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