

UNITED HEALTHCARE OF TENNESSEE, INC.

The certificate of authority was issued on **9/13/91** to **Complete Health of TN, Inc.**.

On **5/9/96**, the name was changed to **United Healthcare of TN, Inc.**

On **12/31/96** **Healthwise of TN, Inc.** merged into United Healthcare of TN, Inc.

ADDRESS:

10 Cadillac Dr., Suite 200 - Brentwood, TN 37027 - (615) 372-3450

WEBSITE ADDRESS:

www.uhc.com

Service Area by County

West Tennessee Area: Benton, Carroll, Chester, Crockett, Decatur, Dyer, Fayette, Gibson, Hardeman, Hardin, Haywood, Henderson, Houston, Humphreys, Lake, Lauderdale, Madison, McNairy, Obion, Shelby, Stewart, Tipton, and Wayne

Middle Tennessee Area: Bedford, Cannon, Cheatham, Coffee, Davidson, DeKalb, Dickson, Franklin, Giles, Grundy, Hickman, Jackson, Lawrence, Lewis, Lincoln, Macon, Marshall, Maury, Montgomery, Moore, Overton, Perry, Putnam, Robertson, Rutherford, Sequatchie, Smith, Sumner, Trousdale, Van Buren, Warren, White, Williamson, and Wilson

East Tennessee Area: Anderson, Bledsoe, Blount, Bradley, Campbell, Claiborne, Cocke, Cumberland, Greene, Hamblen, Hamilton, Jefferson, Knox, Loudon, McMinn, Marion, Meigs, Monroe, Polk, Rhea, Roane, Scott, and Sevier

Please note: The areas listed above are for Commercial products, not Medicare Advantage Products or TennCare 1

The Independent Review Organizations used by this HMO are CORE and Best Doctors, Inc.

IRO APPEALS	Number Requested	Resolved in favor of member	Resolved in favor of HMO
year ending 12/31/2009	0	0	0
year ending 12/31/2008	0	0	0
year ending 12/31/2007	0	0	0
year ending 12/31/2006	0	0	0
year ending 12/31/2005	0	0	0
year ending 12/31/2004	0	0	0
year ending 12/31/2003	0	0	0
year ending 12/31/2002	0	0	0
year ending 12/31/2001	0	0	0
year ending 12/31/2000	0	0	0
year ending 12/31/1999	0	0	0

HMO GRIEVANCE STATISTICS

NUMBER OF GRIEVANCES/INQUIRIES FOR 2009 of the grievances reported **65%** were resolved successfully of the grievances reported **35%** were resolved adversely

CATEGORY	Number of Inquiries to the HMO	Number of written grievances	Number of resolved grievances	Number of adverse decisions	Number of successful resolutions
1) availability/delivery of service		0	0	0	0

2) claim payment/amount of payment	2	2	2	0
3) contract terms and conditions	15	15	4	11
4) other	0	0	0	0
TOTAL	17	17	5	11

NUMBER OF GRIEVANCES/INQUIRIES FOR 2008 of the grievances reported **56%** were resolved successfully
of the grievances reported **44%** were resolved adversely

CATEGORY	Number of Inquiries to the HMO	Number of written grievances	Number of resolved grievances	Number of adverse decisions	Number of successful resolutions
1) availability/delivery of service		1	1	0	1
2) claim payment/amount of payment		8	8	1	7
3) contract terms and conditions		17	17	10	7
4) other		1	1	1	0
TOTAL		27	27	12	15

NUMBER OF GRIEVANCES/INQUIRIES FOR 2007 of the grievances reported **54%** were resolved successfully
of the grievances reported **46%** were resolved adversely

CATEGORY	Number of Inquiries to the HMO	Number of written grievances	Number of resolved grievances	Number of adverse decisions	Number of successful resolutions
1) availability/delivery of service		0	0	0	0
2) claim payment/amount of payment		9	9	2	7
3) contract terms and conditions		19	19	12	7
4) other		9	9	3	6
TOTAL		37	37	17	20

NUMBER OF GRIEVANCES/INQUIRIES FOR 2006 of the grievances reported **60%** were resolved successfully
of the grievances reported **40%** were resolved adversely

CATEGORY	Number of Inquiries to the HMO	Number of written grievances	Number of resolved grievances	Number of adverse decisions	Number of successful resolutions
1) availability/delivery of service		7	7	1	6
2) claim payment/amount of payment		30	30	9	21
3) contract terms and conditions		44	44	22	22
4) other		8	8	4	4
TOTAL		89	89	36	53

NUMBER OF GRIEVANCES/INQUIRIES FOR 2005 of the grievances reported **53%** were resolved successfully
of the grievances reported **47%** were resolved adversely

CATEGORY	Number of Inquiries to the HMO	Number of written grievances	Number of resolved grievances	Number of adverse decisions	Number of successful resolutions
1) availability/delivery of service		1	1	0	1
2) claim payment/amount of payment		46	46	21	25
3) contract terms and conditions		111	111	58	53
4) other		21	21	5	16
TOTAL		179	179	84	95

NUMBER OF GRIEVANCES/INQUIRIES FOR 2004 of the grievances reported **49%** were resolved successfully
of the grievances reported **51%** were resolved adversely

Number of Inquiries	Number of written	Number of resolved	Number of adverse	Number of successful
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CATEGORY	to the HMO	grievances	grievances	decisions	resolutions
1) availability/delivery of service		0	0	0	0
2) claim payment/amount of payment		102	102	37	65
3) contract terms and conditions		172	172	103	69
4) other		302	302	156	146
	TOTAL	576	576	296	280

NUMBER OF GRIEVANCES/INQUIRIES FOR 2003 of the grievances reported **53%** were resolved successfully
of the grievances reported **47%** were resolved adversely

CATEGORY	Number of Inquiries to the HMO	Number of written grievances	Number of resolved grievances	Number of adverse decisions	Number of successful resolutions
1) availability/delivery of service		0	0	0	0
2) claim payment/amount of payment		64	64	61	3
3) contract terms and conditions		304	304	135	169
4) other		17	17	9	8
	TOTAL	385	385	205	180

NUMBER OF GRIEVANCES/INQUIRIES FOR 2002 of the grievances reported **52%** were resolved successfully
of the grievances reported **48%** were resolved adversely

Number of Inquiries	Number of written	Number of resolved	Number of adverse	Number of successful
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CATEGORY	to the HMO	grievances	grievances	decisions	resolutions
1) availability/delivery of service	0	4	4	2	2
2) claim payment/amount of payment	28	38	38	2	36
3) contract terms and conditions	41	317	317	179	138
4) other	22	19	19	0	19
TOTAL	91	378	378	183	195

NUMBER OF GRIEVANCES/INQUIRIES FOR 2001 of the grievances reported **71%** were resolved successfully
of the grievances reported **29%** were resolved adversely

CATEGORY	Number of Inquiries to the HMO	Number of written grievances	Number of resolved grievances	Number of adverse decisions	Number of successful resolutions
1) availability/delivery of service		6	6	0	6
2) claim payment/amount of payment		179	179	6	179
3) contract terms and conditions		582	582	232	350
4) other		63	63	3	60
TOTAL		824	824	235	589

NUMBER OF GRIEVANCES/INQUIRIES FOR 2000 of the grievances reported **69%** were resolved successfully
of the grievances reported **31%** were resolved adversely

CATEGORY	Number of Inquiries to the HMO	Number of written grievances	Number of resolved grievances	Number of adverse decisions	Number of successful resolutions
1) availability/delivery of service	2	75	75	7	68
2) claim payment/amount of payment	4	14	14	0	14
3) contract terms and conditions	6	291	291	88	203
4) other	6	99	99	56	43
TOTAL	18	479	479	151	328

NUMBER OF GRIEVANCES/INQUIRIES FOR 1999 of the grievances reported **68%** were resolved successfully
of the grievances reported **31%** were resolved adversely

CATEGORY	Number of Inquiries to the HMO	Number of written grievances	Number of resolved grievances	Number of adverse decisions	Number of successful resolutions
1) availability/delivery of service	96	196	196	73	123
2) claim payment/amount of payment	0	0	0	0	0
3) contract terms and conditions	105	163	163	73	90
4) other	9	80	80	8	72
TOTAL	210	439	439	154	285

NUMBER OF GRIEVANCES/INQUIRIES FOR 1998 of the grievances reported **59%** were resolved successfully
of the grievances reported **31%** were resolved adversely

CATEGORY	Number of Inquiries to the HMO	Number of written grievances	Number of resolved grievances	Number of adverse decisions	Number of successful resolutions
1) availability/delivery of service	N/A	N/A	N/A	N/A	N/A
2) claim payment/amount of payment	N/A	N/A	N/A	N/A	N/A
3) contract terms and conditions	N/A	N/A	N/A	N/A	N/A
4) other	N/A	N/A	N/A	N/A	N/A
TOTAL	391	392	384	118	226

PLEASE NOTE: an adverse decision indicates the decision was against member, not that the HMO was incorrect
a succesful resolution means the grievance was resolved to the members satisfaction
N/A means the information was not provided

16 YEAR MEMBER ENROLLMENT STATISTICS

Year	Individual Members	Medicare members	Group members	Number groups	TOTAL members	Average Annual
year ending 12/31/09	14	1769	1136	78	2919	3100
year ending 12/31/08	20	1409	1805	119	3234	3724
year ending 12/31/07	25	1,488	5,060	223	6,573	7,262
year ending 12/31/06	25	1,859	7,035	317	8,919	10,323
year ending 12/31/05	27	1,615	11,514	503	13,156	15,082
year ending 12/31/04	26	0	19,940	N/A	19,966	25,344
year ending 12/31/03	0	0	50,096	N/A	50,096	44,413
year ending 12/31/02	0	0	59,804	N/A	59,804	66,218
year ending 12/31/01	28	0	89,630	2,520	89,658	88,924
year ending 12/31/00	0	0	105,684	N/A	105,684	102,194
year ending 12/31/99	52	611	105,950	N/A	106,222	108,950
year ending 12/31/98	73	50	119,831	N/A	119,954	124,295
year ending 12/31/97	0	0	139,107	N/A	139,107	136,172
year ending 12/31/96	0	0	148,697	N/A	148,697	105,598
year ending 12/31/95	0	0	76,327	N/A	76,327	55,825
year ending 12/31/94	0	0	30,786	N/A	30,786	28,262

MOs.