

TennCare Oversight Division Web Site Summary of Provider Complaints 2020

1st Quarter Total: 115
2nd Quarter Total: 141
YTD Total: 256

Amerigroup TN TennCare 1st Qtr Total – 50

Denial Reversed: 32
Denial Upheld: 11
Ineligible: 1
Partial: 2
Resolved: 2
Question Answered: 2

AGP TN TennCare 2nd Qtr Total – 64

Denial Reversed: 38
Denial Upheld: 23
Ineligible: 1
Partial: 1
Resolved: 1

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

Denial Reversed: 1

Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 1st Qtr Total – 7

Denial Reversed: 3
Denial Upheld: 3
Question answered: 1

BCBST Anthem 1st Qtr Total – 1

Referred to Consumer Insurance Services

BCBST & TennCare 2nd Qtr Total – 1

Referred to Consumer Insurance Services: 1

Cigna 1st Qtr Total - 1

Referral to Consumer Insurance Services: 1

Harmony MA SNP 1st Qtr Total - 2

Denial Reversed: 1
Denial Upheld: 1

Humana 2nd Qtr Total – 1

Referred to Consumer Insurance Services: 1

TennCare 2nd Qtr Total – 2

Question answered: 2

UnitedHealthcare Plan of the River Valley TennCare 1st Qtr Total – 31

Denial Reversed: 13
Denial Upheld: 14

Partial: 1
Resolved: 2
Withdrawn: 1

UnitedHealthcare Plan of the River Valley TennCare 2nd Qtr Total – 32

Denial Reversed: 14
Denial Upheld: 17
Question Answered: 1

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

Denial Reversed: 1
Partial: 1

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1st Qtr Total – 8

Denial Reversed: 2
Denial Upheld: 6

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 2nd Qtr Total – 8

Denial Reversed: 3
Denial Upheld: 4
Withdrawn: 1

United Healthcare Commercial 1st Qtr Total: 1

Referral to Consumer Insurance Services: 1

United Healthcare Ohio 2nd Total: 1

Ineligible: 1

Volunteer State Health Plan TennCare 1st Qtr Total – 19

Denial Reversed: 10
Denial Upheld: 6
Partial: 1
Question Answered: 1
Resolved: 1

Volunteer State Health Plan TennCare 2nd Qtr Total – 21

Denial Reversed: 14
Denial Upheld: 5
Partial: 1
Question Answered: 1

Volunteer State Health Plan CoverKids 1st Qtr Total – 1

Denial Reversed: 1

Volunteer State Health Plan MA FIDE 2nd Qtr Total – 1

Denial Reversed: 1

Volunteer State Health Plan MA SNP 2nd Qtr Total – 1

Denial Upheld: 1