

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	90% 14 Day Clean Claims	99.5% 21 Day Clean Claims	Compliance?
Nursing Facility/HCBS	1/31/2021	99%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	2/28/2021	94%	97.9%	<b>No</b>
Nursing Facility/HCBS	3/31/2021	95%	99.7%	<b>Yes</b>
Nursing Facility/HCBS	4/30/2021	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	5/31/2021	100%	99.8%	<b>Yes</b>
Nursing Facility/HCBS	6/30/2021	99%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	7/31/2021	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	8/31/2021	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	9/30/2021	99%	99.7%	<b>Yes</b>
Nursing Facility/HCBS	10/31/2021	100%	99.8%	<b>Yes</b>
Nursing Facility/HCBS	11/30/2021	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	12/31/2021	100%	99.8%	<b>Yes</b>
Nursing Facility/HCBS	1/31/2022	99%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	2/28/2022	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	3/31/2022	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	4/30/2022	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	5/31/2022	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	6/30/2022	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	7/31/2022	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	8/31/2022	97%	99.7%	<b>Yes</b>
Nursing Facility/HCBS	9/30/2022	89%	100.0%	<b>No</b>
Nursing Facility/HCBS	10/31/2022	93%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	11/30/2022	98%	99.6%	<b>Yes</b>

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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	90% 14 Day Clean Claims	99.5% 21 Day Clean Claims	Compliance?
ECF	1/31/2021	94%	100.0%	<b>Yes</b>
ECF	2/28/2021	100%	100.0%	<b>Yes</b>
ECF	3/31/2021	100%	100.0%	<b>Yes</b>
ECF	4/30/2021	100%	100.0%	<b>Yes</b>
ECF	5/31/2021	89%	100.0%	<b>No</b>
ECF	6/30/2021	91%	100.0%	<b>Yes</b>
ECF	7/31/2021	100%	100.0%	<b>Yes</b>
ECF	8/31/2021	100%	100.0%	<b>Yes</b>
ECF	9/30/2021	92%	100.0%	<b>Yes</b>
ECF	10/31/2021	100%	100.0%	<b>Yes</b>
ECF	11/30/2021	100%	100.0%	<b>Yes</b>
ECF	12/31/2021	98%	99.9%	<b>Yes</b>
ECF	1/31/2022	100%	99.9%	<b>Yes</b>
ECF	2/28/2022	100%	99.9%	<b>Yes</b>
ECF	3/31/2022	100%	100.0%	<b>Yes</b>
ECF	4/30/2022	100%	100.0%	<b>Yes</b>
ECF	5/31/2022	100%	100.0%	<b>Yes</b>
ECF	6/30/2022	100%	100.0%	<b>Yes</b>
ECF	7/31/2022	99%	100.0%	<b>Yes</b>
ECF	8/31/2022	87%	99.8%	<b>No</b>
ECF	9/30/2022	78%	81.5%	<b>No</b>
ECF	10/31/2022	78%	100.0%	<b>No</b>
ECF	11/30/2022	95%	99.9%	<b>Yes</b>

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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

Nursing Facility/HCBS	1/31/2021	99%	99.6%	<b>Yes</b>
Nursing Facility/HCBS	2/28/2021	98%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	3/31/2021	96%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	4/30/2021	99%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	5/31/2021	99%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	6/30/2021	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	7/31/2021	99%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	8/31/2021	98%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	9/30/2021	99%	99.8%	<b>Yes</b>
Nursing Facility/HCBS	10/31/2021	99%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	11/30/2021	99%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	12/31/2021	99%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	1/31/2022	99%	99.6%	<b>Yes</b>
Nursing Facility/HCBS	2/28/2022	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	3/31/2022	99%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	4/30/2022	96%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	5/31/2022	99%	99.6%	<b>Yes</b>
Nursing Facility/HCBS	6/30/2022	99%	99.6%	<b>Yes</b>
Nursing Facility/HCBS	7/31/2022	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	8/31/2022	99%	99.8%	<b>Yes</b>
Nursing Facility/HCBS	9/30/2022	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	10/31/2022	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	11/30/2022	100%	100.0%	<b>Yes</b>

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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

ECF	1/31/2021	100%	100.0%	<b>Yes</b>
ECF	2/28/2021	88%	100.0%	<b>No</b>
ECF	3/31/2021	100%	100.0%	<b>Yes</b>
ECF	4/30/2021	100%	100.0%	<b>Yes</b>
ECF	5/31/2021	100%	100.0%	<b>Yes</b>
ECF	6/30/2021	99%	100.0%	<b>Yes</b>
ECF	7/31/2021	87%	100.0%	<b>No</b>
ECF	8/31/2021	100%	99.7%	<b>Yes</b>
ECF	9/30/2021	94%	100.0%	<b>Yes</b>
ECF	10/31/2021	99%	99.7%	<b>Yes</b>
ECF	11/30/2021	98%	100.0%	<b>Yes</b>
ECF	12/31/2021	84%	100.0%	<b>No</b>
ECF	1/31/2022	98%	100.0%	<b>Yes</b>
ECF	2/28/2022	100%	100.0%	<b>Yes</b>
ECF	3/31/2022	97%	100.0%	<b>Yes</b>
ECF	4/30/2022	98%	99.8%	<b>Yes</b>
ECF	5/31/2022	93%	99.7%	<b>Yes</b>
ECF	6/30/2022	100%	99.9%	<b>Yes</b>
ECF	7/31/2022	100%	100.0%	<b>Yes</b>
ECF	8/31/2022	100%	100.0%	<b>Yes</b>
ECF	9/30/2022	100%	100.0%	<b>Yes</b>
ECF	10/31/2022	100%	100.0%	<b>Yes</b>
ECF	11/30/2022	98%	100.0%	<b>Yes</b>

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14 Day

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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

Nursing Facility/HCBS	1/31/2021	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	2/28/2021	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	3/31/2021	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	4/30/2021	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	5/31/2021	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	6/30/2021	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	7/31/2021	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	8/31/2021	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	9/30/2021	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	10/31/2021	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	11/30/2021	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	12/31/2021	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	1/31/2022	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	2/28/2022	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	3/31/2022	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	4/30/2022	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	5/31/2022	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	6/30/2022	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	7/31/2022	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	8/31/2022	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	9/30/2022	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	10/31/2022	98%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	11/30/2022	100%	100.0%	<b>Yes</b>

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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

ECF	1/31/2021	100%	100.0%	<b>Yes</b>
ECF	2/28/2021	100%	100.0%	<b>Yes</b>
ECF	3/31/2021	100%	100.0%	<b>Yes</b>
ECF	4/30/2021	100%	100.0%	<b>Yes</b>
ECF	5/31/2021	100%	100.0%	<b>Yes</b>
ECF	6/30/2021	100%	100.0%	<b>Yes</b>
ECF	7/31/2021	100%	100.0%	<b>Yes</b>
ECF	8/31/2021	100%	100.0%	<b>Yes</b>
ECF	9/30/2021	100%	100.0%	<b>Yes</b>
ECF	10/31/2021	100%	100.0%	<b>Yes</b>
ECF	11/30/2021	100%	100.0%	<b>Yes</b>
ECF	12/31/2021	100%	100.0%	<b>Yes</b>
ECF	1/31/2022	99%	100.0%	<b>Yes</b>
ECF	2/28/2022	100%	100.0%	<b>Yes</b>
ECF	3/31/2022	100%	100.0%	<b>Yes</b>
ECF	4/30/2022	100%	100.0%	<b>Yes</b>
ECF	5/31/2022	100%	100.0%	<b>Yes</b>
ECF	6/30/2022	100%	100.0%	<b>Yes</b>
ECF	7/31/2022	100%	100.0%	<b>Yes</b>
ECF	8/31/2022	100%	100.0%	<b>Yes</b>
ECF	9/30/2022	100%	100.0%	<b>Yes</b>
ECF	10/31/2022	100%	100.0%	<b>Yes</b>
ECF	11/30/2022	100%	100.0%	<b>Yes</b>

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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	1/31/2021	100%	100.0%	<b>Yes</b>	
Nursing Facility/HCBS	2/28/2021	100%	100.0%	<b>Yes</b>	
Nursing Facility/HCBS	3/31/2021	100%	100.0%	<b>Yes</b>	
Nursing Facility/HCBS	4/30/2021	100%	100.0%	<b>Yes</b>	
Nursing Facility/HCBS	5/31/2021	100%	100.0%	<b>Yes</b>	
Nursing Facility/HCBS	6/30/2021	100%	100.0%	<b>Yes</b>	
Nursing Facility/HCBS	7/31/2021	100%	100.0%	<b>Yes</b>	
Nursing Facility/HCBS	8/31/2021	100%	100.0%	<b>Yes</b>	
Nursing Facility/HCBS	9/30/2021	100%	100.0%	<b>Yes</b>	
Nursing Facility/HCBS	10/31/2021	100%	100.0%	<b>Yes</b>	
Nursing Facility/HCBS	11/30/2021			<b>N/A</b>	No original claims processed for the month.
Nursing Facility/HCBS	12/31/2021			<b>N/A</b>	No original claims processed for the month.
Nursing Facility/HCBS	1/31/2022			<b>N/A</b>	
Nursing Facility/HCBS	2/28/2022	100%	100.0%	<b>Yes</b>	
Nursing Facility/HCBS	3/31/2022	100%	100.0%	<b>Yes</b>	
Nursing Facility/HCBS	4/30/2022	100%	100.0%	<b>Yes</b>	
Nursing Facility/HCBS	5/31/2022	100%	100.0%	<b>Yes</b>	
Nursing Facility/HCBS	6/30/2022	100%	100.0%	<b>Yes</b>	
Nursing Facility/HCBS	7/31/2022	100%	100.0%	<b>Yes</b>	
Nursing Facility/HCBS	8/31/2022	100%	100.0%	<b>Yes</b>	
Nursing Facility/HCBS	9/30/2022	100%	100.0%	<b>Yes</b>	
Nursing Facility/HCBS	10/31/2022	100%	100.0%	<b>Yes</b>	
Nursing Facility/HCBS	11/30/2022	100%	100.0%	<b>Yes</b>	