TennCare Oversight Division Web Site Summary of Provider Complaints 2018

1st Quarter Total: 221
2nd Quarter Total: 302
3rd Quarter Total: 351
4th Quarter Total: 277
2018 Total: 1151

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 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Withdrawn: 5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 TennCare 3rd Qtr Total – 135
Denial Reversed: 57
Denial Upheld: 68
Duplicate: 2
Ineligible: 1
Partial: 3
Question Answered: 2
Resolved: 2

Amerigroup TN TennCare 4th Qtr Total – 112
Denial Reversed: 54
Denial Upheld: 53
Duplicate: 3
No Provider ID’d: 1
Question Answered: 1

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 Medicare Advantage &/or MA Special Needs Plan 2nd Qtr Totals – 10

Provider Complaints 2018 4th Quarter Totals

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<table>
<thead>
<tr>
<th>Provider</th>
<th>Qtr Total</th>
<th>Denial Reversed</th>
<th>Denial Upheld</th>
<th>Question Answered</th>
<th>Referral to Consumer Insurance Services</th>
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Medicare 4th Qtr Total – 1
Referral to Consumer Insurance Services: 1

Progressive 3rd Qtr total – 3
Referral to Consumer Insurance Services: 3

Public Partnerships LLC (DIDD) 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
Paid: 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 – 114
Consolidated with another PC: 1
Denial Reversed: 53
Denial Upheld: 47
Ineligible: 1
Paid: 3
Partial: 7
Question Answered: 1

UnitedHealthcare Plan of the River Valley TennCare 4th Qtr Total – 108
Denial Reversed: 31
Denial Upheld: 50
Ineligible: 13
Opened in Error: 3
Paid: 2
Partial: 8
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 – 44
Consolidated: 1
Denial Reversed: 18
Denial Upheld: 23
Partial: 1
Resolved: 1

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 4th Qtr Total – 23
Denial Reversed: 7
Denial Upheld: 14
Partial: 2

United Healthcare Commercial, AARP or Out-of State Medicaid: 14
Referral to Consumer Insurance Services: 12
Ineligible: 2

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

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Unknown Health Plan 1st and 3rd Qtr Total - 2
Ineligible: 1
Referral to Consumer Insurance Services: 1