### Summary of Provider Complaints 2nd Quarter 2014

<table>
<thead>
<tr>
<th>Insurance Company</th>
<th>1st Quarter Total</th>
<th>2nd Quarter Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna</td>
<td>245</td>
<td>300</td>
</tr>
</tbody>
</table>

#### 1st Quarter Total: 245

- **Aetna 1st Qtr Total** – 1
- **Aetna 2nd Qtr Total** – 1

  *Referred to TDCI Consumer Insurance Services: 1*

#### Amerigroup TN 1st Qtr Total – 20

- **Amerigroup TN 2nd 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 1st Qtr Total – 1

- **Amerigroup TN Medicare Advantage-Special Needs Plan 2nd Qtr Total – 1**
  - Ineligible: 1

#### Cigna 1st Qtr Total – 1

- **Cigna 2nd Qtr Total – 1**
  - Ineligible: 1

#### DentaQuest 1st Qtr Total – 9

- **DentaQuest 2nd Qtr Total – 2**
  - Denial Upheld: 1
  - Resolved: 2

#### Healthsprings Medicare Advantage 1st Qtr Total - 1

- **Questions Answered: 1**

#### Humana 1st Qtr Total – 1

- **Referred to TDCI Consumer Insurance Services: 1**

#### Magellan 2nd Qtr Total - 2

- **TennCare Bureau 2nd Qtr Total – 1**

  *Question Answered: 1*

#### UnitedHealthcare Plan of the River Valley 1st Qtr Total – 156

- **UnitedHealthcare Plan of the River Valley 2nd 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 2nd Qtr Total – 4

- **UnitedHealthcare Plan of the River Valley Medicare Advantage 2nd Qtr Total - 1**

  - Denial Upheld: 1

#### UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1st Qtr Total – 24

- **UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 2nd Qtr Total - 38**
  - Denial Reversed: 14
  - Denial Upheld: 21
  - Partial: 1
  - Questions Answered: 2
Volunteer State Health Plan 1st Qtr Total – 29  
Volunteer State Health Plan 2nd Qtr Total - 18  
Denial Upheld: 12  
Denial Reversed: 3  
Questions Answered: 3

Windsor Medicare Advantage 1st Qtr Total – 2  
Windsor Medicare Advantage 2nd Qtr Total – 4  
Denial Upheld: 2  
Ineligible: 2

BlueCross BlueShield of Tennessee-Medicare Advantage 1st Qtr Total – 1  
BlueCross BlueShield of Tennessee-Medicare Advantage 2nd Qtr Total –3  
Referral to TDCI Consumer Insurance Services: 1  
Denial Reversed: 1  
Denial Upheld: 1

BlueCross BlueShield of Tennessee 1st Qtr Total – 1  
BlueCross BlueShield of Tennessee 2nd Qtr Total - 3  
Referred to TDCI Consumer Insurance Services: 3

As of August 7, 2015