

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

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

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.

Processor EyeMed

Region(s): All

Vision	1/31/2026	100%	100.0%	Yes
Vision	2/28/2026	100%	100.0%	Yes
Vision	3/31/2026	100%	100.0%	Yes
Vision	4/30/2026	99%	100.0%	Yes

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

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.

Processor EyeQuest

Region(s): All

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

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

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.

Processor Affiliate Organization

Region(s): All

Medical	1/31/2025	98%	99.8%	Yes
Medical	2/28/2025	100%	100.0%	Yes
Medical	3/31/2025	100%	99.9%	Yes
Medical	4/30/2025	100%	99.9%	Yes
Medical	5/31/2025	100%	100.0%	Yes
Medical	6/30/2025	100%	100.0%	Yes
Medical	7/31/2025	100%	99.9%	Yes
Medical	8/31/2025	100%	99.9%	Yes
Medical	9/30/2025	100%	100.0%	Yes
Medical	10/31/2025	100%	100.0%	Yes
Medical	11/30/2025	100%	100.0%	Yes
Medical	12/31/2025	100%	100.0%	Yes
Medical	1/31/2026	100%	100.0%	Yes
Medical	2/28/2026	100%	100.0%	Yes
Medical	3/31/2026	100%	100.0%	Yes
Medical	4/30/2026	100%	100.0%	Yes

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

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.

Processor Tennessee Carriers

Region(s): All

Non Emergency Transportation	1/31/2025	100%	99.9%	Yes
Non Emergency Transportation	2/28/2025	100%	100.0%	Yes
Non Emergency Transportation	3/31/2025	100%	99.9%	Yes
Non Emergency Transportation	4/30/2025	99%	99.9%	Yes
Non Emergency Transportation	5/31/2025	100%	100.0%	Yes
Non Emergency Transportation	6/30/2025	84%	100.0%	No
Non Emergency Transportation	7/31/2025	99%	99.9%	Yes
Non Emergency Transportation	8/31/2025	100%	100.0%	Yes
Non Emergency Transportation	9/30/2025	100%	99.9%	Yes
Non Emergency Transportation	10/31/2025	100%	100.0%	Yes
Non Emergency Transportation	11/30/2025	100%	100.0%	Yes
Non Emergency Transportation	12/31/2025	100%	100.0%	Yes
Non Emergency Transportation	1/31/2026	100%	100.0%	Yes
Non Emergency Transportation	2/28/2026	100%	100.0%	Yes
Non Emergency Transportation	3/31/2026	99%	100.0%	Yes
Non Emergency Transportation	4/30/2026	100%	100.0%	Yes

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

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.

Processor

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

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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?

Renaissance Life & Health Insurance Company of America (TennCare)

Processor

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

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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?

UnitedHealthcare Plans of the River Valley, Inc.

Processor March Vision

Region(s): All

Vision	1/31/2025	100%	100.0%	Yes
Vision	2/28/2025	100%	100.0%	Yes
Vision	3/31/2025	100%	100.0%	Yes
Vision	4/30/2025	100%	100.0%	Yes
Vision	5/31/2025	100%	100.0%	Yes
Vision	6/30/2025	97%	97.1%	No
Vision	7/31/2025	100%	100.0%	Yes
Vision	8/31/2025	100%	100.0%	Yes
Vision	9/30/2025	100%	100.0%	Yes
Vision	10/31/2025	100%	100.0%	Yes
Vision	11/30/2025	100%	100.0%	Yes
Vision	12/31/2025	100%	100.0%	Yes
Vision	1/31/2026	100%	100.0%	Yes
Vision	2/28/2026	100%	100.0%	Yes
Vision	3/31/2026	100%	100.0%	Yes
Vision	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?

UnitedHealthcare Plans of the River Valley, Inc.

Processor Affiliate Organization

Region(s): All

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

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Claim Types	For the Month Ended	Clean Claims All Claims Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Processor Affiliate Organization

Region(s): All

Non Emergency Transportation	1/31/2025	99%	100.0%	Yes
Non Emergency Transportation	2/28/2025	100%	100.0%	Yes
Non Emergency Transportation	3/31/2025	100%	100.0%	Yes
Non Emergency Transportation	4/30/2025	100%	100.0%	Yes
Non Emergency Transportation	5/31/2025	100%	100.0%	Yes
Non Emergency Transportation	6/30/2025	100%	100.0%	Yes
Non Emergency Transportation	7/31/2025	100%	100.0%	Yes
Non Emergency Transportation	8/31/2025	100%	100.0%	Yes
Non Emergency Transportation	9/30/2025	100%	99.9%	Yes
Non Emergency Transportation	10/31/2025	100%	9990.0%	Yes
Non Emergency Transportation	11/30/2025	100%	100.0%	Yes
Non Emergency Transportation	12/31/2025	100%	100.0%	Yes
Non Emergency Transportation	1/31/2026	100%	100.0%	Yes
Non Emergency Transportation	2/28/2026	100%	100.0%	Yes
Non Emergency Transportation	3/31/2026	100%	100.0%	Yes
Non Emergency Transportation	4/30/2026	100%	100.0%	Yes

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Claim Types	For the Month Ended	Clean Claims All Claims Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Processor Tennessee Carriers

Region(s): All

Non Emergency Transportation	1/31/2025	99%	100.0%	Yes
Non Emergency Transportation	2/28/2025	99%	100.0%	Yes
Non Emergency Transportation	3/31/2025	99%	99.8%	Yes
Non Emergency Transportation	4/30/2025	100%	99.8%	Yes
Non Emergency Transportation	5/31/2025	100%	100.0%	Yes
Non Emergency Transportation	6/30/2025	85%	100.0%	No
Non Emergency Transportation	7/31/2025	99%	99.9%	Yes
Non Emergency Transportation	8/31/2025	100%	100.0%	Yes
Non Emergency Transportation	9/30/2025	100%	100.0%	Yes
Non Emergency Transportation	10/31/2025	100%	100.0%	Yes
Non Emergency Transportation	11/30/2025	100%	100.0%	Yes
Non Emergency Transportation	12/31/2025	100%	100.0%	Yes
Non Emergency Transportation	1/31/2026	100%	100.0%	Yes
Non Emergency Transportation	2/28/2026	100%	100.0%	Yes
Non Emergency Transportation	3/31/2026	100%	100.0%	Yes
Non Emergency Transportation	4/30/2026	100%	100.0%	Yes

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

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

Processor Affiliate Organization

Region(s): All

Medical	1/31/2025	97%	99.7%	Yes
Medical	2/28/2025	97%	99.5%	Yes
Medical	3/31/2025	96%	99.4%	No
Medical	4/30/2025	97%	99.7%	Yes
Medical	5/31/2025	96%	99.6%	Yes
Medical	6/30/2025	96%	99.5%	Yes
Medical	7/31/2025	95%	99.5%	Yes
Medical	8/31/2025	95%	99.6%	Yes
Medical	9/30/2025	96%	99.7%	Yes
Medical	10/31/2025	95%	100.0%	Yes
Medical	11/30/2025	94%	100.0%	Yes
Medical	12/31/2025	97%	100.0%	Yes
Medical	1/31/2026	95%	99.9%	Yes
Medical	2/28/2026	95%	99.9%	Yes
Medical	3/31/2026	97%	99.9%	Yes
Medical	4/30/2026	94%	99.7%	Yes

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Claim Types	For the Month Ended	Clean Claims All Claims Compliance?

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

Processor Verida (formerly Southeastrans)

Region(s): All

Non Emergency Transportation	1/31/2025	100%	100.0%	Yes
Non Emergency Transportation	2/28/2025	100%	100.0%	Yes
Non Emergency Transportation	3/31/2025	100%	100.0%	Yes
Non Emergency Transportation	4/30/2025	100%	100.0%	Yes
Non Emergency Transportation	5/31/2025	100%	100.0%	Yes
Non Emergency Transportation	6/30/2025	100%	100.0%	Yes
Non Emergency Transportation	7/31/2025	100%	100.0%	Yes
Non Emergency Transportation	8/31/2025	100%	100.0%	Yes
Non Emergency Transportation	9/30/2025	100%	100.0%	Yes
Non Emergency Transportation	10/31/2025	100%	100.0%	Yes
Non Emergency Transportation	11/30/2025	100%	100.0%	Yes
Non Emergency Transportation	12/31/2025	100%	100.0%	Yes
Non Emergency Transportation	1/31/2026	100%	100.0%	Yes
Non Emergency Transportation	2/28/2026	100%	100.0%	Yes
Non Emergency Transportation	3/31/2026	100%	100.0%	Yes
Non Emergency Transportation	4/30/2026	100%	100.0%	Yes

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

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Claim Types	For the Month Ended	Clean Claims
		All Claims Compliance?

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

Processor Affiliate Organization

Region(s): All

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

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

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 TennCare Select

Processor Verida (formerly Southeastrans)

Region(s): All

Non Emergency Transportation	1/31/2025	100%	100.0%	Yes
Non Emergency Transportation	2/28/2025	100%	100.0%	Yes
Non Emergency Transportation	3/31/2025	100%	100.0%	Yes
Non Emergency Transportation	4/30/2025	100%	100.0%	Yes
Non Emergency Transportation	5/31/2025	100%	100.0%	Yes
Non Emergency Transportation	6/30/2025	100%	100.0%	Yes
Non Emergency Transportation	7/31/2025	100%	100.0%	Yes
Non Emergency Transportation	8/31/2025	100%	100.0%	Yes
Non Emergency Transportation	9/30/2025	100%	100.0%	Yes
Non Emergency Transportation	10/31/2025	100%	100.0%	Yes
Non Emergency Transportation	11/30/2025	100%	100.0%	Yes
Non Emergency Transportation	12/31/2025	100%	100.0%	Yes
Non Emergency Transportation	1/31/2026	100%	100.0%	Yes
Non Emergency Transportation	2/28/2026	100%	100.0%	Yes
Non Emergency Transportation	3/31/2026	100%	100.0%	Yes
Non Emergency Transportation	4/30/2026	100%	100.0%	Yes