

TennCare Oversight Division Summary of Provider Complaints for Calendar Year 2023

1st Quarter Total: 276*
2nd Quarter Total: 288
3rd Quarter Total: 268
4th Quarter Total: 161
2023 Total: 993*

Amerigroup TN TennCare 1st 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: 243 **

Amerigroup TN TennCare 2nd Qtr. Total – 59

Denial Reversed: 38
Denial Upheld: 14
Duplicate: 1
Partial: 3
Resolved: 3

Amerigroup TN TennCare 3rd Qtr. Total – 75

Denial Reversed: 39
Denial Upheld: 25
Duplicate: 1
Ineligible: 2
Paid: 2
Partial: 3
Referred to Consumer Insurance Services: 1
Resolved: 2

Amerigroup TN TennCare 4th Qtr. Total – 59

Denial Reversed: 29
Denial Upheld: 23
Ineligible: 1
Enrollee Services Ref: 1
Paid: 1
Partial: 2
Resolved: 1
Withdrawn: 1

Amerigroup TN CoverKids 4th Qtr. Total – 1

Denial Upheld: 1

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

Denial Reversed: 5

Denial Upheld: 5

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

Denial Reversed: 3

Denial Upheld: 2

Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 3rd Qtr. Total – 8 (1 MA + 6 SNP)

Denial Reversed: 2

Denial Upheld: 5

Referral to Consumer Insurance Services: 1

Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 4th Qtr. Total –3 (all SNP)

Denial Reversed: 2

Denial Upheld: 1

BCBST 1st Qtr. Total – 1

Referred to Consumer Insurance Services: 1

BCBST 2nd Qtr. Total – 1

Referred to Consumer Insurance Services: 1

BCBST MA 1st Qtr Total – 3

Referred to Consumer Insurance Services: 3

BCBST MA 3rd Qtr. Total – 3

Denial Reversed: 1

Referred to Consumer Insurance Services: 2

BCBST MA 4th Qtr. Total – 1

Referred to Consumer Insurance Services: 1

BCBS of PA 2nd Qtr. Total – 1

Ineligible: 1

Cigna MA 1st Quarter Total - 1

Referred to Consumer Insurance Services: 1

DentaQuest TennCare 1st Quarter Total - 1

Question Answered: 1

DentaQuest TennCare YTD Total: 2**

DentaQuest TennCare 4th Quarter Total – 1

Question Answered: 1

DentaQuest & AGP 4th Quarter Total – 1

Enrollee Services Process: 1

HealthSpring SNP 1st Quarter Total - 1

Partial: 1

HealthSpring SNP 2nd Quarter Total - 1

Denial Reversed: 1

Humana SNP 1st Quarter Total – 1

Denial Reversed: 1

Humana SNP 4th Quarter Total – 1

Pending: 1

Kentucky Medicaid 4th Quarter Total – 1

Ineligible: 1

OptumRx 3rd Qtr. Total – 1

Denial Reversed: 1

OptumRx TennCare YTD Total: 1 **

TennCare 1st Qtr. Total – 8

Question Answered: 1

Resolved: 7

TennCare 3rd Qtr. Total – 2

Question Answered: 2

TennCare & AGP & UPRV & VSHP 2nd Qtr. Total: 1

Question Answered: 1

UnitedHealthcare Plan of the River Valley TennCare 1st Qtr. Total – 38

Denial Reversed: 20

Denial Upheld: 14

Partial: 3

Question Answered: 1

UPRV TennCare YTD Total: 159 **

UnitedHealthcare Plan of the River Valley TennCare 2nd Qtr. Total – 35

Denial Reversed: 16

Denial Upheld: 18

Partial: 1

UnitedHealthcare Plan of the River Valley TennCare 3rd Qtr. Total – 56

Denial Reversed: 31

Denial Upheld: 19

Ineligible: 1

Partial: 3

Pending: 1

Question Answered: 1

UnitedHealthcare Plan of the River Valley TennCare 4th Qtr. Total – 30

Denial Reversed: 13

Denial Upheld: 15

Partial: 1
Question Answered: 1

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1st Qtr. Total –13

Denial Reversed: 2
Denial Upheld: 10
Resolved: 1

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 2nd Qtr. Total – 10

Denial Reversed: 2
Denial Upheld: 8

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 3rd Qtr. Total – 7

Denial Reversed: 1
Denial Upheld: 6

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

Denial Reversed: 3
Denial Upheld: 4
Partial: 1

UnitedHealthcare Commercial 2nd Qtr. Total – 1

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

UHC GA SNP 2nd Qtr. Total - 1

Ineligible: 1

UHC KY 3rd Qtr. Total – 1

Referred to Consumer Insurance Services: 1

UHS MS 4th Qtr. Total - 1

Ineligible: 1

Unknown 4th Qtr. Total – 1

Ineligible: 1

Volunteer State Health Plan TennCare 1st Qtr. Total – 113

Denial Reversed: 5
Denial Upheld: 21
Paid: 1
Partial: 85
Resolved: 1

VSHP TennCare YTD Total: 358**

Volunteer State Health Plan TennCare 2nd Qtr. Total – 141

Denial Reversed: 19
Denial Upheld: 38
Denial Upheld - Observation Offered w/Corrected Claim: 61
Duplicate: 1
Ineligible: 9

Partial: 3
Question Answered: 6
Resolved: 1
TennCare Referral: 1
Withdrawn: 2

Volunteer State Health Plan TennCare 3rd Qtr. Total – 68

Denial Reversed: 20
Denial Upheld: 28
Denial Upheld - Observation Offered w/Corrected Claim: 14
Ineligible: 2
Partial: 1
Question Answered: 2
Resolved: 1

Volunteer State Health Plan TennCare 4th Qtr. Total – 36

Denial Reversed: 10
Denial Upheld: 14
Ineligible: 1
Partial: 10
Resolved: 1

Volunteer State Health Plan CoverKids 1st Qtr. Total – 3

Denial Upheld: 3

Volunteer State Health Plan CoverKids 2nd Qtr. Total – 1

Denial Upheld: 1

Volunteer State Health Plan MA SNP 1st Qtr. Total – 33

Denial Reversed: 3
Denial Upheld: 28
Partial: 2

Volunteer State Health Plan MA SNP 2nd Qtr. Total – 27

Denial Reversed: 6
Denial Upheld: 21

Volunteer State Health Plan MA SNP 3rd Qtr. Total – 47

Denial Reversed: 6
Denial Upheld: 40
Duplicate: 1

Volunteer State Health Plan MA SNP 4th Qtr. Total – 15

Denial Upheld: 15

WellCare 4th Qtr. Total – 2

Denial Reversed: 1
Paid: 1

Windsor MA SNP 2nd Qtr. Total – 1

Denial Reversed: 1

Unidentified Healthplans 2nd 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