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Withdrawn: 1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Withdrawn: 2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