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

As of February 6, 2017
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

As of February 6, 2017
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<th>Bureau</th>
<th>Total</th>
<th>Denial Reversed</th>
<th>Denial Upheld</th>
<th>Partial</th>
<th>Ineligible</th>
<th>Partial</th>
<th>Question Answered</th>
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</table>

As of February 6, 2017
As of February 6, 2017

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

As of February 6, 2017