

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Withdrawn: 1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

Resolved: 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: 3

Resolved: 1

Withdrawn: 2

UnitedHealthcare Plan of the River Valley TennCare 4th Qtr Total – 26

Denial Reversed: 11

Denial Upheld: 13

Partial: 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: 2

Denial Upheld: 4

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 4th Qtr Total – 8

Denial Reversed: 3

Denial Upheld: 4

Resolved: 1

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: 15

Denial Upheld: 2

Partial: 1

Volunteer State Health Plan TennCare 4th 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 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

Volunteer State Health Plan CoverKids & BCBST 4th Qtr Total – 1

Denial Reversed: 1