

Prompt Pay Compliance Summary for Processed

TennCare Oversight Division of the Department of Commerce & Insurance

The HMO's contract with the TennCare Bureau include additional prompt pay claims processing requirements for the CHOICES program. The additional requirements apply to electronically submitted nursing facility claims and for HCBS claims for services other than PERS, assistive technology, minor home modifications, and pest control.

TennCare Contractual Requirements Only	90%	99.5%	
For the Month Ended	14 Day	21 Day	Compliance?
	Clean Claims	Clean Claims	

AMERIGROUP Tennessee, Inc.

Region(s): Middle

Month	90% Clean Claims	99.5% Clean Claims	Compliance?
1/31/2013	86%	100.0%	NO
2/28/2013	100%	100.0%	YES
3/31/2013	100%	100.0%	YES
4/30/2013	100%	100.0%	YES
5/31/2013	100%	100.0%	YES
6/30/2013	100%	99.8%	YES
7/31/2013	100%	100.0%	YES
8/31/2013	100%	100.0%	YES
9/30/2013	100%	100.0%	YES
10/31/2013	99%	100.0%	YES
11/30/2013	100%	100.0%	YES
12/31/2013	100%	99.8%	YES
1/31/2014	100%	100.0%	YES
2/28/2014	99%	99.5%	YES
3/31/2014	100%	99.7%	YES
4/30/2014	100%	100.0%	YES
5/31/2014	100%	100.0%	YES
6/30/2014	100%	100.0%	YES
7/31/2014	100%	100.0%	YES
8/31/2014	99%	100.0%	YES
9/30/2014	100%	99.9%	YES
10/31/2014	100%	100.0%	YES
11/30/2014	99%	100.0%	YES
12/31/2014	100%	100.0%	YES

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TennCare Contractual Requirements Only	90%	99.5%	
	14 Day	21 Day	
For the Month Ended	Clean Claims	Clean Claims	Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Region(s): East

1/31/2013	99%	99.7%	YES
2/28/2013	100%	99.9%	Yes
3/31/2013	100%	100.0%	YES
4/30/2013	100%	100.0%	YES
5/31/2013	100%	100.0%	YES
6/30/2013	100%	100.0%	YES
7/31/2013	100%	100.0%	YES
8/31/2013	100%	100.0%	YES
9/30/2013	100%	100.0%	YES
10/31/2013	100%	100.0%	YES
11/30/2013	100%	100.0%	YES
12/31/2013	100%	100.0%	YES
1/31/2014	100%	100.0%	YES
2/28/2014	100%	100.0%	YES
3/31/2014	100%	100.0%	YES
4/30/2014	100%	100.0%	YES
5/31/2014	100%	100.0%	YES
6/30/2014	100%	100.0%	YES
7/31/2014	100%	100.0%	YES
8/31/2014	100%	100.0%	YES
9/30/2014	100%	100.0%	YES
10/31/2014	100%	100.0%	YES
11/30/2014	100%	100.0%	YES
12/31/2014	100%	100.0%	YES

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TennCare Contractual Requirements Only	90%	99.5%	
	14 Day	21 Day	
For the Month Ended	Clean Claims	Clean Claims	Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Region(s): Middle

1/31/2013	99%	99.7%	YES
2/28/2013	100%	100.0%	YES
3/31/2013	100%	100.0%	YES
4/30/2013	100%	100.0%	YES
5/31/2013	100%	100.0%	YES
6/30/2013	100%	100.0%	YES
7/31/2013	100%	100.0%	YES
8/31/2013	100%	100.0%	YES
9/30/2013	100%	100.0%	YES
10/31/2013	100%	100.0%	YES
11/30/2013	100%	100.0%	YES
12/31/2013	100%	100.0%	YES
1/31/2014	100%	100.0%	YES
2/28/2014	100%	100.0%	YES
3/31/2014	100%	100.0%	YES
4/30/2014	100%	100.0%	YES
5/31/2014	100%	100.0%	YES
6/30/2014	100%	100.0%	YES
7/31/2014	100%	100.0%	YES
8/31/2014	100%	100.0%	YES
9/30/2014	99%	100.0%	YES
10/31/2014	99%	100.0%	YES
11/30/2014	100%	100.0%	YES
12/31/2014	100%	100.0%	YES

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TennCare Contractual Requirements Only	90%	99.5%	
	14 Day	21 Day	
For the Month Ended	Clean Claims	Clean Claims	Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Region(s): West

Month	Clean Claims	Clean Claims	Compliance?
1/31/2013	99%	99.9%	YES
2/28/2013	100%	100.0%	YES
3/31/2013	100%	100.0%	YES
4/30/2013	100%	100.0%	YES
5/31/2013	100%	100.0%	YES
6/30/2013	100%	100.0%	YES
7/31/2013	100%	100.0%	YES
8/31/2013	100%	100.0%	YES
9/30/2013	100%	100.0%	YES
10/31/2013	100%	100.0%	YES
11/30/2013	100%	100.0%	YES
12/31/2013	100%	100.0%	YES
1/31/2014	100%	100.0%	YES
2/28/2014	100%	100.0%	YES
3/31/2014	100%	100.0%	YES
4/30/2014	100%	100.0%	YES
5/31/2014	100%	100.0%	YES
6/30/2014	100%	100.0%	YES
7/31/2014	100%	100.0%	YES
8/31/2014	100%	100.0%	YES
9/30/2014	100%	100.0%	YES
10/31/2014	100%	100.0%	YES
11/30/2014	100%	100.0%	YES
12/31/2014	100%	100.0%	YES

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TennCare Contractual Requirements Only	90%	99.5%	
	14 Day	21 Day	
For the Month Ended	Clean Claims	Clean Claims	Compliance?

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

Region(s): East

1/31/2013	99%	99.7%	YES
2/28/2013	100%	100.0%	YES
3/31/2013	99%	100.0%	YES
4/30/2013	99%	100.0%	YES
5/31/2013	99%	99.9%	YES
6/30/2013	99%	100.0%	YES
7/31/2013	100%	100.0%	YES
8/31/2013	99%	100.0%	YES
9/30/2013	100%	100.0%	YES
10/31/2013	100%	100.0%	YES
11/30/2013	100%	100.0%	YES
12/31/2013	100%	100.0%	YES
1/31/2014	100%	100.0%	YES
2/28/2014	100%	100.0%	YES
3/31/2014	100%	100.0%	YES
4/30/2014	100%	100.0%	YES
5/31/2014	99%	100.0%	YES
6/30/2014	100%	100.0%	YES
7/31/2014	99%	99.9%	YES
8/31/2014	100%	100.0%	YES
9/30/2014	100%	100.0%	YES
10/31/2014	99%	100.0%	YES
11/30/2014	100%	100.0%	YES
12/31/2014	99%	100.0%	YES

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TennCare Contractual Requirements Only	90%	99.5%	
	14 Day	21 Day	
For the Month Ended	Clean Claims	Clean Claims	Compliance?

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

Region(s): West

1/31/2013	98%	99.7%	YES
2/28/2013	99%	100.0%	YES
3/31/2013	99%	100.0%	YES
4/30/2013	99%	100.0%	YES
5/31/2013	99%	100.0%	YES
6/30/2013	99%	99.9%	YES
7/31/2013	99%	100.0%	YES
8/31/2013	100%	100.0%	YES
9/30/2013	100%	100.0%	YES
10/31/2013	100%	100.0%	YES
11/30/2013	100%	100.0%	YES
12/31/2013	100%	100.0%	YES
1/31/2014	100%	100.0%	YES
2/28/2014	100%	100.0%	YES
3/31/2014	100%	100.0%	YES
4/30/2014	100%	100.0%	YES
5/31/2014	100%	100.0%	YES
6/30/2014	100%	100.0%	YES
7/31/2014	99%	99.9%	YES
8/31/2014	100%	100.0%	YES
9/30/2014	100%	100.0%	YES
10/31/2014	100%	100.0%	YES
11/30/2014	100%	100.0%	YES
12/31/2014	99%	100.0%	YES

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TennCare Contractual Requirements Only	90%	99.5%	
	14 Day	21 Day	
For the Month Ended	Clean Claims	Clean Claims	Compliance?

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

Region(s): All

1/31/2013	100%	100.0%	YES
2/28/2013	100%	100.0%	YES
3/31/2013	100%	100.0%	YES
4/30/2013			N/A No original claims processed for the month.
5/31/2013	100%	100.0%	YES
6/30/2013	100%	100.0%	YES
7/31/2013	100%	100.0%	YES
8/31/2013	100%	100.0%	YES
9/30/2013	100%	100.0%	YES
10/31/2013	100%	100.0%	YES
11/30/2013	91%	100.0%	YES
12/31/2013	100%	100.0%	YES
1/31/2014			N/A No original claims processed for the month.
2/28/2014	100%	100.0%	YES
3/31/2014			N/A No original claims processed for the month.
4/30/2014			N/A No original claims processed for the month.
5/31/2014	100%	100.0%	YES
6/30/2014	100%	100.0%	YES
7/31/2014			N/A No original claims processed for the month.
8/31/2014	100%	100.0%	YES
9/30/2014	100%	100.0%	YES
10/31/2014	100%	100.0%	YES
11/30/2014			N/A No original claims processed for the month.
12/31/2014	100%	100.0%	YES