TennCare Oversight Division Web Site Summary of Provider Complaints 2017

1st Quarter Total: 263
2nd Quarter Total: 277
3rd Quarter Total: 297
Year to Date Total: 837

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 TN TennCare 3rd Qtr Total – 121
Denial Reversed: 54
Denial Upheld: 27
Duplicate: 2
Ineligible: 2
Paid: 1
Partial: 3
Pending: 31
Resolved: 1

Amerigroup TennCare & Tennessee Carriers 1st Qtr Total – 1
Resolved: 1

Amerigroup TennCare (& UPRV) 3rd Qtr Total – 1
Denial Upheld: 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-Special Needs Plan 3rd Qtr Total – 7**
Denial Reversed: 2
Denial Upheld: 3
Partial: 1
Pending: 1

**Amerigroup Medicare Advantage 1st Qtr Total – 2**
Denial Upheld: 2

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

**Amerigroup Medicare Advantage 3rd 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

**Amerigoup Georgia 3rd Qtr Total – 2**
Ineligible: 1
Referred to TDCI Consumer Insurance Services: 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

**DentaQuest 3rd Qtr Total – 17**
- Denial Upheld: 15
- Partial Reversed: 1
- Pending: 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

**HealthSpring Medicare Advantage 3rd Qtr Total – 1**
- Referred to TDCI Consumer Insurance Services: 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

**Humana 3rd Qtr Total – 1**
- Referred to TDCI Consumer Insurance Services: 1

**Magellan 3rd Quarter Total - 1**
- Referred to TDCI Consumer Insurance Services: 1

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

**TennCare Bureau 3rd Qtr Total - 2**
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United Healthcare Plan of the River Valley Medicare Advantage SNP 3rd Qtr Total – 12
Denial Reversed: 1
Denial Upheld: 6
Partial: 2
Pending: 3

United Healthcare Plan of the River Valley Medicare Advantage 1st Qtr Total – 2
Referred to TDCI Consumer Insurance Services: 2

United Healthcare 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 Plan of the River Valley Medicare Advantage 3rd Qtr Total – 3
Denial Reversed: 2
Pending: 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

United Healthcare Commercial 3rd Qtr Total – 1
Referred to TDCI Consumer Insurance Services: 1

United Mississippi 3rd Quarter Total - 1
Ineligible: 1

Various Health Plan in one Complaint 3rd Qtr Total: 1
CIS Referral: 1

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 3rd Qtr Total – 36
Referred to TDCI Consumer Insurance Services: 1
Denial Reversed: 21
Denial Upheld: 11
Ineligible: 1
Pending: 1
Question Answered: 1

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

VSHP CoverKids 3rd Qtr total: 2
Denial Reversed: 2