TennCare Oversight Division Web Site Summary of Provider Complaints 2018

1st Quarter Total: 221
2nd Quarter Total: 302
3rd Quarter Total: 351
YTD Total: 874

Amerigroup TN TennCare 1st Qtr Total – 69
Denial Reversed: 32
Denial Upheld: 27
Duplicate: 2
Ineligible: 1
Insufficient: 1
Paid: 3
Question Answered: 3

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

Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 1st Qtr Total – 4
Denial Reversed: 2
Denial Upheld: 2

Amerigroup TN TennCare 2nd 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Withdrawn: 5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 2nd Qtr Total – 10
Denial Reversed: 8
Denial Upheld: 2

Amerigroup TN TennCare 3rd 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 3rd Qtr Total – 2

Denial Upheld: 2

Cigna 1st Qtr Total: 1
Referral to Consumer Insurance Services: 1

DentaQuest 1st Qtr Total – 0
DentaQuest 2nd Qtr Total – 0

DentaQuest 3rd Qtr Total - 2
Denial Reversed: 1
Question Answered: 1

Farm Bureau 2nd Qtr Total - 2
Referral to Consumer Insurance Services: 2

Farm Bureau 3rd Qtr Total - 1
Referral to Consumer Insurance Services: 1

Guarantee Trust 3rd Qtr Total: 1
Referral to Consumer Insurance Services: 1

Harmony 3rd Qtr Total: 1
Denial Reversed: 1

HealthSpring 3rd Qtr Total: 1
Pending: 1

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

Humana Medicare 3rd Qtr Total – 2
Ineligible: 1
Referral to Consumer Insurance Services: 1

Manhattan Life: 1st Qtr & 2nd Qtr Total: 2
Referral to Consumer Insurance Services: 2

None Identified 1st Qtr Total: 1
Ineligible: 1

Public Partnerships LLC 2nd Qtr Total: 19
Denial Reversed: 5
Ineligible: 1
Paid: 7
Partial: 1
Processed as Enrollee Services Request: 3
Question Answered: 2

**Public Partnerships LLC 3rd Qtr Total: 1**
Pending: 1

**TennCare Bureau 1st & 2nd Qtr Totals - 2**
Ineligible: 1
Resolved: 1

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

**Tresix Insurance 2nd Qtr Total: 1**
Referral to Consumer Insurance services: 1

**UnitedHealthcare Plan of the River Valley TennCare 1st 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 2nd 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 3rd 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 1st Qtr Total – 1
Question Answered: 1

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

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

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 3rd 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 1st Qtr Total – 15
Denial Reversed: 10
Denial Upheld: 2
Partial: 1
Question Answered: 1
Resolved: 1

Volunteer State Health Plan TennCare 2nd 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 3rd 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 1st Qtr Total – 2
Denial Reversed: 2

Volunteer State Health Plan Medicare Advantage SNP 2nd Qtr Total – 0

Volunteer State Health Plan Medicare Advantage SNP 3rd Qtr Total – 1
Denial Upheld: 1

BCBST 3rd Qtr Total: 1
Referral to Consumer Insurance Services: 1

BCBST Medicare Advantage 2nd Qtr Total: 1
Referral to Consumer Insurance Services: 1

BCBST Medicare Advantage 3rd Qtr Total: 1
Referral to Consumer Insurance Services: 1

Unknown 3rd Qtr – 1
Referral to Consumer Insurance Services: 1