Web Site Summary of Provider Complaints 3rd Quarter 2015

1st Quarter Total: 229
2nd Quarter Total: 220
3rd Quarter Total: 290
Total: 739

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
Total: 184

Denial Reversed: 83
Denial Upheld: 62
Duplicate: 2
Ineligible: 4
Opened in Error: 1
Paid: 13
Partial: 4
Pending: 1
Question Answered: 2
Resolved: 12

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
Total: 5

Denial Reversed: 2
Denial Upheld: 3

DentaQuest 1st Qtr Total – 3
DentaQuest 2nd Qtr Total – 2
DentaQuest 3rd Qtr Total – 4
Total: 9

Denial Reversed: 2
Denial Upheld: 4
Partial: 1
Question Answered: 2
HealthSpring 3rd Quarter Total – 1
CIS Referral: 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
TennCare Bureau 3rd Qtr Total – 2
Total: 5

Denial Reversed: 1
Denial Upheld: 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 – 133
UnitedHealthcare Plan of the River Valley 3rd Qtr Total – 80
UPRV Total – 332

Denial Reversed: 152
Denial Upheld: 128
Duplicate: 1
Ineligible: 1
Opened in Error: 1
Paid: 6
Partial: 21
Resolved: 14
Question Answered: 7
Withdrawn: 1

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

As of November 5, 2015 2
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
Total: 55

Denial Reversed: 28
Denial Upheld: 22
Duplicate: 1
Partial: 2
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
Total: 3

Referred to TDCI Consumer Insurance Services: 3

Volunteer State Health Plan 1st Qtr Total – 19
Volunteer State Health Plan 2nd Qtr Total – 13
Volunteer State Health Plan 3rd Qtr Total – 89
VSHP Total: 121

Denial Reversed: 65
Denial Upheld: 34
Duplicate: 1
Partial: 12
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
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