

TennCare Oversight Division Web Site Summary of Provider Complaints 2016

1st Quarter Total: 253
2nd Quarter Total: 256
3rd Quarter Total: 203
4th Quarter Total: 281
YTD Total: 993

Amerigroup TN 1st Qtr Total – 137

Denial Reversed: 68
Denial Upheld: 45
Duplicate: 1
Ineligible: 1
Paid: 2
Partial: 9
Question Answered: 9
Resolved: 2

Amerigroup TN 2nd Qtr Total – 94

Denial Reversed: 44
Denial Upheld: 42
Duplicate: 2
Paid: 2
Partial: 1
Question Answered: 3

Amerigroup TN 3rd Qtr Total – 74

Denial Reversed: 44
Denial Upheld: 17
Duplicate: 3
Ineligible: 2
Partial: 3
Question Answered: 5

Amerigroup TN 4th Qtr Total – 123

Denial Reversed: 78
Denial Upheld: 43
Partial: 1
Question Answered: 1

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

Denial Reversed: 1

Amerigroup TN Medicare Advantage 2nd Qtr Total – 2

Denial Reversed: 1
Denial Upheld: 1

Amerigroup TN Medicare Advantage 4th Qtr Total – 1

Denial Reversed: 1

Amerigroup TN Medicare Advantage-Special Needs Plan 1st Qtr Total – 1

Denial Reversed: 1

Amerigroup TN Medicare Advantage-Special Needs Plan 3rd Qtr Total – 4

Denial Reversed: 3

Ineligible: 1

Amerigroup TN Medicare Advantage-Special Needs Plan 4th Qtr Total – 3

Denial Reversed: 1

Denial Upheld: 2

Amerigroup Washington State 1st Qtr Total – 1

Ineligible: 1

Cigna MA SNP 2nd Qtr Total – 1

Denial Reversed: 1

DentaQuest 1st Qtr Total – 3

Denial Reversed: 2

Denial Upheld: 1

DentaQuest 2nd Qtr Total – 4

Denial Reversed: 2

Partial: 2

DentaQuest 3rd Qtr Total – 8

Denial Reversed: 1

Denial Upheld: 5

Ineligible: 2

DentaQuest 4th Qtr Total – 8

Denial Reversed: 2

Denial Upheld: 2

Partial: 3

Referred to TDCI Consumer Insurance Services: 1

HealthSpring Medicare Advantage 1st Qtr Total – 1

Denial Reversed: 1

Magellan 3rd Qtr Total: 1

Denial Reversed: 1

TennCare Bureau 1st Qtr Total – 1

Denial Reversed: 1

TennCare Bureau 2nd Qtr Total – 1

Resolved: 1

TennCare Bureau 4th Qtr Total – 5

Denial Reversed: 1

Resolved: 4

TennCare Bureau (UPRV) 1st Qtr Total – 1

Resolved: 1

TennCare Bureau (UPRV) 3rd Qtr Total – 3

Denial Reversed: 1

Denial Upheld: 2

TennCare Bureau (UPRV & AGP) 2nd Qtr Total – 1

Denial Reversed: 1

TennCare Bureau (AGP) 4th Qtr Total – 1

Resolved: 1

UnitedHealthcare Plan of the River Valley 1st Qtr Total – 68

Denial Reversed: 24

Denial Upheld: 38

Partial: 4

Resolved: 1

Question Answered: 1

UnitedHealthcare Plan of the River Valley 2nd Qtr Total – 85

Denial Reversed: 49

Denial Upheld: 26

Duplicate: 3

Ineligible: 1

Partial: 5

Question Answered: 1

UnitedHealthcare Plan of the River Valley 3rd Qtr Total – 66

CIS Referral: 3

Denial Reversed: 27

Denial Upheld: 27

Duplicate: 3

Ineligible: 1

Partial: 4

Question Answered: 1

UnitedHealthcare Plan of the River Valley 4th Qtr Total – 102

Denial Reversed: 41
Denial Upheld: 51
Duplicate: 3
Ineligible: 1
Partial: 6

UnitedHealthcare Plan of the River Valley & PPL 1st Qtr Total - 1
Resolved: 1

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1st Qtr Total – 9
Denial Reversed: 2
Denial Upheld: 7

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 2nd Qtr Total – 13
Denial Reversed: 2
Denial Upheld: 10
Partial: 1

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 3rd Qtr Total – 17
Denial Reversed: 7
Denial Upheld: 8
Partial: 2

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 4th Qtr Total – 11
Denial Reversed: 3
Denial Upheld: 6
Duplicate: 1
Insufficient: 1

UnitedHealthcare Plan of the River Valley & TennCare Bureau 2nd Qtr Total – 11
Denial Reversed: 8
Partial: 3

UnitedHealthcare Plan of the River Valley Commercial 1st Qtr Total – 3
Referred to TDCI Consumer Insurance Services: 3

UnitedHealthcare Plan of the River Valley Commercial 2nd Qtr Total – 1
Referred to TDCI Consumer Insurance Services: 1

Volunteer State Health Plan 1st Qtr Total – 26
Denial Reversed: 22
Denial Upheld: 4

Volunteer State Health Plan 2nd Qtr Total – 39
Denial Reversed: 20

Denial Upheld: 10
Paid: 1
Partial: 4
Question Answered: 2
Resolved: 1
Withdrawn: 1

Volunteer State Health Plan 3rd Qtr Total – 26

Denial Reversed: 17
Denial Upheld: 7
Question Answered: 1
Resolved: 1

Volunteer State Health Plan 4th Qtr Total – 23

Denial Reversed: 16
Denial Upheld: 3
Ineligible: 1
Partial: 2
Resolved: 1

VSHP CoverKids 3rd Qtr total: 1

Denial Upheld: 1

Volunteer State Health Plan & PPL 4th Qtr Total - 1

Ineligible: 1

BCBST 2nd Qtr Total – 2

Referred to TDCI Consumer Insurance Services: 2

BCBST 3rd Qtr Total – 3

Referred to TDCI Consumer Insurance Services: 3

BCBST MA 4th Qtr Total – 1

Referred to TDCI Consumer Insurance Services: 1

Windsor/Welcare Medicare Advantage 3rd Qtr Total: 1

Denial Upheld: 1