

TennCare Oversight Division of the Tennessee Department of Commerce and Insurance
Prompt Pay Compliance Summary for Processed TennCare Medical and Dental Claims

Monthly prompt payment analysis for all claims processed by specific TennCare Contract

TennCare Contractual Requirements and TCA 56-32-126(b)		90% 30 Day	99.5% 60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
Wellpoint of Tennessee, Inc.				
Region(s): All				
All	1/31/2025	98%	99.8%	Yes
All	2/28/2025	100%	100.0%	Yes
All	3/31/2025	100%	99.9%	Yes
All	4/30/2025	100%	99.9%	Yes
All	5/31/2025	100%	100.0%	Yes
All	6/30/2025	99%	100.0%	Yes
All	7/31/2025	100%	99.9%	Yes
All	8/31/2025	100%	99.9%	Yes
All	9/30/2025	100%	100.0%	Yes
All	10/31/2025	100%	100.0%	Yes
All	11/30/2025	100%	100.0%	Yes
All	12/31/2025	100%	100.0%	Yes
All	1/31/2026	100%	100.0%	Yes
All	2/28/2026	100%	100.0%	Yes
All	3/31/2026	100%	100.0%	Yes
All	4/30/2026	100%	100.0%	Yes

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TennCare Contractual Requirements and TCA 56-32-126(b)		90% 30 Day	99.5% 60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?

DentaQuest USA Insurance Co., Inc.

Region(s): All

Dental	1/31/2025	99%	99.9%	Yes
Dental	2/28/2025	99%	99.5%	Yes
Dental	3/31/2025	99%	99.0%	No
Dental	4/30/2025	99%	99.6%	Yes
Dental	5/31/2025	98%	98.7%	No
Dental	6/30/2025	98%	99.1%	No
Dental	7/31/2025	98%	99.9%	Yes
Dental	8/31/2025	99%	100.0%	Yes
Dental	9/30/2025	99%	100.0%	Yes
Dental	10/31/2025	98%	99.8%	Yes
Dental	11/30/2025	99%	100.0%	Yes
Dental	12/31/2025	100%	99.9%	Yes
Dental	1/31/2026	100%	100.0%	Yes
Dental	2/28/2026	71%	72.8%	No
Dental	3/31/2026	96%	99.9%	Yes
Dental	4/30/2026	100%	99.8%	Yes

Monthly prompt payment analysis for all claims processed by specific TennCare Contract

TennCare Contractual Requirements and		90%	99.5%
TCA 56-32-126(b)		30 Day	60 Day
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

Renaissance Life & Health Insurance Company of America (TennCare)

Region(s): All

Dental	11/30/2025	100%	100.0%	Yes
Dental	12/31/2025	99%	100.0%	Yes
Dental	1/31/2026	99%	100.0%	Yes
Dental	2/28/2026	98%	100.0%	Yes
Dental	3/31/2026	97%	100.0%	Yes
Dental	4/30/2026	99%	100.0%	Yes

Monthly prompt payment analysis for all claims processed by specific TennCare Contract

TennCare Contractual Requirements and TCA 56-32-126(b)		90% 30 Day	99.5% 60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Region(s): All

All	1/31/2025	99%	100.0%	Yes
All	2/28/2025	100%	99.8%	Yes
All	3/31/2025	100%	100.0%	Yes
All	4/30/2025	100%	100.0%	Yes
All	5/31/2025	99%	100.0%	Yes
All	6/30/2025	99%	99.9%	Yes
All	7/31/2025	100%	100.0%	Yes
All	8/31/2025	100%	99.9%	Yes
All	9/30/2025	100%	99.8%	Yes
All	10/31/2025	100%	99.9%	Yes
All	11/30/2025	100%	100.0%	Yes
All	12/31/2025	100%	99.8%	Yes
All	1/31/2026	100%	100.0%	Yes
All	2/28/2026	100%	100.0%	Yes
All	3/31/2026	100%	100.0%	Yes
All	4/30/2026	100%	100.0%	Yes

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TennCare Contractual Requirements and TCA 56-32-126(b)		90% 30 Day	99.5% 60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?

Volunteer State Health Plan, Inc., d/b/a BlueCare

Region(s): All

All	1/31/2025	98%	99.7%	Yes
All	2/28/2025	97%	99.6%	Yes
All	3/31/2025	97%	99.5%	Yes
All	4/30/2025	97%	99.7%	Yes
All	5/31/2025	97%	99.6%	Yes
All	6/30/2025	96%	99.5%	Yes
All	7/31/2025	95%	99.6%	Yes
All	8/31/2025	95%	99.6%	Yes
All	9/30/2025	96%	99.7%	Yes
All	10/31/2025	95%	100.0%	Yes
All	11/30/2025	94%	100.0%	Yes
All	12/31/2025	97%	100.0%	Yes
All	1/31/2026	95%	99.9%	Yes
All	2/28/2026	95%	99.9%	Yes
All	3/31/2026	97%	99.9%	Yes
All	4/30/2026	94%	99.7%	Yes

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TennCare Contractual Requirements and TCA 56-32-126(b)	Claim Types	For the Month Ended	90%	99.5%	Compliance?
			30 Day	60 Day	
			Clean Claims	All Claims	

Volunteer State Health Plan, Inc., d/b/a TennCare Select

Region(s): All

All	1/31/2025	99%	99.5%	Yes
All	2/28/2025	98%	99.6%	Yes
All	3/31/2025	98%	99.6%	Yes
All	4/30/2025	98%	99.6%	Yes
All	5/31/2025	97%	96.5%	No
All	6/30/2025	98%	99.7%	Yes
All	7/31/2025	98%	99.9%	Yes
All	8/31/2025	98%	100.0%	Yes
All	9/30/2025	98%	100.0%	Yes
All	10/31/2025	96%	100.0%	Yes
All	11/30/2025	97%	100.0%	Yes
All	12/31/2025	98%	100.0%	Yes
All	1/31/2026	96%	100.0%	Yes
All	2/28/2026	97%	100.0%	Yes
All	3/31/2026	97%	100.0%	Yes
All	4/30/2026	97%	99.9%	Yes