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 Reversed: 6
Denial Upheld: 3
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Withdrawn: 1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