

TennCare Oversight Division Web Site Summary of Provider Complaints 2017

1st Quarter Total: 263

Amerigroup TN TennCare 1st Qtr Total – 100

Denial Reversed: 45
Denial Upheld: 21
Duplicate: 2
Insufficient: 1
Pending: 28
Paid: 1
Question Answered: 2
Resolved: 1

Amerigroup TN TennCare & Tennessee Carriers 1st Qtr Total – 1

Resolved: 1

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

Denial Reversed: 1

Amerigroup TN Medicare Advantage-Special Needs Plan 1st Qtr Total – 10

Denial Reversed: 3
Denial Upheld: 4
Duplicate: 1
Pending: 2

Amerigroup TN TennCare & Medicare Advantage 1st Qtr Total – 1

Denial Reversed: 1

Amerigroup TN TennCare & VSHP 1st Qtr Total – 1

Question Answered: 1

BCBST 1st Qtr Total – 1

Referred to TDCI Consumer Insurance Services: 1

BCBST MA 1st Qtr Total – 2

Referred to TDCI Consumer Insurance Services: 2

DentaQuest 1st Qtr Total – 6

Denial Reversed: 2
Denial Upheld: 3
Pending: 1

HealthSpring Medicare Advantage 1st Qtr Total – 1

Pending: 1

HealthSpring Medicare Advantage SNP 1st Qtr Total – 1

Pending: 1

Humana Medicare Advantage SNP 1st Qtr Total – 1

Pending: 1

UnitedHealthcare Plan of the River Valley TennCare 1st Qtr Total – 87

Denial Reversed: 26

Denial Upheld: 37

Duplicate: 4

Partial: 4

Pending: 15

Question Answered: 1

UnitedHealthcare Plan of the River Valley TennCare & TCI 1st Qtr Total – 1

Resolved: 1

UnitedHealthcare Plan of the River Valley TennCare & UPRV MA SNP 1st Qtr Total - 2

Denial Reversed: 1

Insufficient: 1

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1st Qtr Total – 14

Denial Reversed: 3

Denial Upheld: 9

Insufficient: 1

Pending: 1

UnitedHealthcare Plan of the River Valley Medicare Advantage 1st Qtr Total – 2

Referred to TDCI Consumer Insurance Services: 2

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

Referred to TDCI Consumer Insurance Services: 1

Volunteer State Health Plan TennCare 1st Qtr Total – 27

Denial Reversed: 15

Denial Upheld: 5

Pending: 5

Question Answered: 2

Volunteer State Health Plan TennCare & TennCare Bureau 1st Qtr Total – 1

Denial Reversed: 1

Volunteer State Health Plan Medicare Advantage SNP 1st Qtr Total – 1

Pending: 1

VSHP CoverKids 1st Qtr total: 1

Denial Reversed: 1