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Withdrawn: 1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