

TennCare Oversight Division Summary of Provider Complaints for Calendar Year 2025

1st Quarter Total: 217*

2nd Quarter Total: 299

2025 Total: 516

Wellpoint TennCare 1st Qtr. Total – 53

Denial Reversed: 25

Denial Upheld: 20

Partial: 3

Partial (Pay with Corrected Claim): 1

Resolved: 1

Question Answered: 3

WLP TennCare YTD Total: 143**

Wellpoint TennCare 2nd Qtr. Total – 90

Question Answered: 3

Denial Reversed: 47

Denial Upheld: 25

Partial: 1

Partial (Pay with Corrected Claim) 3

Withdrawn: 11

Wellpoint Tennessee CoverKids 1st Qtr. Total – 4

Denial Upheld: 4

Wellpoint Medicare Advantage or Medicare Advantage SNP 1st Qtr. Total – 6 (MA 1, SNP 5)

Denial Reversed: 4

Denial Upheld: 1

Referred to Consumer Insurance Services: 1

Wellpoint Medicare Advantage or Medicare Advantage SNP 2nd Qtr. Total – 4 (MA 1, SNP 3)

Denial Reversed: 2

Denial Upheld: 1

Referred to Consumer Insurance Services: 1

DentaQuest TennCare 1st Quarter Total - 3

Paid: 2

Resolved: 1

DentaQuest TennCare YTD Total: 3**

OptumRx 1st Quarter Total – 1

Question Answered: 1

OptumRx TennCare YTD Total: 1**

TennCare 1st Qtr. Total – 1

TCB Referral: 1

TennCare 1st Qtr. Total – 3

TCB Referral: 3

UnitedHealthcare Plan of the River Valley TennCare 1st Qtr. Total – 31**UPRV TennCare YTD Total: 60****

Denial Reversed: 17
Denial Upheld: 10
Partial (Pay with Corrected Claim): 1
Resolved: 1
Referred to Consumer Insurance Services: 1
Question Answered: 1

UnitedHealthcare Plan of the River Valley TennCare 2nd Qtr. Total – 29

Denial Reversed: 19
Denial Upheld: 6
Partial: 1
Ineligible: 1
Withdrawn: 2

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1st Qtr. Total – 9

Denial Reversed: 5
Denial Upheld: 3
Partial (Pay with Corrected Claims): 1

UnitedHealthcare Plan of the River Valley Medicare Advantage or Medicare Advantage SNP 2nd Qtr. Total – 10 (MA 1, SNP 9)

Denial Reversed: 3
Denial Upheld: 7

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

Denial Reversed: 1

Volunteer State Health Plan TennCare 1st Qtr. Total -101**VSHP TennCare YTD Total: 246****

Denial Reversed: 60
Denial Upheld: 26
Duplicate: 2
Partial: 4
Paid: 4
Question Answered: 1
Resolved: 4

Volunteer State Health Plan TennCare 2ndQtr. Total -145

Question Answered: 2
Denial Reversed: 96
Denial Upheld: 27
Partial: 17
Partial (Pay with Corrected Claim): 2
Resolved: 1

Volunteer State Health Plan CoverKids 2nd Qtr. Total – 7

Denial Reversed: 6
Denial Upheld: 1

Volunteer State Health Plan Medicare Advantage SNP 1st Qtr. Total – 5

Denial Reversed: 1

Denial Upheld: 3

Duplicate: 1

Volunteer State Health Plan Medicare Advantage SNP 2nd Qtr. Total – 11

Denial Reversed: 1

Denial Upheld: 10

Ambetter/Centene 1st Qtr. Total – 1

Referred to Consumer Insurance Services: 1

Molina Healthcare 1st Qtr. Total – 1

Ineligible: 1

*Includes all Provider Complaints received.

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

Compare to previous years:

2024 Total: 1014

2023 Total: 993

2022 Total: 843

2021 Total: 561

2020 Total: 570

2019 Total: 553

2018 Total: 1151

2017 Total: 1045

Compare to previous 1st Quarter:

2024 Q1: 241

2023 Q1: 276

2022 Q1: 153

2021 Q1: 136