

## TennCare Oversight Division Web Site Summary of Provider Complaints 2018

1<sup>st</sup> Quarter Total: 221

2<sup>nd</sup> Quarter Total: 302

3<sup>rd</sup> Quarter Total: 351

YTD Total: **874**

### **Amerigroup TN TennCare 1<sup>st</sup> Qtr Total – 69**

Denial Reversed: 32

Denial Upheld: 27

Duplicate: 2

Ineligible: 1

Insufficient: 1

Paid: 3

Question Answered: 3

### **Amerigroup TN TennCare & PPL 1<sup>st</sup> Qtr Total – 1**

Question Answered: 1

### **Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 1<sup>st</sup> Qtr Total – 4**

Denial Reversed: 2

Denial Upheld: 2

### **Amerigroup TN TennCare 2<sup>nd</sup> Qtr Total – 106**

Denial Reversed: 47

Denial Upheld: 42

Duplicate: 2

Ineligible: 4

Opened in Error: 1

Paid: 2

Question Answered: 3

Withdrawn: 5

### **Amerigroup TN Medicare Advantage &/or MA Special Needs Plan 2<sup>nd</sup> Qtr Totals – 10**

Denial Reversed: 8

Denial Upheld: 2

### **Amerigroup TN TennCare 3<sup>rd</sup> Qtr Total – 137**

Denial Reversed: 34

Denial Upheld: 47

Duplicate: 2

Ineligible: 1

Insufficient: 1

Partial: 2

Pending: 47

Question Answered: 1

Resolved: 2

**Amerigroup TN Medicare Advantage &/or MA Special Needs Plan 3<sup>rd</sup> Qtr Totals – 2**

Denial Upheld: 2

**Cigna 1<sup>st</sup> Qtr Total: 1**

Referral to Consumer Insurance Services: 1

**DentaQuest 1<sup>st</sup> Qtr Total – 0**

**DentaQuest 2<sup>nd</sup> Qtr Total – 0**

**DentaQuest 3<sup>rd</sup> Qtr Total - 2**

Denial Reversed: 1

Question Answered: 1

**Farm Bureau 2<sup>nd</sup> Qtr Total - 2**

Referral to Consumer Insurance Services: 2

**Farm Bureau 3<sup>rd</sup> Qtr Total - 1**

Referral to Consumer Insurance Services: 1

**Guarantee Trust 3<sup>rd</sup> Qtr Total: 1**

Referral to Consumer Insurance Services: 1

**Harmony 3<sup>rd</sup> Qtr Total: 1**

Denial Reversed: 1

**HealthSpring 3<sup>rd</sup> Qtr Total: 1**

Pending: 1

**Humana Medicare Advantage SNP 1<sup>st</sup> Qtr Total – 1**

Denial Reversed: 1

**Humana Medicare 3<sup>rd</sup> Qtr Total – 2**

Ineligible: 1

Referral to Consumer Insurance Services: 1

**Manhattan Life: 1<sup>st</sup> Qtr & 2<sup>nd</sup> Qtr Total: 2**

Referral to Consumer Insurance Services: 2

**None Identified 1<sup>st</sup> Qtr Total: 1**

Ineligible: 1

**Public Partnerships LLC 2<sup>nd</sup> Qtr Total: 19**

Denial Reversed: 5

Ineligible: 1

Paid: 7

Partial: 1  
Processed as Enrollee Services Request: 3  
Question Answered: 2

**Public Partnerships LLC 3<sup>rd</sup> Qtr Total: 1**  
Pending: 1

**TennCare Bureau 1<sup>st</sup> & 2<sup>nd</sup> Qtr Totals - 2**  
Ineligible: 1  
Resolved: 1

**TennCare Bureau 3<sup>rd</sup> Qtr Total: - 2**  
Question Answered: 1  
Referral to Division of TennCare: 1

**Tresix Insurance 2<sup>nd</sup> Qtr Total: 1**  
Referral to Consumer Insurance services: 1

**UnitedHealthcare Plan of the River Valley TennCare 1<sup>st</sup> Qtr Total – 111**  
Denial Reversed: 36  
Denial Upheld: 57  
Duplicate: 2  
Ineligible: 3  
Paid: 1  
Partial: 7  
Question Answered: 3  
Resolved: 2

**UnitedHealthcare Plan of the River Valley TennCare 2<sup>nd</sup> Qtr Total – 117**  
Denial Reversed: 50  
Denial Upheld: 47  
Duplicate: 6  
Ineligible: 1  
Insufficient: 1  
Partial: 6  
Question Answered: 5  
Resolved: 1

**UnitedHealthcare Plan of the River Valley TennCare 3<sup>rd</sup> Qtr Total – 116**  
Consolidated with another PC: 1  
Denial Reversed: 32  
Denial Upheld: 22  
Duplicate: 2  
Ineligible: 1  
Insufficient: 1  
Partial: 2

Pending: 54  
Question Answered: 1

**UnitedHealthcare Plan of the River Valley & TennCare 1<sup>st</sup> Qtr Total – 1**  
Question Answered: 1

**UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1<sup>st</sup> Qtr Total – 13**  
Denial Reversed: 5  
Denial Upheld: 6  
Partial: 1  
Resolved: 1

**UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 2<sup>nd</sup> Qtr Total – 15**  
Denial Reversed: 4  
Denial Upheld: 9  
Ineligible: 1  
Partial: 2

**UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 3<sup>rd</sup> Qtr Total – 43**  
Consolidated: 2  
Denial Reversed: 12  
Denial Upheld: 18  
Insufficient: 1  
Partial: 1  
Pending: 8  
Resolved: 1

**United Healthcare Commercial: 7**  
Referral to Consumer Insurance Services: 7

**Volunteer State Health Plan TennCare 1<sup>st</sup> Qtr Total – 15**  
Denial Reversed: 10  
Denial Upheld: 2  
Partial: 1  
Question Answered: 1  
Resolved: 1

**Volunteer State Health Plan TennCare 2<sup>nd</sup> Qtr Total – 28**  
Denial Reversed: 18  
Denial Upheld: 4  
Insufficient: 1  
Opened in Error: 1  
Partial: 1

Question Answered: 3

**Volunteer State Health Plan TennCare 3<sup>rd</sup> Qtr Total – 29**

Denial Reversed: 15

Denial Upheld: 1

Paid: 2

Pending: 7

Question Answered: 1

Resolved: 1

**Volunteer State Health Plan Medicare Advantage SNP 1<sup>st</sup> Qtr Total – 2**

Denial Reversed: 2

**Volunteer State Health Plan Medicare Advantage SNP 2<sup>nd</sup> Qtr Total – 0**

**Volunteer State Health Plan Medicare Advantage SNP 3<sup>rd</sup> Qtr Total – 1**

Denial Upheld: 1

**BCBST 3<sup>rd</sup> Qtr Total: 1**

Referral to Consumer Insurance Services: 1

**BCBST Medicare Advantage 2<sup>nd</sup> Qtr Total: 1**

Referral to Consumer Insurance Services: 1

**BCBST Medicare Advantage 3<sup>rd</sup> Qtr Total: 1**

Referral to Consumer Insurance Services: 1

**Unknown 3<sup>rd</sup> Qtr – 1**

Referral to Consumer Insurance Services: 1