

TennCare Oversight Division Web Site Summary of Provider Complaints 2017

1st Quarter Total: 263
2nd Quarter Total: 276
Year to Date Total: 539

Amerigroup TN TennCare 1st Qtr Total – 101

Denial Reversed: 64
Denial Upheld: 29
Duplicate: 2
Paid: 1
Partial: 1
Question Answered: 3
Resolved: 1

Amerigroup TN TennCare 2nd Qtr Total – 87

Denial Reversed: 39
Denial Upheld: 33
Duplicate: 3
Paid: 1
Partial: 4
Pending: 3
Question Answered: 1
Resolved: 3

Amerigroup TennCare & Tennessee Carriers 1st Qtr Total – 1

Resolved: 1

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

Denial Reversed: 1

Amerigroup TennCare & Medicare Advantage-Special Needs Plan 2nd Qtr Total – 1

Denial Reversed: 1

Amerigroup Medicare Advantage-Special Needs Plan 1st Qtr Total – 8

Denial Reversed: 3
Denial Upheld: 4
Duplicate: 1

Amerigroup Medicare Advantage-Special Needs Plan 2nd Qtr Total – 1

Denial Reversed: 1

Amerigroup Medicare Advantage 1st Qtr Total – 2

Denial Upheld: 2

Amerigroup Medicare Advantage 2nd Qtr Total – 1
Denial Reversed: 1

Amerigroup TN TennCare & VSHP 1st Qtr Total – 1
Question Answered: 1

AGP & TCB 2nd Qtr Total – 1
Denial Upheld: 1

Anthem BlueCross 2nd Qtr Total – 1
Referred to TDCI Consumer Insurance Services: 1

BCBST 1st Qtr Total – 2
Referred to TDCI Consumer Insurance Services: 2

BCBST 2nd Qtr Total – 2
Duplicate: 1
Referred to TDCI Consumer Insurance Services: 1

BCBST MA 1st Qtr Total – 1
Referred to TDCI Consumer Insurance Services: 1

BCBST MA 2nd Qtr Total – 1
Denial Upheld: 1

DentaQuest 1st Qtr Total – 6
Denial Reversed: 2
Denial Upheld: 4

DentaQuest 2nd Qtr Total – 1
Partial Reversed: 1

HealthSpring Medicare Advantage 1st Qtr Total – 1
Denial Reversed: 1

HealthSpring Medicare Advantage 2nd Qtr Total – 2
Denial Upheld: 1
Referred to TDCI Consumer Insurance Services: 1

HealthSpring Medicare Advantage SNP 1st Qtr Total – 1
Denial Upheld: 1

Humana Medicare Advantage SNP 1st Qtr Total – 1
Denial Reversed: 1

Humana Medicare Advantage 2nd Qtr Total – 1
Referred to TDCI Consumer Insurance Services: 1

TennCare Bureau 2nd Qtr Total - 1
Question Answered: 1

UnitedHealthcare Plan of the River Valley TennCare 1st Qtr Total – 87
Denial Reversed: 36
Denial Upheld: 42
Duplicate: 4
Partial: 4
Question Answered: 1

UnitedHealthcare Plan of the River Valley TennCare 2nd Qtr Total – 98
Denial Reversed: 51
Denial Upheld: 25
Duplicate: 3
Paid: 2
Partial: 5
Pending: 8
Resolved: 1
Question Answered: 3

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

UnitedHealthcare Plan of the River Valley TennCare & MA SNP 1st Qtr Total - 2
Denial Reversed: 1
Denial Upheld: 1

UnitedHealthcare Plan of the River Valley TennCare & MA SNP 2nd Qtr Total - 1
Denial Reversed: 1

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1st Qtr Total – 14
Denial Reversed: 4
Denial Upheld: 10

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 2nd Qtr Total – 25
Denial Reversed: 4
Denial Upheld: 16
Duplicate: 1
Partial: 2
Pending: 2

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 Medicare Advantage 2nd Qtr Total – 7

Denial Reversed: 2

Denial Upheld: 3

Partial: 1

Referred to TDCI Consumer Insurance Services: 1

United Healthcare Commercial 1st Qtr Total – 1

Referred to TDCI Consumer Insurance Services: 1

United Healthcare Commercial 2nd Qtr Total – 5

Referred to TDCI Consumer Insurance Services: 5

Volunteer State Health Plan TennCare 1st Qtr Total – 27

Denial Reversed: 17

Denial Upheld: 7

Partial: 1

Question Answered: 2

Volunteer State Health Plan TennCare 2nd Qtr Total – 34

Denial Reversed: 21

Denial Upheld: 8

Partial: 1

Pending: 1

Resolved: 3

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

Denial Reversed: 1

Volunteer State Health Plan TennCare & UPRV 2nd Qtr Total – 1

Denial Upheld: 1

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

Question Answered: 1

Volunteer State Health Plan Medicare Advantage SNP 2nd Qtr Total – 1

Question Answered: 1

VSHP CoverKids 1st Qtr total: 1

Denial Reversed: 1

VSHP CoverKids 2nd Qtr total: 5

Denial Reversed: 5