**TennCare Oversight Division Web Site Summary of Provider Complaints 2019**

1st Quarter Total: 178
2nd Quarter Total: 102
3rd Quarter Total: 131
4th Quarter Total: 140
YTD Total: 553

**Amerigroup TN TennCare 1st Qtr Total – 57**
Denial Reversed: 28
Denial Upheld: 15
Ineligible: 8
Question Answered: 2
Resolved: 3
Withdrawn: 1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: 44
Denial Upheld: 27
Partial: 1
Resolved: 2

**Amerigroup TN TennCare 4th Qtr Total – 82**
Denial Reversed: 61
Denial Upheld: 13
Partial: 2
Question Answered: 5
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
Denial Upheld: 1
Amerigroup TN Medicare Advantage-\&/or MA Special Needs Plan 4th Qtr Total – 4
Denial Reversed – 2
Denial Upheld - 2

BCBST 2nd Qtr Total – 1
Referral to Consumer Insurance Services: 1

BCBST 3rd Qtr Total – 1
Referral to Consumer Insurance Services: 1

BCBST 4th Qtr Total – 1
Referral to Consumer Insurance Services – 1

BCBST MA 3rd Qtr Total – 1
Referral to Consumer Insurance Services: 1

DentaQuest 4th Qtr Total - 1
Denial Upheld: 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

Harmony MA SNP 4th Qtr Total - 1
Denial Reversed: 1

Humana Tricare 1st Qtr Total – 1
Referral to Consumer Insurance Services: 1

Humana Tricare 4th 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

TDFA Division of TennCare 4th Qtr Total – 1
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<th>Plan Name</th>
<th>Quarter</th>
<th>Total</th>
<th>Denial Reversed</th>
<th>Denial Upheld</th>
<th>Ineligible</th>
<th>Partial</th>
<th>Paid</th>
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</table>
**United Healthcare Commercial 1<sup>st</sup> Qtr Total:** 1  
Referral to Consumer Insurance Services: 1

**Volunteer State Health Plan TennCare 1<sup>st</sup> Qtr Total – 16**  
Denial Reversed: 6  
Denial Upheld: 6  
Ineligible: 1  
Question Answered: 1  
Resolved: 2

**Volunteer State Health Plan TennCare 2<sup>nd</sup> Qtr Total – 18**  
Denial Reversed: 17  
Denial Upheld: 1

**Volunteer State Health Plan TennCare 3<sup>rd</sup> Qtr Total – 18**  
Denial Reversed: 15  
Denial Upheld: 2  
Partial: 1

**Volunteer State Health Plan TennCare 4<sup>th</sup> Qtr Total – 14**  
Denial Reversed: 5  
Denial Upheld: 2  
Paid: 1  
Partial: 1  
Question Answered: 1  
Resolved: 4

**Volunteer State Health Plan Medicare Advantage SNP 1<sup>st</sup> Qtr Total – 0**

**Volunteer State Health Plan Medicare Advantage SNP 2<sup>nd</sup> Qtr Total – 0**

**Volunteer State Health Plan & Amerigroup TennCare (Joint PC) 2<sup>nd</sup> Qtr total – 1**  
Denial Upheld: 1

**Volunteer State Health Plan CoverKids & BCBST 4<sup>th</sup> Qtr Total – 1**  
Denial Reversed: 1