

## Summary of Provider Complaints 2014

Total End of 3<sup>rd</sup> Quarter: 809

### **Aetna Total – 2**

Referred to TDCI Consumer Insurance Services: 2

### **Amerigroup TN Total - 121**

Denial Reversed: 73

Denial Upheld: 36

Denial Upheld in Part: 2

Ineligible: 1

Insufficient: 1

Partial: 2

Resolved: 3

TCB Referral: 1

? Answered: 2

### **Amerigroup TN MA SNP Total – 2**

Denial Upheld: 1

Ineligible: 1

### **Cigna Total – 2**

Referred to TDCI Consumer Insurance Services: 1

Ineligible: 1

### **Delta Dental Total – 1**

Denial Upheld: 1

### **DentaQuest Total – 17**

Denial Reversed: 6

Denial Upheld: 3

Paid: 1

Referred to the TennCare Bureau: 1

Questions Answered: 2

Resolved: 4

### **Healthsprings Medicare Advantage Total - 1**

Questions Answered: 1

### **Humana Total - 1**

Referred to TDCI Consumer Insurance Services: 1

### **Humana MA SNP Total – 1**

Denial Upheld: 1

### **Magellan Total – 2**

Denial Upheld: 2

### **Opened in Error – 1 (Was submitted as an IR Request)**

### **TennCare Total - 3**

Question Answered: 2

Resolved: 1

### **UnitedHealthcare Plan of the River Valley Total – 439**

Consolidated with another PC: 2

Denial Reversed: 177

Denial Upheld: 184

Ineligible: 16

Partial: 42

Pending: 3

Question Answered: 9

Referred to TDCI Consumer Insurance Services: 1

Resolved: 4

Withdrawn: 1

**UnitedHealthcare Plan of the River Valley Commercial/Group Total -8**

Referred to TDCI Consumer Insurance Services: 8

**UnitedHealthcare Plan of the River Valley Medicare Advantage Total - 1**

Denial Upheld: 1

**UnitedHealthcare Plan of the River Valley Medicare Advantage (AARP) Total - 1**

Denial Upheld: 1

**UnitedHealthcare Plan of the River Valley Medicare Advantage SNP Total -103**

Denial Reversed: 28

Denial Upheld: 67

Ineligible: 1

Partial: 6

Question Answered: 1

**UnitedHealthcare Plan of the River Valley TennCare & Medicare Advantage SNP Total -2**

**VSHP Total - 87**

Denial Reversed: 11

Denial Upheld: 42

Paid: 6

Partial: 1

Questions Answered: 5

Resolved: 21

**BCBST-MA Total – 4 (BCBST-MA complaints are processed by TennCare Division if member is a Dual Eligible.)**

Denial Reversed: 1

Denial Upheld: 2

Referred to TDCI Consumer Insurance Services: 1

**BCBST Total – 4**

Referred to TDCI Consumer Insurance Services: 4

**Windsor Medicare Advantage Total – 5**

Denial Reversed: 1

Denial Upheld: 2

Ineligible: 2

**Windsor Medicare Advantage SNP Total – 1**

Denial Reversed: 1

**Provider Types**

Ambulatory Surgery Ctr	- 3
Com Mental Hlth Ctr	- 1
Dental	- 18
DME	- 5
Home Health	- 1
Home Infusion	- 1
Hospice	- 8
Hospital	- 381
Lab	- 9
Nursing Facility	- 4
Orthotics & Prosthetics	- 22
Other	- 9
Physician	- 341
Transportation	- 5

2013 Provider Complaints Total: 758

2012 Provider Complaints Total: 349

2011 Provider Complaints Total: 350

2010 Provider Complaints Total: 450