

TennCare Oversight Division of the Tennessee Department of Commerce and Insurance
 Prompt Pay Compliance Summary for Processed Electronic Nursing Facility/HCBS and ECF Claims

The HMO's contract with the TennCare Bureau include additional prompt pay claims processing requirements for the CHOICES program. The additional CHOICES requirements apply to electronically submitted nursing facility claims/HCBS claims and Employment Community First (ECF) claims.

TennCare Contractual Requirements Only

90%
14 Day

99.5%
21 Day

Claim Type For the Month Ended Clean Claims Clean Claims Compliance?

AMERIGROUP Tennessee, Inc.

Region(s): All

Claim Type	For the Month Ended	Clean Claims	Clean Claims	Compliance?
Nursing Facility/HCBS	1/31/2019	98%	99.2%	No
Nursing Facility/HCBS	2/28/2019	99%	99.6%	Yes
Nursing Facility/HCBS	3/31/2019	96%	99.5%	Yes
Nursing Facility/HCBS	4/30/2019	99%	99.5%	Yes
Nursing Facility/HCBS	5/31/2019	100%	100.0%	Yes
Nursing Facility/HCBS	6/30/2019	100%	100.0%	Yes
Nursing Facility/HCBS	7/31/2019	100%	99.9%	Yes
Nursing Facility/HCBS	8/31/2019	100%	99.8%	Yes
Nursing Facility/HCBS	9/30/2019	100%	99.9%	Yes
Nursing Facility/HCBS	10/31/2019	99%	99.7%	Yes
Nursing Facility/HCBS	11/30/2019	99%	99.9%	Yes
Nursing Facility/HCBS	12/31/2019	99%	99.7%	Yes
Nursing Facility/HCBS	1/31/2020	100%	99.9%	Yes
Nursing Facility/HCBS	2/29/2020	96%	98.8%	No
Nursing Facility/HCBS	3/31/2020	98%	99.7%	Yes
Nursing Facility/HCBS	4/30/2020	99%	99.9%	Yes
Nursing Facility/HCBS	5/31/2020	98%	99.7%	Yes
Nursing Facility/HCBS	6/30/2020	100%	99.9%	Yes
Nursing Facility/HCBS	7/31/2020	100%	99.9%	Yes
Nursing Facility/HCBS	8/31/2020	98%	99.6%	Yes
Nursing Facility/HCBS	9/30/2020	97%	99.9%	Yes
Nursing Facility/HCBS	10/31/2020	99%	99.9%	Yes
Nursing Facility/HCBS	11/30/2020	99%	99.7%	Yes
Nursing Facility/HCBS	12/31/2020	98%	99.8%	Yes

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TennCare Contractual Requirements Only

90%
14 Day

99.5%
21 Day

Claim Type For the Month Ended Clean Claims Clean Claims Compliance?

AMERIGROUP Tennessee, Inc.

Region(s): All

Claim Type	For the Month Ended	Clean Claims	Clean Claims	Compliance?
ECF	1/31/2019	84%	99.0%	No
ECF	2/28/2019	98%	100.0%	Yes
ECF	3/31/2019	99%	99.9%	Yes
ECF	4/30/2019	99%	100.0%	Yes
ECF	5/31/2019	99%	100.0%	Yes
ECF	6/30/2019	100%	100.0%	Yes
ECF	7/31/2019	99%	100.0%	Yes
ECF	8/31/2019	99%	100.0%	Yes
ECF	9/30/2019	95%	99.9%	Yes
ECF	10/31/2019	90%	99.9%	Yes
ECF	11/30/2019	86%	98.2%	No
ECF	12/31/2019	95%	99.8%	Yes
ECF	1/31/2020	98%	99.9%	Yes
ECF	2/29/2020	86%	93.4%	No
ECF	3/31/2020	90%	92.7%	No
ECF	4/30/2020	81%	99.8%	Yes
ECF	5/31/2020	73%	94.6%	No
ECF	6/30/2020	100%	100.0%	Yes
ECF	7/31/2020	100%	100.0%	Yes
ECF	8/31/2020	99%	99.7%	Yes
ECF	9/30/2020	94%	100.0%	Yes
ECF	10/31/2020	98%	98.4%	No
ECF	11/30/2020	93%	99.3%	No
ECF	12/31/2020	86%	100.0%	No

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90%
14 Day

99.5%
21 Day

Claim Type For the Month Ended Clean Claims Clean Claims Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Region(s): All

Claim Type	For the Month Ended	Clean Claims	Clean Claims	Compliance?
Nursing Facility/HCBS	1/31/2019	100%	99.9%	Yes
Nursing Facility/HCBS	2/28/2019	99%	99.6%	Yes
Nursing Facility/HCBS	3/31/2019	100%	100.0%	Yes
Nursing Facility/HCBS	4/30/2019	100%	100.0%	Yes
Nursing Facility/HCBS	5/31/2019	99%	100.0%	Yes
Nursing Facility/HCBS	6/30/2019	100%	100.0%	Yes
Nursing Facility/HCBS	7/31/2019	97%	99.8%	Yes
Nursing Facility/HCBS	8/31/2019	87%	99.9%	No
Nursing Facility/HCBS	9/30/2019	99%	99.9%	Yes
Nursing Facility/HCBS	10/31/2019	100%	100.0%	Yes
Nursing Facility/HCBS	11/30/2019	100%	99.9%	Yes
Nursing Facility/HCBS	12/31/2019	100%	99.9%	Yes
Nursing Facility/HCBS	1/31/2020	100%	100.0%	Yes
Nursing Facility/HCBS	2/29/2020	100%	100.0%	Yes
Nursing Facility/HCBS	3/31/2020	100%	100.0%	Yes
Nursing Facility/HCBS	4/30/2020	99%	100.0%	Yes
Nursing Facility/HCBS	5/31/2020	100%	100.0%	Yes
Nursing Facility/HCBS	6/30/2020	100%	100.0%	Yes
Nursing Facility/HCBS	7/31/2020	100%	100.0%	Yes
Nursing Facility/HCBS	8/31/2020	100%	100.0%	Yes
Nursing Facility/HCBS	9/30/2020	100%	100.0%	Yes
Nursing Facility/HCBS	10/31/2020	100%	100.0%	Yes
Nursing Facility/HCBS	11/30/2020	100%	100.0%	Yes
Nursing Facility/HCBS	12/31/2020	100%	100.0%	Yes

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21 Day

Claim Type For the Month Ended Clean Claims Clean Claims Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Region(s): All

ECF	1/31/2019	100%	100.0%	Yes
ECF	2/28/2019	99%	100.0%	Yes
ECF	3/31/2019	100%	100.0%	Yes
ECF	4/30/2019	99%	99.6%	Yes
ECF	5/31/2019	95%	99.9%	Yes
ECF	6/30/2019	99%	100.0%	Yes
ECF	7/31/2019	94%	99.5%	Yes
ECF	8/31/2019	96%	99.7%	Yes
ECF	9/30/2019	91%	99.2%	No
ECF	10/31/2019	83%	93.6%	No
ECF	11/30/2019	100%	99.9%	Yes
ECF	12/31/2019	100%	99.9%	Yes
ECF	1/31/2020	99%	100.0%	Yes
ECF	2/29/2020	100%	99.9%	Yes
ECF	3/31/2020	100%	100.0%	Yes
ECF	4/30/2020	94%	93.8%	No
ECF	5/31/2020	100%	100.0%	Yes
ECF	6/30/2020	99%	100.0%	Yes
ECF	7/31/2020	100%	100.0%	Yes
ECF	8/31/2020	100%	100.0%	Yes
ECF	9/30/2020	100%	100.0%	Yes
ECF	10/31/2020	100%	100.0%	Yes
ECF	11/30/2020	100%	100.0%	Yes
ECF	12/31/2020	100%	99.9%	Yes

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14 Day

99.5%
21 Day

Claim Type For the Month Ended Clean Claims Clean Claims Compliance?

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

Region(s): All

Claim Type	For the Month Ended	Clean Claims	Clean Claims	Compliance?
Nursing Facility/HCBS	1/31/2019	100%	99.9%	Yes
Nursing Facility/HCBS	2/28/2019	99%	100.0%	Yes
Nursing Facility/HCBS	3/31/2019	99%	100.0%	Yes
Nursing Facility/HCBS	4/30/2019	100%	100.0%	Yes
Nursing Facility/HCBS	5/31/2019	100%	99.9%	Yes
Nursing Facility/HCBS	6/30/2019	100%	100.0%	Yes
Nursing Facility/HCBS	7/31/2019	100%	100.0%	Yes
Nursing Facility/HCBS	8/31/2019	100%	100.0%	Yes
Nursing Facility/HCBS	9/30/2019	100%	100.0%	Yes
Nursing Facility/HCBS	10/31/2019	100%	100.0%	Yes
Nursing Facility/HCBS	11/30/2019	100%	100.0%	Yes
Nursing Facility/HCBS	12/31/2019	98%	100.0%	Yes
Nursing Facility/HCBS	1/31/2020	100%	100.0%	Yes
Nursing Facility/HCBS	2/29/2020	100%	100.0%	Yes
Nursing Facility/HCBS	3/31/2020	100%	100.0%	Yes
Nursing Facility/HCBS	4/30/2020	100%	100.0%	Yes
Nursing Facility/HCBS	5/31/2020	100%	100.0%	Yes
Nursing Facility/HCBS	6/30/2020	100%	100.0%	Yes
Nursing Facility/HCBS	7/31/2020	94%	100.0%	Yes
Nursing Facility/HCBS	8/31/2020	99%	99.8%	Yes
Nursing Facility/HCBS	9/30/2020	100%	99.9%	Yes
Nursing Facility/HCBS	10/31/2020	100%	100.0%	Yes
Nursing Facility/HCBS	11/30/2020	100%	100.0%	Yes
Nursing Facility/HCBS	12/31/2020	97%	100.0%	Yes

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90%
14 Day

99.5%
21 Day

Claim Type For the Month Ended Clean Claims Clean Claims Compliance?

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

Region(s): All

ECF	1/31/2019	99%	99.9%	Yes
ECF	2/28/2019	99%	100.0%	Yes
ECF	3/31/2019	99%	100.0%	Yes
ECF	4/30/2019	99%	100.0%	Yes
ECF	5/31/2019	100%	99.9%	Yes
ECF	6/30/2019	100%	100.0%	Yes
ECF	7/31/2019	100%	100.0%	Yes
ECF	8/31/2019	100%	100.0%	Yes
ECF	9/30/2019	100%	99.9%	Yes
ECF	10/31/2019	100%	100.0%	Yes
ECF	11/30/2019	100%	100.0%	Yes
ECF	12/31/2019	98%	99.8%	Yes
ECF	1/31/2020	100%	99.9%	Yes
ECF	2/29/2020	100%	100.0%	Yes
ECF	3/31/2020	100%	100.0%	Yes
ECF	4/30/2020	100%	100.0%	Yes
ECF	5/31/2020	100%	100.0%	Yes
ECF	6/30/2020	100%	100.0%	Yes
ECF	7/31/2020	99%	100.0%	Yes
ECF	8/31/2020	100%	100.0%	Yes
ECF	9/30/2020	100%	100.0%	Yes
ECF	10/31/2020	100%	100.0%	Yes
ECF	11/30/2020	100%	100.0%	Yes
ECF	12/31/2020	99%	100.0%	Yes

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90%
14 Day

99.5%
21 Day

Claim Type For the Month Ended Clean Claims Clean Claims Compliance?

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

Region(s): All

Nursing Facility/HCBS	1/31/2019	86%	100.0%	No	However, only 7 claims processed for the month.
Nursing Facility/HCBS	2/28/2019	100%	100.0%	Yes	
Nursing Facility/HCBS	3/31/2019	93%	100.0%	Yes	
Nursing Facility/HCBS	4/30/2019	88%	100.0%	No	However, only 8 claims processed for the month.
Nursing Facility/HCBS	5/31/2019	88%	87.5%	No	However, only 8 claims processed for the month.
Nursing Facility/HCBS	6/30/2019	100%	100.0%	Yes	
Nursing Facility/HCBS	7/31/2019	100%	100.0%	Yes	
Nursing Facility/HCBS	8/31/2019	100%	100.0%	Yes	
Nursing Facility/HCBS	9/30/2019	100%	100.0%	Yes	
Nursing Facility/HCBS	10/31/2019	100%	100.0%	Yes	
Nursing Facility/HCBS	11/30/2019	100%	100.0%	Yes	
Nursing Facility/HCBS	12/31/2019	100%	100.0%	Yes	
Nursing Facility/HCBS	1/31/2020	100%	100.0%	Yes	
Nursing Facility/HCBS	2/29/2020	100%	100.0%	Yes	
Nursing Facility/HCBS	3/31/2020	100%	100.0%	Yes	
Nursing Facility/HCBS	4/30/2020	100%	100.0%	Yes	
Nursing Facility/HCBS	5/31/2020	100%	100.0%	Yes	
Nursing Facility/HCBS	6/30/2020	100%	100.0%	Yes	
Nursing Facility/HCBS	7/31/2020	100%	100.0%	Yes	
Nursing Facility/HCBS	8/31/2020	75%	100.0%	No	However, only 4 claims processed for the month.
Nursing Facility/HCBS	9/30/2020	100%	100.0%	Yes	
Nursing Facility/HCBS	10/31/2020	100%	100.0%	Yes	
Nursing Facility/HCBS	11/30/2020	100%	100.0%	Yes	
Nursing Facility/HCBS	12/31/2020	100%	100.0%	Yes	