Web Site Summary of Provider Complaints 2016

1st Quarter Total: 253
2nd Quarter Total: 256
YTD Total: 509

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 – 95
- Denial Reversed: 43
- Denial Upheld: 42
- Duplicate: 2
- Ineligible: 0
- Insufficient: 1
- Paid: 2
- Partial: 1
- Question Answered: 3
- Resolved: 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-Special Needs Plan 1st Qtr Total – 1
- Denial Reversed: 1

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)
- Pending: 3 (0)

As of August 16, 2016
DentaQuest 2nd Qtr Total – 4
Denial Reversed: 2
Partial: 2

HealthSpring Medicare Advantage 1st 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 (UPRV) 1st Qtr Total – 1
Resolved: 1

TennCare Bureau (UPRV & AGP) 2nd Qtr Total – 1
Denial Reversed: 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 – 86
Denial Reversed: 50
Denial Upheld: 26
Duplicate: 3
Ineligible: 1
Partial: 5
Pending: 0
Resolved: 0
Question Answered: 1

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

As of August 16, 2016
As of August 16, 2016

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 & 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
Pending:
Question Answered: 2
Resolved: 1
Withdrawn: 1

BCBST 2nd Qtr Total – 2
CIS Referral: 2