

TennCare Oversight Division Web Site Summary of Provider Complaints 2019

1st Quarter Total: 178

2nd Quarter Total: 102

3rd Quarter Total: 131

YTD Total: 411

Amerigroup TN TennCare 1st Qtr Total – 57

Denial Reversed: 28

Denial Upheld: 15

Ineligible: 8

Question Answered: 2

Resolved: 2

Withdrawn: 1

Amerigroup TN TennCare 2nd Qtr Total – 46

Denial Reversed: 27

Denial Upheld: 14

Ineligible-N: 3

Partial: 1

Question Answered: 1

Amerigroup TN TennCare 3rd Qtr Total – 74

Denial Reversed: 35

Denial Upheld: 22

Partial: 1

Pending: 15

Resolved: 1

Amerigroup TN & TDFA Division of TennCare 1st Qtr Total – 1

Resolved: 1

Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 1st Qtr Total – 11

Denial Reversed: 7

Denial Upheld: 4

Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 2nd Qtr Total – 1

Denial Upheld: 1

Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 3rd Qtr Total – 3

Denial Reversed: 2

Pending: 1

BCBST 2nd Qtr Total – 1

Referral to Consumer Insurance Services: 1

BCBST 3rd Qtr Total – 1

Referral to Consumer Insurance Services: 1

BCBST MA 3rd Qtr Total – 1

Referral to Consumer Insurance Services: 1

Farm Bureau 1st Qtr Total - 1

Referral to Consumer Insurance Services: 1

Harmony MA SNP 1st Qtr Total - 2

Denial Reversed: 1

Denial Upheld: 1

Humana Tricare 1st Qtr Total – 1

Referral to Consumer Insurance Services: 1

TDFA Division of TennCare 1st Qtr Total - 7

Question Answered: 7

TDFA Division of TennCare 3rd Qtr Total - 1

Question Answered: 1

The Hartford 1st Qtr total – 1

Referral to Consumer Insurance Services: 1

TDFA Division of TennCare 2nd Qtr total – 1

Referred to TDFA Division of TennCare: 1

UnitedHealthcare Plan of the River Valley TennCare 1st Qtr Total – 68

Denial Reversed: 28

Denial Upheld: 27

Ineligible: 3

Paid: 4

Partial: 1

Question Answered: 4

TDFA Division of TennCare Referral: 1

UnitedHealthcare Plan of the River Valley TennCare 2nd Qtr Total – 29

Denial Reversed: 15

Denial Upheld: 9

Ineligible: 2

Partial: 3

UnitedHealthcare Plan of the River Valley TennCare 3rd Qtr Total – 27

Denial Reversed: 11

Denial Upheld: 9

Ineligible: 1

Partial: 2

Pending: 1

Resolved: 1

Withdrawn: 2

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1st Qtr Total – 10

Denial Reversed: 3
Denial Upheld: 4
Paid: 1
Resolved: 2

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 2nd Qtr Total – 5

Denial Reversed: 3
Denial Upheld: 2

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 3rd Qtr Total – 6

Denial Reversed: 1
Denial Upheld: 3
Pending: 2

United Healthcare Commercial 1st Qtr Total: 1

Referral to Consumer Insurance Services: 1

Volunteer State Health Plan TennCare 1st Qtr Total – 16

Denial Reversed: 6
Denial Upheld: 6
Ineligible: 1
Question Answered: 1
Resolved: 2

Volunteer State Health Plan TennCare 2nd Qtr Total – 18

Denial Reversed: 17
Denial Upheld: 1

Volunteer State Health Plan TennCare 3rd Qtr Total – 18

Denial Reversed: 8
Denial Upheld: 2
Insufficient: 5
Partial: 1
Pending: 2

Volunteer State Health Plan Medicare Advantage SNP 1st Qtr Total – 0

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

Volunteer State Health Plan & Amerigroup TennCare (Joint PC) 2nd Qtr total – 1

Denial Upheld: 1