

TennCare Oversight Division Web Site Summary of Provider Complaints 2017

1st Quarter Total:	263
2nd Quarter Total:	278
3rd Quarter Total:	301
4th Quarter Total:	203
2017 Year Total:	1045

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

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

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