

## Summary of Provider Complaints 2<sup>nd</sup> Quarter 2014

1<sup>st</sup> Quarter Total: 245  
2<sup>nd</sup> Quarter Total: 300

**Aetna 1<sup>st</sup> Qtr Total – 1**

**Aetna 2<sup>nd</sup> Qtr Total – 1**

Referred to TDCI Consumer Insurance Services: 1

**Amerigroup TN 1<sup>st</sup> Qtr Total – 20**

**Amerigroup TN 2<sup>nd</sup> Qtr Total - 54**

Denial Reversed: 33

Denial Upheld: 15

Paid: 1

Partial: 2

Question Answered: 1

Resolved: 2

**Amerigroup TN Medicare Advantage-Special Needs Plan 1<sup>st</sup> Qtr Total – 1**

**Amerigroup TN Medicare Advantage-Special Needs Plan 2<sup>nd</sup> Qtr Total – 1**

Ineligible: 1

**Cigna 1<sup>st</sup> Qtr Total – 1**

**Cigna 2<sup>nd</sup> Qtr Total – 1**

Ineligible: 1

**DentaQuest 1<sup>st</sup> Qtr Total – 9**

**DentaQuest 2<sup>nd</sup> Qtr Total – 2**

Denial Upheld: 1

Resolved: 2

**Healthsprings Medicare Advantage 1<sup>st</sup> Qtr Total - 1**

Questions Answered: 1

**Humana 1<sup>st</sup> Qtr Total – 1**

Referred to TDCI Consumer Insurance Services: 1

**Magellan 2<sup>nd</sup> Qtr Total - 2**

Denial Upheld: 2

**TennCare Bureau 2<sup>nd</sup> Qtr Total – 1**

Question Answered: 1

**UnitedHealthcare Plan of the River Valley 1<sup>st</sup> Qtr Total – 156**

**UnitedHealthcare Plan of the River Valley 2<sup>nd</sup> Qtr Total – 167**

Referred to TDCI Consumer Insurance Services: 1

Consolidated: 2

Denial Reversed: 78

Denial Upheld: 62

Ineligible: 6 (Some are duplicates. Others don't give sufficient info to process.)

Partial: 15

Questions Answered: 2

Resolved: 1

**UnitedHealthcare Plan of the River Valley Commercial 2<sup>nd</sup> Qtr Total – 4**

Referred to TDCI Consumer Insurance Services: 3

Denial Reversed: 1

**UnitedHealthcare Plan of the River Valley Medicare Advantage 2<sup>nd</sup> Qtr Total - 1**

Denial Upheld: 1

**UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1<sup>st</sup> Qtr Total – 24**

**UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 2<sup>nd</sup> Qtr Total - 38**

Denial Reversed: 14

Denial Upheld: 21

Partial: 1

Questions Answered: 2

**Volunteer State Health Plan 1<sup>st</sup> Qtr Total – 29**

**Volunteer State Health Plan 2<sup>nd</sup> Qtr Total - 18**

Denial Upheld: 12

Denial Reversed: 3

Questions Answered: 3

**Windsor Medicare Advantage 1<sup>st</sup> Qtr Total – 2**

**Windsor Medicare Advantage 2<sup>nd</sup> Qtr Total – 4**

Denial Upheld: 2

Ineligible: 2

**BlueCross BlueShield of Tennessee-Medicare Advantage 1<sup>st</sup> Qtr Total – 1**

**BlueCross BlueShield of Tennessee-Medicare Advantage 2<sup>nd</sup> Qtr Total –3**

Referral to TDCI Consumer Insurance Services: 1

Denial Reversed: 1

Denial Upheld: 1

**BlueCross BlueShield of Tennessee 1<sup>st</sup> Qtr Total – 1**

**BlueCross BlueShield of Tennessee 2<sup>nd</sup> Qtr Total - 3**

Referred to TDCI Consumer Insurance Services: 3

As of August 7, 2015