## TennCare Oversight Division Web Site Summary of Provider Complaints 2017

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Total</th>
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<tbody>
<tr>
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<td>2nd Quarter</td>
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<td>3rd Quarter</td>
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<td>4th Quarter</td>
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<td>2017 Year Total</td>
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### 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 – 88
- Denial Reversed: 40
- Denial Upheld: 34
- Duplicate: 3
- IR Refer: 1
- Paid: 1
- Partial: 5
- Question Answered: 1
- Resolved: 3

### Amerigroup TN TennCare 3rd Qtr Total – 123
- Denial Reversed: 56
- Denial Upheld: 52
- Duplicate: 2
- Enrollee Services Referral: 1
- Ineligible: 2
- Paid: 1
- Partial: 3
- Resolved: 4
- Question Answered: 2

### Amerigroup TN TennCare 4th Qtr Total – 72
- Denial Reversed: 41
- Denial Upheld: 29
- Duplicate: 1
- 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-Special Needs Plan 4th Qtr Total – 2
Denial Reversed: 2

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

Amerigroup TN TennCare & VSHP 4th Qtr Total – 1
Question Answered: 1

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

**TennCare Bureau 4th Qtr Total – 10**
Denial Reversed: 1
Question Answered: 4
Resolved: 5

**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: 54
Denial Upheld: 29
Duplicate: 3
Paid: 2
Partial: 6
Resolved: 1
Question Answered: 3

**UnitedHealthcare Plan of the River Valley TennCare 3rd Qtr Total – 86**
Denial Reversed: 43
Denial Upheld: 34
Duplicate: 1
Ineligible: 1
Partial: 5
Enrollee Services Referral: 1
Withdrawn: 1
UnitedHealthcare Plan of the River Valley TennCare 4th Qtr Total – 86
Consumer Insurance Services Referral: 1
Denial Reversed: 33
Denial Upheld: 34
Duplicate: 2
Enrollee Services Referral: 1
Ineligible: 1
Partial: 11
Question Answered: 1
Resolved: 1
Withdrawn: 1

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 – 31
Denial Reversed: 7
Denial Upheld: 19
Duplicate: 1
Partial: 4

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 3rd Qtr Total – 16
Denial Reversed: 7
Denial Upheld: 7
Partial: 2

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 4th Qtr Total – 16
Denial Reversed: 4
Denial Upheld: 7
Partial: 4
Question Answered: 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 Medicare Advantage 2nd Qtr Total – 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

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

United Healthcare Commercial 4th 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: 2
Resolved: 3

Volunteer State Health Plan TennCare 3rd Qtr Total – 37
Denial Reversed: 21
Denial Upheld: 12
Enrollee Services Referral: 1
Ineligible: 2
Question Answered: 1

Volunteer State Health Plan TennCare 4th Qtr Total – 13
Denial reversed: 10
Denial Upheld: 2
Enrollee Services Referral: 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