

## TennCare Oversight Division Summary of Provider Complaints for Calendar Year 2023

1<sup>st</sup> Quarter Total: 276\*

2<sup>nd</sup> Quarter Total: 287

2023 Total: 563

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

Denial Reversed: 35

Denial Upheld: 8

Duplicate: 1

Erroneous Submission (Opened in Error): 1

Partial: 3

Resolved: 2

AGP TennCare YTD Total: 108\*\*

### Amerigroup TN TennCare 2<sup>nd</sup> Qtr. Total – 58

Denial Reversed: 35

Denial Upheld: 12

Duplicate: 1

Insufficient: 2

Partial: 4

Pending: 1

Resolved: 3

### Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 1<sup>st</sup> Qtr. Total –10 (all SNP)

Denial Reversed: 5

Denial Upheld: 5

### Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 2<sup>nd</sup> Qtr. Total –5 (all SNP)

Denial Reversed: 3

Denial Upheld: 2

### BCBST 1<sup>st</sup> Qtr. Total – 1

Referred to Consumer Insurance Services: 1

### BCBST 2<sup>nd</sup> Qtr. Total – 1

Referred to Consumer Insurance Services: 1

### BCBST MA 1<sup>st</sup> Qtr Total – 3

Referred to Consumer Insurance Services: 3

### BCBS of PA 2<sup>nd</sup> Qtr. Total – 1

Ineligible: 1

### Cigna MA 1<sup>st</sup> Quarter Total - 1

Referred to Consumer Insurance Services: 1

### DentaQuest TennCare 1<sup>st</sup> Quarter Total - 1

Question Answered: 1

DentaQuest TennCare YTD Total: 1\*\*

**HealthSpring SNP 1<sup>st</sup> Quarter Total - 1**

Partial: 1

**HealthSpring SNP 2<sup>nd</sup> Quarter Total - 1**

Denial Reversed: 1

**Humana SNP 1<sup>st</sup> Quarter Total – 1**

Denial Reversed: 1

**TennCare 1<sup>st</sup> Qtr. Total – 8**

Question Answered: 1

Resolved: 7

**TennCare & AGP & UPRV & VSHP 2<sup>nd</sup> Qtr. Total: 1**

Question Answered: 1

**UnitedHealthcare Plan of the River Valley TennCare 1<sup>st</sup> Qtr. Total – 38**

Denial Reversed: 20

Denial Upheld: 14

Partial: 3

Question Answered: 1

**UPRV TennCare YTD Total: 73\*\***

**UnitedHealthcare Plan of the River Valley TennCare 2<sup>nd</sup> Qtr. Total – 35**

Denial Reversed: 16

Denial Upheld: 18

Partial: 1

**UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1<sup>st</sup> Qtr. Total –13**

Denial Reversed: 2

Denial Upheld: 10

Resolved: 1

**UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 2<sup>nd</sup> Qtr. Total – 10**

Denial Reversed: 2

Denial Upheld: 8

**UnitedHealthcare Commercial 2<sup>nd</sup> Qtr. Total – 1**

Duplicate: 1 (Previously referred to Consumer Insurance Services in 2022.0484)

**UHC GA SNP 2<sup>nd</sup> Qtr. Total - 1**

Ineligible: 1

**Volunteer State Health Plan TennCare 1<sup>st</sup> Qtr. Total – 113**

Denial Reversed: 5

Denial Upheld: 21

Paid: 1

Partial: 85

Resolved: 1

**VSHP TennCare YTD Total: 254\*\***

**Volunteer State Health Plan TennCare 2<sup>nd</sup> Qtr. Total – 141**

Denial Reversed: 19  
Denial Upheld: 38  
Denial Upheld - Observation Offered w/Corrected Claim: 61  
Duplicate: 1  
Ineligible: 9  
Partial: 3  
Pending: 3  
Question Answered: 3  
Resolved: 1  
TennCare Referral: 1  
Withdrawn: 2

**Volunteer State Health Plan CoverKids 1<sup>st</sup> Qtr. Total – 3**

Denial Upheld: 3

**Volunteer State Health Plan CoverKids 2<sup>nd</sup> Qtr. Total – 1**

Denial Upheld: 1

**Volunteer State Health Plan MA SNP 1<sup>st</sup> Qtr. Total – 33**

Denial Reversed: 3  
Denial Upheld: 28  
Partial: 2

**Volunteer State Health Plan MA SNP 2<sup>nd</sup> Qtr. Total – 27**

Denial Reversed: 6  
Denial Upheld: 21

**Windsor MA SNP 2<sup>nd</sup> Qtr. Total – 1**

Denial Reversed: 1

**Unidentified Healthplans 2<sup>nd</sup> Qtr. Total – 3**

Ineligible: 3

**NOTE:** Three (3) received PCs did not identify any Health Plan and the patients involved were not found in the TennCare MIS. Therefore, they were deemed ineligible.

\*Includes all Provider Complaints received.

\*\* Excludes CoverKids, Special Needs Plan or FIDE Plan Provider Complaints.

**Compare to previous years:**

2022 Total: 843  
2021 Total: 561  
2020 Total: 570  
2019 Total: 553  
2018 Total: 1151  
2017 Total: 1045