

# UNITEDHEALTHCARE PLAN OF THE RIVER VALLEY, INC.

The certificate of authority for Heritage National Health Plan, Inc. was issued on **6/20/95**  
On **6/30/06 John Deere Health Plan, Inc.** changed its name to UnitedHealthcare Plan of River Valley, Inc.  
On **8/10/99 Heritage National Health Plan Inc.** changed the name to John Deere Health Plan, Inc.  
On **12/31/96 Heritage National Health Plan of TN, Inc.** (which was licensed on 2/24/1986) merged into this HMO.

## LOCAL ADDRESS:

408 North Cedar Bluff Rd. Suite 400 - Knoxville, TN 37923 - (800) 224-6602

## CORPORATE ADDRESS:

1300 River Dr., Suite 200 - Moline IL 61256 - (309) 736-4600

## WEBSITE ADDRESS:

<https://www.uhcrivervalley.com/>

### Service Area by County

- West Tennessee Area:** Carroll, Crockett, Decatur, Dyer, Fayette, Gibson, Hardeman, Haywood, Henderson, Lake, Lauderdale, Madison, Obion, Shelby, Tipton, and Weakley
- Middle Tennessee Area:** Bedford, Cannon, Cheatham, Clay, Coffee, Cumberland, Davidson, DeKalb, Dickson, Fentress, Franklin, Giles, Grundy, Hickman, Houston, Jackson, Lincoln, Macon, Marion, Marshall, Maury, Moore, Montgomery, Moore, Overton, Pickett, Putnam, Robertson, Rutherford, Sequatchie, Smith, Sumner, Trousdale, Van Buren, Warren, White, Williamson and Wilson
- East Tennessee Area:** Anderson, Bledsoe, Blount, Bradley, Campbell, Carter, Clairborne, Cocke, Grainger, Greene, Hamblen, Hamilton Hancock, Hawkins, Jefferson, Johnson, Knox, Loudon, McMinn, Meigs, Monroe, Morgan, Polk, Rhea, Roane, Scott, Sevier, Sullivan, Unicoi, Union, and Washington

**Please note: We do not have the authority to Approve or Disapprove Medicare Advantage Service Areas. The areas listed above are for Commercial products, not Medicare Advantage Products.**

The Independent Review Organization used by this HMO is PRS

<b>IRO APPEALS</b>	<b>Number Requested</b>	<b>Resolved in favor of member</b>	<b>Resolved in favor of HMO</b>
year ending 12/31/2008	1	0	1
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	3	0	3
year ending 12/31/2004	1	1	0
year ending 12/31/2003	0	0	0
year ending 12/31/2002	1	0	1
year ending 12/31/2001	0	0	0
year ending 12/31/2000	0	0	0
year ending 12/31/1999	0	0	0

**If you have a complaint, please contact UHCRV HMO at 1-800-224-6602 or call your local office**

## HMO GRIEVANCE STATISTICS

**NUMBER OF GRIEVANCES/INQUIRIES FOR 2009** of the grievances reported **55%** were resolved successfully  
of the grievances reported **45%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service		12	12	7	5
2) claim payment/amount of payment		36	36	15	33
3) contract terms and conditions		53	53	29	21
4) other		1	1	3	6
<b>TOTAL</b>		<b>98</b>	<b>98</b>	<b>54</b>	<b>65</b>

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

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service		8	8	3	5
2) claim payment/amount of payment		36	36	13	23
3) contract terms and conditions		53	53	27	26
4) other		1	1	0	1
<b>TOTAL</b>		<b>98</b>	<b>98</b>	<b>43</b>	<b>55</b>

**NUMBER OF GRIEVANCES/INQUIRIES FOR 2007** of the grievances reported **56%** were resolved successfully of the grievances reported **44%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service		3	3	1	2
2) claim payment/amount of payment		18	18	4	14
3) contract terms and conditions		67	67	33	34
4) other		5	5	3	2
<b>TOTAL</b>		<b>93</b>	<b>93</b>	<b>41</b>	<b>52</b>

**NUMBER OF GRIEVANCES/INQUIRIES FOR 2006** of the grievances reported **25%** were resolved successfully of the grievances reported **75%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service		18	18	14	4
2) claim payment/amount of payment		17	17	12	5
3) contract terms and conditions		42	42	33	9
4) other		2	2	0	2
<b>TOTAL</b>		<b>79</b>	<b>79</b>	<b>59</b>	<b>20</b>

**NUMBER OF GRIEVANCES/INQUIRIES FOR 2005** of the grievances reported **49%** were resolved successfully of the grievances reported **51%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	235	106	106	43	63
2) claim payment/amount of payment	161	37	37	14	23
3) contract terms and conditions	159	68	68	51	17
4) other	145	9	9	4	5
<b>TOTAL</b>	<b>700</b>	<b>220</b>	<b>220</b>	<b>112</b>	<b>108</b>

**NUMBER OF GRIEVANCES/INQUIRIES FOR 2004**

of the grievances reported **39%** were resolved successfully  
of the grievances reported **61%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	337	38	38	29	9
2) claim payment/amount of payment	360	27	27	13	14
3) contract terms and conditions	455	187	187	119	68
4) other	304	18	18	5	13
<b>TOTAL</b>	<b>1456</b>	<b>270</b>	<b>270</b>	<b>166</b>	<b>104</b>

**NUMBER OF GRIEVANCES/INQUIRIES FOR 2003**

of the grievances reported **38%** were resolved successfully  
of the grievances reported **62%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	246	28	28	19	9
2) claim payment/amount of payment	221	31	31	14	17
3) contract terms and conditions	370	114	114	74	40
4) other	237	2	2	1	1
<b>TOTAL</b>	<b>1074</b>	<b>175</b>	<b>175</b>	<b>108</b>	<b>67</b>

**NUMBER OF GRIEVANCES/INQUIRIES FOR 2002**

of the grievances reported **59%** were resolved successfully  
of the grievances reported **41%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	141	23	23	11	12
2) claim payment/amount of payment	334	63	63	21	42
3) contract terms and conditions	215	22	22	12	10
4) other	156	0	0	0	0
<b>TOTAL</b>	<b>846</b>	<b>108</b>	<b>108</b>	<b>44</b>	<b>64</b>

**NUMBER OF GRIEVANCES/INQUIRIES FOR 2001**

of the grievances reported **83%** were resolved successfully  
of the grievances reported **17%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	69	22	22	17	15
2) claim payment/amount of payment	102	67	67	11	56
3) contract terms and conditions	87	36	36	4	32
4) other	107	6	6	0	6
<b>TOTAL</b>	<b>365</b>	<b>131</b>	<b>131</b>	<b>22</b>	<b>109</b>

**NUMBER OF GRIEVANCES/INQUIRIES FOR 2000**

of the grievances reported **64%** were resolved successfully  
of the grievances reported **36%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	89	17	17	7	10
2) claim payment/amount of payment	22	33	33	4	29
3) contract terms and conditions	40	26	26	16	10

4) other	86	0	0	0	0
<b>TOTAL</b>	<b>237</b>	<b>76</b>	<b>76</b>	<b>27</b>	<b>49</b>

**NUMBER OF GRIEVANCES/INQUIRIES FOR 1999** of the grievances reported **58%** were resolved successfully  
of the grievances reported **42%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	58	0	0	0	0
2) claim payment/amount of payment	19	30	30	8	22
3) contract terms and conditions	41	22	22	14	8
4) other	23	0	0	0	0
<b>TOTAL</b>	<b>141</b>	<b>52</b>	<b>52</b>	<b>22</b>	<b>30</b>

**NUMBER OF GRIEVANCES/INQUIRIES FOR 1998** of the grievances reported **36%** were resolved successfully  
of the grievances reported **64%** were resolved adversely

<b>CATEGORY</b>	<b>Number of to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	41	7	7	5	2
2) claim payment/amount of payment	6	14	14	8	6
3) contract terms and conditions	28	1	1	1	0
4) other	0	0	0	0	0
<b>TOTAL</b>	<b>75</b>	<b>22</b>	<b>22</b>	<b>14</b>	<b>8</b>

**PLEASE NOTE:** an adverse decision indicates the decision was against member, not that the HMO was incorrect  
a successful resolution means the grievance was resolved to the members satisfaction

## 16 YEAR MEMBER ENROLLMENT STATISTICS - TENNESSEE

<b>Year</b>	<b>Individual Members</b>	<b>Medicare members</b>	<b>Group members</b>	<b>Number groups</b>	<b>TOTAL members</b>	<b>Average Annual</b>
ending 12/31/09	0	0	35,047	1,795	35,047	
ending 12/31/08	0	26,030	32,605	1,791	58,635	
ending 12/31/07	0	24,517	33,725	1,457	58,242	
ending 12/31/06	0	20,518	38,345	1,374	58,863	
ending 12/31/05	1	17,185	36,892	1,694	54,077	
ending 12/31/04	0	15,895	63,742	1,774	79,637	
ending 12/31/03	2	17,536	59,160	1,561	76,728	
ending 12/31/02	0	14,926	31,894	1,163	46,820	
ending 12/31/01	5	13,912	30,990	1,029	44,902	
ending 12/31/00	0	13,165	80,238	N/A	93,403	86,061
ending 12/31/99	0	8,342	72,357	N/A	81,275	78,719
ending 12/31/98	0	6,342	71,193	N/A	77,535	131,057
ending 12/31/97	0	1,335	97,617	N/A	98,952	98,952
ending 12/31/96	0	0	49,383	N/A	49,838	90,957
ending 12/31/95	0	0	77,251	N/A	77,251	78,075
ending 12/31/94	0	0	68,207	N/A	68,207	81,181

N/A means the information was not available