	99.9%	<b>YES</b>



# TennCare Oversight Division of the Department of Commerce & Insurance

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b> 30 Day	<b>99.5%</b> 60 Day		
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
<b>Volunteer State Health Plan, Inc., d/b/a BlueCare</b>				
Processor Southeastrans				
Region(s): East - Risk Contract				
Non Emergency Transportation	1/31/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	2/28/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	3/31/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	4/30/2013	100%	99.8%	<b>YES</b>
Non Emergency Transportation	5/31/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	6/30/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	7/31/2013	98%	100.0%	<b>YES</b>
Non Emergency Transportation	8/31/2013	96%	100.0%	<b>YES</b>
Non Emergency Transportation	9/30/2013	93%	100.0%	<b>YES</b>
Non Emergency Transportation	10/31/2013	96%	100.0%	<b>YES</b>
Non Emergency Transportation	11/30/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	12/31/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	1/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	2/28/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	3/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	4/30/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	5/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	6/30/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	7/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	8/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	9/30/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	10/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	11/30/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	12/31/2014	100%	100.0%	<b>YES</b>

# TennCare Oversight Division of the Department of Commerce & Insurance

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>		<b>90%</b>	<b>99.5%</b>	
Claim Types	For the Month Ended	30 Day Clean Claims	60 Day All Claims	Compliance?

**Volunteer State Health Plan, Inc., d/b/a BlueCare**

Processor Care Centrix

Region(s): West

DME	Date	30 Day Clean Claims	60 Day All Claims	Compliance?
DME	1/31/2013	96%	99.7%	<b>YES</b>
DME	2/28/2013	99%	100.0%	<b>YES</b>
DME	3/31/2013	95%	96.1%	<b>NO</b>
DME	4/30/2013	99%	100.0%	<b>YES</b>
DME	5/31/2013	97%	96.8%	<b>NO</b>
DME	6/30/2013	98%	97.9%	<b>NO</b>
DME	7/31/2013	94%	93.8%	<b>NO</b>
DME	8/31/2013	100%	100.0%	<b>YES</b>
DME	9/30/2013	88%	87.5%	<b>NO</b>
DME	10/31/2013	90%	90.0%	<b>NO</b>
DME	11/30/2013	100%	100.0%	<b>YES</b>

# TennCare Oversight Division of the Department of Commerce & Insurance

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b> 30 Day	<b>99.5%</b> 60 Day		
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
<b>Volunteer State Health Plan, Inc., d/b/a BlueCare</b>				
Processor    Affiliate Organization				
Region(s): West				
Medical	1/31/2013	94%	99.7%	<b>YES</b>
Medical	2/28/2013	99%	99.6%	<b>YES</b>
Medical	3/31/2013	99%	99.8%	<b>YES</b>
Medical	4/30/2013	98%	99.7%	<b>YES</b>
Medical	5/31/2013	98%	99.9%	<b>YES</b>
Medical	6/30/2013	99%	100.0%	<b>YES</b>
Medical	7/31/2013	95%	100.0%	<b>YES</b>
Medical	8/31/2013	97%	99.9%	<b>YES</b>
Medical	9/30/2013	98%	100.0%	<b>YES</b>
Medical	10/31/2013	99%	100.0%	<b>YES</b>
Medical	11/30/2013	97%	100.0%	<b>YES</b>
Medical	12/31/2013	97%	100.0%	<b>YES</b>
Medical	1/31/2014	98%	99.9%	<b>YES</b>
Medical	2/28/2014	99%	99.9%	<b>YES</b>
Medical	3/31/2014	99%	99.9%	<b>YES</b>
Medical	4/30/2014	100%	99.9%	<b>YES</b>
Medical	5/31/2014	99%	99.8%	<b>YES</b>
Medical	6/30/2014	99%	99.9%	<b>YES</b>
Medical	7/31/2014	99%	100.0%	<b>YES</b>
Medical	8/31/2014	100%	100.0%	<b>YES</b>
Medical	9/30/2014	100%	100.0%	<b>YES</b>
Medical	10/31/2014	100%	99.9%	<b>YES</b>
Medical	11/30/2014	100%	100.0%	<b>YES</b>
Medical	12/31/2014	99%	99.9%	<b>YES</b>

# TennCare Oversight Division of the Department of Commerce & Insurance

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b> 30 Day	<b>99.5%</b> 60 Day		
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
<b>Volunteer State Health Plan, Inc., d/b/a BlueCare</b>				
Processor Southeastrans				
Region(s): West				
Non Emergency Transportation	1/31/2013	98%	100.0%	<b>YES</b>
Non Emergency Transportation	2/28/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	3/31/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	4/30/2013	99%	100.0%	<b>YES</b>
Non Emergency Transportation	5/31/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	6/30/2013	99%	100.0%	<b>YES</b>
Non Emergency Transportation	7/31/2013	91%	100.0%	<b>YES</b>
Non Emergency Transportation	8/31/2013	90%	100.0%	<b>YES</b>
Non Emergency Transportation	9/30/2013	91%	100.0%	<b>YES</b>
Non Emergency Transportation	10/31/2013	93%	100.0%	<b>YES</b>
Non Emergency Transportation	11/30/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	12/31/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	1/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	2/28/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	3/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	4/30/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	5/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	6/30/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	7/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	8/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	9/30/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	10/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	11/30/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	12/31/2014	100%	100.0%	<b>YES</b>

# TennCare Oversight Division of the Department of Commerce & Insurance

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>		<b>90%</b>	<b>99.5%</b>	
Claim Types	For the Month Ended	30 Day Clean Claims	60 Day All Claims	Compliance?

**Volunteer State Health Plan, Inc., d/b/a TennCare Select**

Processor Care Centrix

Region(s): All

DME	Date	30 Day Clean Claims	60 Day All Claims	Compliance?
DME	1/31/2013	94%	99.8%	<b>YES</b>
DME	2/28/2013	100%	100.0%	<b>YES</b>
DME	3/31/2013	100%	100.0%	<b>YES</b>
DME	4/30/2013	98%	99.0%	<b>NO</b>
DME	5/31/2013	97%	98.2%	<b>NO</b>
DME	6/30/2013	97%	99.2%	<b>NO</b>
DME	7/31/2013	97%	98.6%	<b>NO</b>
DME	8/31/2013	89%	91.5%	<b>NO</b>
DME	9/30/2013	97%	96.6%	<b>NO</b>
DME	10/31/2013	89%	94.4%	<b>NO</b>
DME	11/30/2013	91%	90.6%	<b>NO</b>

# TennCare Oversight Division of the Department of Commerce & Insurance

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b> 30 Day	<b>99.5%</b> 60 Day		
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
<b>Volunteer State Health Plan, Inc., d/b/a TennCare Select</b>				
Processor    Affiliate Organization				
Region(s): All				
Medical	1/31/2013	94%	99.7%	<b>YES</b>
Medical	2/28/2013	99%	99.5%	<b>YES</b>
Medical	3/31/2013	99%	99.8%	<b>YES</b>
Medical	4/30/2013	99%	99.7%	<b>YES</b>
Medical	5/31/2013	98%	99.9%	<b>YES</b>
Medical	6/30/2013	99%	99.9%	<b>YES</b>
Medical	7/31/2013	94%	99.9%	<b>YES</b>
Medical	8/31/2013	97%	99.9%	<b>YES</b>
Medical	9/30/2013	97%	99.9%	<b>YES</b>
Medical	10/31/2013	99%	99.9%	<b>YES</b>
Medical	11/30/2013	96%	99.9%	<b>YES</b>
Medical	12/31/2013	96%	100.0%	<b>YES</b>
Medical	1/31/2014	97%	99.9%	<b>YES</b>
Medical	2/28/2014	99%	99.8%	<b>YES</b>
Medical	3/31/2014	99%	99.8%	<b>YES</b>
Medical	4/30/2014	99%	99.9%	<b>YES</b>
Medical	5/31/2014	99%	99.6%	<b>YES</b>
Medical	6/30/2014	99%	99.9%	<b>YES</b>
Medical	7/31/2014	99%	99.8%	<b>YES</b>
Medical	8/31/2014	99%	99.9%	<b>YES</b>
Medical	9/30/2014	99%	99.9%	<b>YES</b>
Medical	10/31/2014	99%	99.9%	<b>YES</b>
Medical	11/30/2014	100%	100.0%	<b>YES</b>
Medical	12/31/2014	99%	99.9%	<b>YES</b>

# TennCare Oversight Division of the Department of Commerce & Insurance

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b> 30 Day	<b>99.5%</b> 60 Day		
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
<b>Volunteer State Health Plan, Inc., d/b/a TennCare Select</b>				
Processor Southeastrans				
Region(s): All				
Non Emergency Transportation	1/31/2013	99%	100.0%	<b>YES</b>
Non Emergency Transportation	2/28/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	3/31/2013	99%	100.0%	<b>YES</b>
Non Emergency Transportation	4/30/2013	98%	99.8%	<b>YES</b>
Non Emergency Transportation	5/31/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	6/30/2013	99%	100.0%	<b>YES</b>
Non Emergency Transportation	7/31/2013	95%	100.0%	<b>YES</b>
Non Emergency Transportation	8/31/2013	94%	100.0%	<b>YES</b>
Non Emergency Transportation	9/30/2013	91%	100.0%	<b>YES</b>
Non Emergency Transportation	10/31/2013	94%	100.0%	<b>YES</b>
Non Emergency Transportation	11/30/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	12/31/2013	100%	100.0%	<b>YES</b>
Non Emergency Transportation	1/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	2/28/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	3/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	4/30/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	5/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	6/30/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	7/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	8/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	9/30/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	10/31/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	11/30/2014	100%	100.0%	<b>YES</b>
Non Emergency Transportation	12/31/2014	100%	100.0%	<b>YES</b>