

**TennCare Oversight Division Web Site Summary of Provider Complaints 2020 YTD - Total: 570**

**1<sup>st</sup> Quarter Total: 115**

**2<sup>nd</sup> Quarter Total: 141**

**3<sup>rd</sup> Quarter Total: 139**

**4<sup>th</sup> Quarter Total: 175**

**Amerigroup TN TennCare 1<sup>st</sup> Qtr Total – 50**

Denial Reversed: 32

Denial Upheld: 11

Ineligible: 1

Partial: 2

Resolved: 2

Question Answered: 2

**AGP TN TennCare 2<sup>nd</sup> Qtr Total – 64**

Denial Reversed: 38

Denial Upheld: 23

Ineligible: 1

Partial: 1

Resolved: 1

**AGP TN TennCare 3<sup>rd</sup> Qtr Total – 75**

Denial Reversed: 42

Denial Upheld: 22

Ineligible: 2

Paid: 2

Partial: 5

Pending: 1

Withdrawn: 1

**AGP TN TennCare 4<sup>th</sup> Qtr Total – 78**

Denial Reversed: 40

Denial Upheld: 28

Duplicate: 1

Enrollee services Req (Opened in Error): 1

Paid: 1

Partial: 3

Resolved: 3

Withdrawn: 1

**AGP CoverKids 4<sup>th</sup> Qtr Total - 1**

Question Answered: 1

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

Denial Reversed: 1

**Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 2<sup>nd</sup>Qtr Total – 7**

Denial Reversed: 3

Denial Upheld: 3

Question answered: 1

**Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 3<sup>rd</sup> Qtr Total – 7**

Denial Reversed: 4

Denial Upheld: 3

**Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 4<sup>th</sup> Qtr Total – 6**

Denial Reversed: 3

Denial Upheld: 2

Duplicate: 1

**AGP TN TennCare & Division of TennCare 4<sup>th</sup> Qtr Total – 1**

Question Answered: 1

**BCBST Anthem 1<sup>st</sup> Qtr Total – 1**

Referred to Consumer Insurance Services: 1

**BCBST & TennCare 2<sup>nd</sup> Qtr Total – 1**

Referred to Consumer Insurance Services: 1

**Cigna 1<sup>st</sup> Qtr Total - 1**

Referral to Consumer Insurance Services: 1

**DentaQuest 4<sup>th</sup> Qtr Total - 3**

Denial Reversed: 2

Ineligible: 1

**Harmony MA SNP 1<sup>st</sup> Qtr Total - 2**

Denial Reversed: 1

Denial Upheld: 1

**Humana 2<sup>nd</sup> Qtr Total – 1**

Referred to Consumer Insurance Services: 1

**Humana 3<sup>rd</sup> Qtr Total – 1**

Ineligible: 1

**TennCare 2<sup>nd</sup> Qtr Total – 2**

Question answered: 2

**TennCare 3<sup>rd</sup> Qtr Total – 1**

Resolved: 1

**TennCare 4<sup>th</sup> Qtr Total – 2**

Question answered: 2

**UnitedHealthcare Plan of the River Valley TennCare 1<sup>st</sup> Qtr Total – 31**

Denial Reversed: 13

Denial Upheld: 14

Partial: 1

Resolved: 2  
Withdrawn: 1

**UnitedHealthcare Plan of the River Valley TennCare 2<sup>nd</sup> Qtr Total – 32**

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

**UnitedHealthcare Plan of the River Valley TennCare 3<sup>rd</sup> Qtr Total – 22**

Denial Reversed: 9  
Denial Upheld: 8  
Duplicate: 1  
Partial: 1  
Pending: 1  
Resolved: 1  
Withdrawn: 1

**UnitedHealthcare Plan of the River Valley TennCare 4<sup>th</sup> Qtr Total – 52**

Denial Reversed: 25  
Denial Upheld: 16  
Duplicate: 1  
Ineligible - N: 2  
IR Referral (Opened in Error): 1  
Paid: 1  
Partial: 2  
Question Answered: 1  
Resolved: 2  
Withdrawn: 1

**UnitedHealthcare Plan of the River Valley CoverKids 4<sup>th</sup> Qtr Total – 1**

Question Answered: 1

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

Denial Reversed: 1  
Partial: 1

**UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1<sup>st</sup> Qtr Total – 8**

Denial Reversed: 2  
Denial Upheld: 6

**UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 2<sup>nd</sup> Qtr Total – 8**

Denial Reversed: 3  
Denial Upheld: 4  
Withdrawn: 1

**UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 3<sup>rd</sup> Qtr Total – 11**

Denial Reversed: 2  
Denial Upheld: 9

**UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 4<sup>th</sup> Qtr Total – 8**

Denial Reversed: 4

Denial Upheld: 4

**United Healthcare Commercial 1<sup>st</sup> Qtr Total: 1**

Referral to Consumer Insurance Services: 1

**United Healthcare Ohio 2<sup>nd</sup> Total: 1**

Ineligible: 1

**UnitedHealthcare & Aetna 3<sup>rd</sup> Qtr Total – 1**

Referral to Consumer Insurance Services: 1

**Volunteer State Health Plan TennCare 1<sup>st</sup> Qtr Total – 19**

Denial Reversed: 10

Denial Upheld: 6

Partial: 1

Question Answered: 1

Resolved: 1

**Volunteer State Health Plan TennCare 2<sup>nd</sup> Qtr Total – 21**

Denial Reversed: 14

Denial Upheld: 5

Partial: 1

Question Answered: 1

**Volunteer State Health Plan TennCare 3<sup>rd</sup>Qtr Total – 19**

Denial Reversed: 10

Denial Upheld: 7

Partial: 1

Question Answered: 1

**Volunteer State Health Plan TennCare 4<sup>th</sup> Qtr Total – 20**

Denial Reversed: 9

Denial Upheld: 7

Partial: 3

Question Answered: 1

**Volunteer State Health Plan CoverKids 1<sup>st</sup> Qtr Total – 1**

Denial Reversed: 1

**Volunteer State Health Plan MA FIDE 2<sup>nd</sup> Qtr Total – 1**

Denial Reversed: 1

**Volunteer State Health Plan MA SNP 2<sup>nd</sup> Qtr Total – 1**

Denial Upheld: 1

**Volunteer State Health Plan MA SNP 3<sup>rd</sup> Qtr Total – 2**

Denial Reversed: 2

**Volunteer State Health Plan MA SNP 4<sup>th</sup> Qtr Total – 2**

Denial Reversed: 1

Denial Upheld: 1

**WellCare SNP 4<sup>th</sup> Qtr Total – 1**

Denial Reversed: 1