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

Manhatten 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 – 1
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