

Summary of Provider Complaints 2013

Annual Total: 758

1st Quarter 147

2nd Quarter 195

3rd Quarter 223

4th Quarter 193

AMERIGROUP TN Annual Total - 120

Ineligible: 1

Denial Reversed: 70

Denial Upheld: 27

Paid: 1

Partial: 3

Questions Answered: 5

Resolved: 11

Referred to the TennCare Bureau General: 2

AMERIGROUP TN MA-SNP Annual Total – 7

Denial Reversed: 4

Denial Upheld: 3

Delta Dental/TennDent Annual Total – 6

Denial Reversed: 2

Denial Upheld: 3

Withdrawn: 1

DentaQuest Annual Total – 4

Denial Reversed: 3

Withdrawn: 1

DHS Annual Total – 1

Referred to DHS for Eligibility: 1

TennCare Bureau Annual Total – 9

Referred to TennCare Bureau General: 1

Referred to TennCare Bureau for Crossover Claims: 7

Reversed: 1

UnitedHealthcare Plan of the River Valley Annual Total - 467

Denial Reversed: 178

Denial Upheld: 237

Duplicate: 1

Ineligible: 1

Partial: 22

Questions Answered: 9

Referred to TDCI Consumer Insurance Services – 3

Resolved: 11

Referred to TennCare Bureau General: 2

Withdrawn: 3

UnitedHealthcare Plan of the River Valley Medicare Advantage Annual Total - 62

Denial Reversed: 16

Denial Upheld: 43

Questions Answered: 1

Resolved: 1

VSHP Annual Total - 80

Denial Reversed: 32

Denial Upheld: 30

Paid: 3

Partial: 4

Questions Answered: 3

Resolved: 6

Referred to TennCare Bureau General: 1

Withdrawn: 1

BCBST-MA Annual total – 2

Denial Upheld: 1

Questions Answered: 1