

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)

Claim Type	For the Month Ended	90%	99.5%	Compliance?
		14 Day Clean Claims	21 Day Clean Claims	
<b>TennCare Contractual Requirements Only</b>				
<b>AMERIGROUP Tennessee, Inc.</b>				
Region(s): All				
Nursing Facility/HCBS	1/31/2017	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	2/28/2017	100%	99.6%	<b>Yes</b>
Nursing Facility/HCBS	3/31/2017	100%	99.8%	<b>Yes</b>
Nursing Facility/HCBS	4/30/2017	100%	99.8%	<b>Yes</b>
Nursing Facility/HCBS	5/31/2017	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	6/30/2017	99%	99.6%	<b>Yes</b>
Nursing Facility/HCBS	7/31/2017	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	8/31/2017	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	9/30/2017	99%	99.7%	<b>Yes</b>
Nursing Facility/HCBS	10/31/2017	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	11/30/2017	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	12/31/2017	99%	99.6%	<b>Yes</b>
Nursing Facility/HCBS	1/31/2018	99%	99.7%	<b>Yes</b>
Nursing Facility/HCBS	2/28/2018	100%	99.7%	<b>Yes</b>
Nursing Facility/HCBS	3/31/2018	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	4/30/2018	99%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	5/31/2018	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	6/30/2018	98%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	7/31/2018	99%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	8/31/2018	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	9/30/2018	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	10/31/2018	95%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	11/30/2018	98%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	12/31/2018	90%	98.9%	<b>No</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	Clean Claims	Clean Claims	Compliance?
ECF	1/31/2017	100%	100.0%	<b>Yes</b>
ECF	2/28/2017	100%	100.0%	<b>Yes</b>
ECF	3/31/2017	93%	97.2%	<b>No</b>
ECF	4/30/2017	92%	98.7%	<b>No</b>
ECF	5/31/2017	96%	98.9%	<b>No</b>
ECF	6/30/2017	78%	78.9%	<b>No</b>
ECF	7/31/2017	96%	97.9%	<b>No</b>
ECF	8/31/2017	99%	99.7%	<b>Yes</b>
ECF	9/30/2017	100%	99.9%	<b>Yes</b>
ECF	10/31/2017	100%	100.0%	<b>Yes</b>
ECF	11/30/2017	100%	100.0%	<b>Yes</b>
ECF	12/31/2017	99%	100.0%	<b>Yes</b>
ECF	1/31/2018	100%	100.0%	<b>Yes</b>
ECF	2/28/2018	100%	100.0%	<b>Yes</b>
ECF	3/31/2018	99%	100.0%	<b>Yes</b>
ECF	4/30/2018	100%	100.0%	<b>Yes</b>
ECF	5/31/2018	100%	100.0%	<b>Yes</b>
ECF	6/30/2018	97%	100.0%	<b>Yes</b>
ECF	7/31/2018	95%	99.9%	<b>Yes</b>
ECF	8/31/2018	100%	100.0%	<b>Yes</b>
ECF	9/30/2018	100%	99.9%	<b>Yes</b>
ECF	10/31/2018	98%	100.0%	<b>Yes</b>
ECF	11/30/2018	93%	99.9%	<b>Yes</b>
ECF	12/31/2018	77%	99.3%	<b>No</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?

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

Region(s): All

Claim Type	For the Month Ended	Clean Claims	Clean Claims	Compliance?
Nursing Facility/HCBS	1/31/2017	98%	99.7%	<b>Yes</b>
Nursing Facility/HCBS	2/28/2017	99%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	3/31/2017	99%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	4/30/2017	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	5/31/2017	99%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	6/30/2017	99%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	7/31/2017	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	8/31/2017	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	9/30/2017	100%	99.8%	<b>Yes</b>
Nursing Facility/HCBS	10/31/2017	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	11/30/2017	98%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	12/31/2017	99%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	1/31/2018	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	2/28/2018	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	3/31/2018	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	4/30/2018	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	5/31/2018	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	6/30/2018	99%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	7/31/2018	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	8/31/2018	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	9/30/2018	90%	98.7%	<b>No</b>
Nursing Facility/HCBS	10/31/2018	99%	99.8%	<b>Yes</b>
Nursing Facility/HCBS	11/30/2018	98%	98.6%	<b>No</b>
Nursing Facility/HCBS	12/31/2018	100%	99.9%	<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?

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

Region(s): All

ECF	9/30/2017	100%	100.0%	<b>Yes</b>
ECF	10/31/2017	100%	100.0%	<b>Yes</b>
ECF	11/30/2017	100%	100.0%	<b>Yes</b>
ECF	12/31/2017	99%	100.0%	<b>Yes</b>
ECF	1/31/2018	99%	100.0%	<b>Yes</b>
ECF	2/28/2018	90%	100.0%	<b>Yes</b>
ECF	3/31/2018	99%	100.0%	<b>Yes</b>
ECF	4/30/2018	99%	99.8%	<b>Yes</b>
ECF	5/31/2018	99%	100.0%	<b>Yes</b>
ECF	6/30/2018	99%	99.9%	<b>Yes</b>
ECF	7/31/2018	98%	99.1%	<b>No</b>
ECF	8/31/2018	97%	99.6%	<b>Yes</b>
ECF	9/30/2018	98%	99.3%	<b>No</b>
ECF	10/31/2018	95%	99.7%	<b>Yes</b>
ECF	11/30/2018	94%	98.7%	<b>No</b>
ECF	12/31/2018	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?

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

Region(s): All

Nursing Facility/HCBS	1/31/2017	98%	99.8%	<b>Yes</b>
Nursing Facility/HCBS	2/28/2017	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	3/31/2017	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	4/30/2017	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	5/31/2017	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	6/30/2017	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	7/31/2017	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	8/31/2017	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	9/30/2017	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	10/31/2017	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	11/30/2017	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	12/31/2017	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	1/31/2018	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	2/28/2018	99%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	3/31/2018	99%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	4/30/2018	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	5/31/2018	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	6/30/2018	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	7/31/2018	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	8/31/2018	99%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	9/30/2018	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	10/31/2018	99%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	11/30/2018	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	12/31/2018	95%	100.0%	<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?

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

Region(s): All

Claim Type	For the Month Ended	Clean Claims	Clean Claims	Compliance?	
ECF	1/31/2017	95%	99.4%	<b>No</b>	One claim out of 173 claims failed the 21 day requirement
ECF	2/28/2017	100%	100.0%	<b>Yes</b>	
ECF	3/31/2017	99%	99.8%	<b>Yes</b>	
ECF	4/30/2017	100%	100.0%	<b>Yes</b>	
ECF	5/31/2017	100%	100.0%	<b>Yes</b>	
ECF	6/30/2017	99%	100.0%	<b>Yes</b>	
ECF	7/31/2017	100%	99.9%	<b>Yes</b>	
ECF	8/31/2017	100%	100.0%	<b>Yes</b>	
ECF	9/30/2017	100%	100.0%	<b>Yes</b>	
ECF	10/31/2017	100%	100.0%	<b>Yes</b>	
ECF	11/30/2017	100%	100.0%	<b>Yes</b>	
ECF	12/31/2017	100%	100.0%	<b>Yes</b>	
ECF	1/31/2018	100%	99.9%	<b>Yes</b>	
ECF	2/28/2018	99%	99.8%	<b>Yes</b>	
ECF	3/31/2018	98%	99.9%	<b>Yes</b>	
ECF	4/30/2018	100%	100.0%	<b>Yes</b>	
ECF	5/31/2018	100%	100.0%	<b>Yes</b>	
ECF	6/30/2018	100%	100.0%	<b>Yes</b>	
ECF	7/31/2018	100%	100.0%	<b>Yes</b>	
ECF	8/31/2018	99%	100.0%	<b>Yes</b>	
ECF	9/30/2018	100%	100.0%	<b>Yes</b>	
ECF	10/31/2018	99%	100.0%	<b>Yes</b>	
ECF	11/30/2018	99%	99.9%	<b>Yes</b>	
ECF	12/31/2018	96%	100.0%	<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?

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

Region(s): All

Claim Type	For the Month Ended	Clean Claims	Clean Claims	Compliance?
Nursing Facility/HCBS	1/31/2017	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	2/28/2017	86%	100.0%	<b>No</b> However, only 7 claims processed for the month.
Nursing Facility/HCBS	3/31/2017	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	4/30/2017	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	5/31/2017	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	6/30/2017	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	7/31/2017	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	8/31/2017	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	9/30/2017	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	10/31/2017	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	11/30/2017	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	12/31/2017	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	1/31/2018	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	2/28/2018	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	3/31/2018	67%	100.0%	<b>No</b> However, only 3 claims processed for the month.
Nursing Facility/HCBS	4/30/2018	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	5/31/2018	50%	100.0%	<b>No</b> However, only 2 claims processed for the month.
Nursing Facility/HCBS	6/30/2018	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	7/31/2018	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	8/31/2018	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	9/30/2018	91%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	10/31/2018	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	11/30/2018	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	12/31/2018	100%	100.0%	<b>Yes</b>