Summary of Provider Complaints 3rd Quarter 2014

1st Quarter Total: 246
2nd Quarter Total: 300
3rd Quarter Total: 262

Aetna 1st Qtr Total – 1
Aetna 2nd Qtr Total – 1
Referred to TDCI Consumer Insurance Services: 2

Amerigroup TN 1st Qtr Total – 20
Amerigroup TN 2nd Qtr Total – 54
Amerigroup TN 3rd Qtr Total – 48
Ineligible: 1
Denial Reversed: 73
Denial Upheld: 37
Partial: 2
Paid: 2
Referred to TennCare: 1
Question Answered: 3
Resolved: 3

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
Referred to TDCI Consumer Insurance Services: 1

DentaQuest 1st Qtr Total – 9
DentaQuest 2nd Qtr Total – 2
DentaQuest 3rd Qtr Total – 6
Denial Upheld: 3
Denial Reversed: 6
Paid: 1
Question Answered: 2
Resolved: 4
TCB Referral: 1

Delta Dental of Tennessee 3rd Qtr Total – 1
Denial Upheld: 1

Healthsprings Medicare Advantage 1st Qtr Total - 1
Questions Answered: 1

Humana 1st Qtr Total – 1
Referred to TDCI Consumer Insurance Services: 1

Humana Medicare Advantage - Special Needs Plan 3rd Qtr – 1
Denial Upheld: 1

Magellan 2nd Qtr Total - 2
Denial Upheld: 2

TennCare Bureau 2nd Qtr Total – 1
TennCare Bureau 3rd Qtr Total – 1
Question Answered: 1
Referred to TennCare: 1

UnitedHealthcare Plan of the River Valley 1st Qtr Total – 153
UnitedHealthcare Plan of the River Valley 2nd Qtr Total – 166
UnitedHealthcare Plan of the River Valley 3rd Qtr Total – 116
Consolidated: 2
Denial Reversed: 179
Denial Upheld: 183
Ineligible: 16
Partial: 40
Questions Answered: 10
Resolved: 4
Withdrawn: 1

UnitedHealthcare Plan of the River Valley Commercial 1st Qtr Total – 3
UnitedHealthcare Plan of the River Valley Commercial 2nd Qtr Total – 5
UnitedHealthcare Plan of the River Valley Commercial 3rd Qtr Total – 3
Denial Reversed: 1
Denial Upheld: 1
Referred to TDCI Consumer Insurance Services: 9

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
UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 3rd Qtr Total – 44
Denial Reversed: 28
Denial Upheld: 78
Ineligible: 1
Partial: 7
Questions Answered: 3

Volunteer State Health Plan 1st Qtr Total – 29
Volunteer State Health Plan 2nd Qtr Total – 17
Volunteer State Health Plan 3rd Qtr Total – 40
Denial Reversed: 12
Denial Upheld: 42
Paid: 6
Partial: 1
Questions Answered: 4
Resolved: 21

Windsor Medicare Advantage 1st Qtr Total – 2
Windsor Medicare Advantage 2nd Qtr Total – 4
Denial Reversed: 2
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
Denial Reversed: 1
Denial Upheld: 2
Referred to TDCI Consumer Insurance Services: 1

BlueCross BlueShield of Tennessee 1st Qtr Total – 1
BlueCross BlueShield of Tennessee 2nd Qtr Total - 3
Referred to TDCI Consumer Insurance Services: 4

As of September 29, 2015