

Web Site Summary of Provider Complaints 2nd Quarter 2015

1st Quarter Total: 229

2nd Quarter Total: 220

Aetna 1st Qtr Total - 1

CIS Referral: 1

Amerigroup TN 1st Qtr Total – 47

Amerigroup TN 2nd Qtr Total – 45

Denial Reversed: 38

Denial Upheld: 35

Duplicate: 1

Ineligible: 1

Opened in Error: 1+

Paid: 6

Partial: 3

Question Answered: 2

Resolved: 5

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

Denial Reversed: 1

Denial Upheld: 3

DentaQuest 1st Qtr Total – 3

DentaQuest 2nd Qtr Total – 2

Denial Reversed: 1

Denial Upheld: 2

Partial: 1

Question Answered: 1

HealthSpring Medicare Advantage 2nd Qtr Total – 2

Referred to TDCI Consumer Insurance Services: 2

Humana Medicare Advantage 1st Qtr Total – 1

Referred to TDCI Consumer Insurance Services: 1

TennCare Bureau 1st Qtr Total – 2

TennCare Bureau 2nd Qtr Total – 1

Question Answered: 1

Referred to TCB: 1

Resolved: 1

TennCare Bureau & VSHP 1st Qtr Total – 1

Denial Reversed: 1

TennCare Bureau & AGP & VSHP 2nd Qtr Total - 1

Paid: 1

UnitedHealthcare Plan of the River Valley 1st Qtr Total – 119

UnitedHealthcare Plan of the River Valley 2nd Qtr Total – 135

Denial Reversed: 114

Denial Upheld: 88

Duplicate: 1

Ineligible: 1

Paid: 3

Partial: 9

Resolved: 13

Question Answered: 5

Withdrawn: 1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

Denial Reversed: 19

Denial Upheld: 20

Duplicate: 1

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

Denial Upheld: 1

Partial: 1

UnitedHealthcare Plan of the River Valley Commercial 1st Qtr Total – 1

Referred to TDCI Consumer Insurance Services: 1

Volunteer State Health Plan 1st Qtr Total – 19

Volunteer State Health Plan 2nd Qtr Total – 13

Denial Reversed: 14

Denial Upheld: 3

Duplicate: 1

Partial: 12

Resolved: 5

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

Resolved: 2

Volunteer State Health Plan CoverKids 1st Qtr Total – 1

Denial Reversed: 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
Referred to TDCI Consumer Insurance Services: 2

As of September 29, 2015