

TennCare Oversight Division Web Site Summary of Provider Complaints 2018

1st Quarter Total: 221

Amerigroup TN TennCare 1st Qtr Total – 69

Denial Reversed: 31

Denial Upheld: 22

Duplicate: 2

Ineligible: 1

Insufficient: 1

Pending: 8

Paid: 2

Question Answered: 2

Amerigroup TN TennCare & PPL 1st Qtr Total – 1

Question Answered: 1

Amerigroup TN Medicare Advantage-Special Needs Plan 1st Qtr Total – 2

Denial Reversed: 1

Denial Upheld: 1

Amerigroup TN Medicare Advantage Plan 1st Qtr Total – 2

Denial Reversed: 1

Denial Upheld: 1

Cigna 1st Qtr Total: 1

Referral to Consumer Insurance Services: 1

DentaQuest 1st Qtr Total – 0

Humana Medicare Advantage SNP 1st Qtr Total – 1

Denial Reversed: 1

Manhattan Life: 1st Qtr Total: 1

Referral to Consumer Insurance Services: 1

None Identified 1st Qtr Total: 1

Ineligible: 1

TennCare Bureau 1st Qtr Total: 1

Ineligible: 1

UnitedHealthcare Plan of the River Valley TennCare 1st Qtr Total – 111

Denial Reversed: 31

Denial Upheld: 47

Duplicate: 2

Ineligible: 3
Insufficient: 2
Partial: 6
Pending: 15
Question Answered: 3
Resolved: 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

Volunteer State Health Plan TennCare 1st Qtr Total – 15

Denial Reversed: 7
Denial Upheld: 2
Partial: 1
Pending: 3
Question Answered: 1
Resolved: 1

Volunteer State Health Plan Medicare Advantage SNP 1st Qtr Total – 2

Denial Reversed: 2