

Summary of Provider Complaints 4th Quarter 2014

1st Quarter Total: 246
2nd Quarter Total: 300
3rd Quarter Total: 262
4th Quarter Total: 194
2014 Total: 1002

Aetna 1st Qtr Total – 1

Aetna 2nd Qtr Total – 1

Aetna 2014 Total: 2

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

Amerigroup TN 4th Qtr Total – 22

Amerigroup TN 2014 Total – 144

Denial Reversed: 82

Denial Upheld: 48

Duplicate: 1

Ineligible: 1

Paid: 2

Partial: 2

Question Answered: 4

Resolved: 3

TCB Referral: 1

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

Ineligible: 1

Cigna 1st Qtr Total – 1

Cigna 2nd Qtr Total – 1

Cigna 2014 Total: 2

Referred to TDCI Consumer Insurance Services: 1

Ineligible: 1

DentaQuest 1st Qtr Total – 9

DentaQuest 2nd Qtr Total – 2

DentaQuest 3rd Qtr Total – 6

DentaQuest 4th Qtr Total – 1

DentaQuest 2014 Total: 18

Denial Upheld: 3

Denial Reversed: 6

Paid: 1

Question Answered: 3

Resolved: 4

TCB Referral: 1

Delta Dental of Tennessee 3rd Qtr Total – 1

Denial Upheld: 1

Healthsprings Medicare Advantage 1st Qtr Total - 1

Question Answered: 1

Humana 1st Qtr Total – 1

Referred to TDCI Consumer Insurance Services: 1

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

Humana Medicare Advantage – Special Needs Plan 4th Qtr Total – 1

Humana Medicare Advantage – Special Needs Plan 2014 Total – 2

Denial Upheld: 1

Ineligible: 1

Magellan 2nd Qtr Total - 2

Denial Upheld: 2

TennCare Bureau 2nd Qtr Total – 1

TennCare Bureau 3rd Qtr Total – 1

Question Answered: 1

TCB Referral: 1

TennCare Bureau & VSHP 2nd Qtr Total – 1

Question Answered: 1

TennCare Bureau & BCBST MA 3rd Qtr – 1

Resolved: 1

TennCare Bureau & UPRV 3rd Qtr – 1

Denial Upheld: 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

UnitedHealthcare Plan of the River Valley 4th Qtr Total – 123

UnitedHealthcare Plan of the River Valley 2014 Total – 558

Consolidated: 2

Denial Reversed: 241

Denial Upheld: 233

Duplicate: 1

Ineligible: 16

Partial: 47

Questions Answered: 12

Resolved: 5

Withdrawn: 1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

UnitedHealthcare Plan of the River Valley Commercial 4th Qtr Total – 3

UnitedHealthcare Plan of the River Valley Commercial 2014 Total – 14

Denial Reversed: 1

Denial Upheld: 1

Referred to TDCI Consumer Insurance Services: 12

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

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 4th Qtr Total – 13

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 2014 Total – 119

Denial Reversed: 30

Denial Upheld: 78

Ineligible: 1

Partial: 7

Question 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

Volunteer State Health Plan 4th Qtr Total – 28

Volunteer State Health Plan 2014 Total – 114

Denial Reversed: 26

Denial Upheld: 51

Paid: 6

Partial: 1

Resolved: 26

Question Answered: 4

Volunteer State Health Plan & Sandata 4th Qtr Total – 1

Resolved: 1

BlueCross BlueShield of Tennessee-Medicare Advantage 1st Qtr Total – 1

BlueCross BlueShield of Tennessee-Medicare Advantage 2nd Qtr Total – 3

BlueCross BlueShield of Tennessee-Medicare Advantage 4th Qtr Total – 1

BlueCross BlueShield of Tennessee-Medicare Advantage 2014 Total – 5

Denial Reversed: 1

Denial Upheld: 2

Referred to TDCI Consumer Insurance Services: 2

BlueCross BlueShield of Tennessee 1st Qtr Total – 1

BlueCross BlueShield of Tennessee 2nd Qtr Total – 3

BlueCross BlueShield of Tennessee 4th Qtr Total – 1

BlueCross BlueShield of Tennessee 2014 Total: 5

Referred to TDCI Consumer Insurance Services: 5

Windsor Medicare Advantage 1st Qtr Total – 2

Windsor Medicare Advantage 2nd Qtr Total – 4

Windsor Medicare Advantage 2014 Total – 6

Denial Reversed: 2

Denial Upheld: 2

Ineligible: 2

As of September 29, 2015