Web Site Summary of Provider Complaints 2015

1st Quarter Total:  229
2nd Quarter Total: 220
3rd Quarter Total: 290
4th Quarter Total: 225
Total: 963

Aetna 1st Qtr Total - 1
CIS Referral: 1

Amerigroup TN 1st Qtr Total – 47
Amerigroup TN 2nd Qtr Total – 45
Amerigroup TN 3rd Qtr Total – 92
Amerigroup TN 4th Qtr Total – 119
Total: 303

Denial Reversed: 159
Denial Upheld: 88
Duplicate: 3
Ineligible: 4
Opened in Error: 1
Paid: 16
Partial: 4
Question Answered: 13
Resolved: 15

Amerigroup TN TennCare & Medicare Advantage-Special Needs Plan 1st Qtr Total – 1
Denial Upheld: 1

Amerigroup TN Medicare Advantage-Special Needs Plan 1st Qtr Total – 4
Amerigroup TN Medicare Advantage-Special Needs Plan 3rd Qtr Total – 1
Amerigroup TN Medicare Advantage-Special Needs Plan 4th Qtr Total – 1
Total: 6

Denial Reversed: 2
Denial Upheld: 4

Cigna Medicare Advantage 4th Qtr Total – 1
CIS Referral: 1

DentaQuest 1st Qtr Total – 3
DentaQuest 2nd Qtr Total – 2
DentaQuest 3rd Qtr Total – 4
DentaQuest 4th Qtr Total – 2
Total: 11

Denial Reversed: 3
Denial Upheld: 4

As of February 10, 2016
Partial: 1
Question Answered: 3

**HealthSpring 3rd Quarter Total – 1**
Referred to TDCI Consumer Insurance Services: 1

**HealthSpring Medicare Advantage 2nd Qtr Total – 2**
Referred to TDCI Consumer Insurance Services: 2

**Humana Medicare Advantage 1st Qtr Total – 1**
**Humana Medicare Advantage 4th Qtr Total – 1**
Referred to TDCI Consumer Insurance Services: 2

**TennCare Bureau 1st Qtr Total – 2**
**TennCare Bureau 2nd Qtr Total – 1**
**TennCare Bureau 3rd Qtr Total – 2**
**TennCare Bureau 4th Qtr Total – 4**
Total: 9

Denial Reversed: 1
Denial Upheld: 1
Question Answered: 3
Referred to TCB: 3
Resolved: 1

**TennCare Bureau & DIDD 4th Qtr total – 1**
Question Answered: 1

**TennCare Bureau & VSHP 1st Qtr Total – 1**
Denial Reversed: 1

**TennCare Bureau & AGP & VSHP 2nd Qtr Total - 1**
Paid: 1

**TennCare Bureau & Magellan 4th Qtr total – 1**
Resolved: 1

**TennCare Bureau (UPRV) 4th Qtr Total – 2**
Denial Reversed: 2

**UnitedHealthcare Plan of the River Valley 1st Qtr Total – 119**
**UnitedHealthcare Plan of the River Valley 2nd Qtr Total – 133**
**UnitedHealthcare Plan of the River Valley 3rd Qtr Total – 80**
**UnitedHealthcare Plan of the River Valley 4th Qtr Total – 59**
**UPRV Total – 391**

Denial Reversed: 172

As of February 10, 2016
Denial Upheld: 160
Duplicate: 1
Ineligible: 1
Paid: 6
Partial: 25
Referred to TDCI Consumer Insurance Services: 2
Resolved: 15
Question Answered: 8
Withdrawn: 1

UnitedHealthcare Plan of the River Valley & PPL 2nd Qtr Total - 1
Paid: 1

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1st Qtr Total – 21
UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 2nd Qtr Total – 19
UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 3rd Qtr Total – 15
UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 4th Qtr Total – 1
Total: 56

Denial Reversed: 28
Denial Upheld: 22
Duplicate: 1
Partial: 3
Question Answered: 1
Resolved: 1

UnitedHealthcare Plan of the River Valley Medicare Advantage 3rd Qtr Total – 2
CIS Referral: 2

UnitedHealthcare Plan of the River Valley TennCare & Medicare Advantage SNP 1st Qtr Total – 2
UnitedHealthcare Plan of the River Valley TennCare & Medicare Advantage SNP 2nd Qtr Total – 2
Total: 4

Denial Reversed: 1
Denial Upheld: 1
Partial: 1
Question Answered: 1

UnitedHealthcare Plan of the River Valley Commercial 1st Qtr Total – 1
UnitedHealthcare Plan of the River Valley Commercial 3rd Qtr Total – 2
UnitedHealthcare Plan of the River Valley Commercial 4th Qtr Total – 1
Total: 4

Referred to TDCI Consumer Insurance Services: 4

Volunteer State Health Plan 1st Qtr Total – 19
Volunteer State Health Plan 2nd Qtr Total – 13
Volunteer State Health Plan 3rd Qtr Total – 89

As of February 10, 2016
Volunteer State Health Plan 4th Qtr Total - 13
VSHP Total: 134

Denial Reversed: 72
Denial Upheld: 39
Duplicate: 1
Partial: 13
Question Answered: 3
Resolved: 6

Volunteer State Health Plan & PPL 1st Qtr Total – 2
Resolved: 2

Volunteer State Health Plan CoverKids 1st Qtr Total – 1
Denial Reversed: 1

Volunteer State Health Plan & UnitedHealthcare Plan of the River Valley 4th Qtr Total – 1
Question Answered: 1

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

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

Wellcare 3rd Qtr Total – 1
CIS Referral: 1