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	90%	99.5%
TCA 56-32-	126(b)	30 Day	60 Day
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

Wellpoint of Tennessee, Inc. (fka AMERIGROUP Tennessee, Inc.)

Processor EyeQuest				,	
Region(s): All					
Vision	1/31/2023	99%	100.0%	Yes	
Vision	2/28/2023	100%	100.0%	Yes	
Vision	3/31/2023	100%	100.0%	Yes	
Vision	4/30/2023	100%	100.0%	Yes	
Vision	5/31/2023	100%	100.0%	Yes	
Vision	6/30/2023	100%	100.0%	Yes	
Vision	7/31/2023	100%	100.0%	Yes	
Vision	8/31/2023	100%	100.0%	Yes	
Vision	9/30/2023	100%	100.0%	Yes	
Vision	10/31/2023	100%	100.0%	Yes	
Vision	11/30/2023	100%	100.0%	Yes	
Vision	12/31/2023	100%	100.0%	Yes	
Vision	1/31/2024	100%	100.0%	Yes	
Vision	2/29/2024	100%	100.0%	Yes	
Vision	3/31/2024	100%	100.0%	Yes	

TennCare Contractual F	Requirements and	90%	99.5%
TCA 56-32-	126(b)	30 Day	60 Day
Claim Types	For the Month Ended	Clean Claims	All Claims Compliance?

Wellpoint of Tennessee, Inc. (fka AMERIGROUP Tennessee, Inc.)

Processor Affiliate Organization

Region(s): All

Medical	1/31/2023	95%	99.5%	Yes	
Medical	2/28/2023	97%	99.2%	No	
Medical	3/31/2023	99%	99.8%	Yes	
Medical	4/30/2023	99%	99.8%	Yes	
Medical	5/31/2023	97%	99.9%	Yes	
Medical	6/30/2023	95%	99.9%	Yes	
Medical	7/31/2023	93%	99.8%	Yes	
Medical	8/31/2023	94%	99.8%	Yes	
Medical	9/30/2023	95%	99.9%	Yes	
Medical	10/31/2023	96%	99.9%	Yes	
Medical	11/30/2023	95%	99.9%	Yes	
Medical	12/31/2023	94%	99.7%	Yes	
Medical	1/31/2024	94%	99.6%	Yes	
Medical	2/29/2024	97%	99.9%	Yes	
Medical	3/31/2024	97%	99.6%	Yes	

TennCare Contractual R TCA 56-32-	•	90% 30 Day	99.5% 60 Day	
Claim Types	For the Month Ended		All Claims	Compliance?
Wellpoint of Tennessee, Processor Tennessee Carr Region(s): All	•	OUP Tennes	see, Inc.)	
Non Emergency Transportation	1/31/2023	100%	100.0%	Yes
Non Emergency Transportation	2/28/2023	92%	100.0%	Yes
Non Emergency Transportation	3/31/2023	100%	100.0%	Yes
Non Emergency Transportation	4/30/2023	96%	100.0%	Yes
Non Emergency Transportation	5/31/2023	100%	100.0%	Yes
Non Emergency Transportation	6/30/2023	100%	99.7%	Yes
Non Emergency Transportation	7/31/2023	100%	100.0%	Yes
Non Emergency Transportation	8/31/2023	100%	100.0%	Yes
Non Emergency Transportation	9/30/2023	100%	100.0%	Yes
Non Emergency Transportation	10/31/2023	100%	100.0%	Yes
Non Emergency Transportation	11/30/2023	100%	100.0%	Yes
Non Emergency Transportation	12/31/2023	100%	100.0%	Yes
Non Emergency Transportation	1/31/2024	100%	100.0%	Yes
Non Emergency Transportation	2/29/2024	100%	100.0%	Yes
Non Emergency Transportation	3/31/2024	99%	100.0%	Yes

TennCare Contractual TCA 56-32		90% 30 Day	99.5% 60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
DentaQuest USA Insura Processor Region(s): All	ance Co., Inc.			
Dental	1/31/2023	99%	99.9%	Yes
Dental	2/28/2023	100%	100.0%	Yes
Dental	3/31/2023	100%	100.0%	Yes
Dental	4/30/2023	100%	100.0%	Yes
Dental	5/31/2023	99%	100.0%	Yes
Dental	6/30/2023	100%	100.0%	Yes
Dental	7/31/2023	100%	100.0%	Yes
Dental	8/31/2023	100%	100.0%	Yes
Dental	9/30/2023	100%	100.0%	Yes
Dental	10/31/2023	100%	100.0%	Yes
Dental	11/30/2023	100%	100.0%	Yes
Dental	12/31/2023	100%	100.0%	Yes
Dental	1/31/2024	99%	100.0%	Yes
Dental	2/29/2024	100%	100.0%	Yes
Dental	3/31/2024	99%	100.0%	Yes

TennCare Contractual TCA 56-32-	126(b)	90% 30 Day	99.5 60 D		
Claim Types	For the Month Ended	Clean Claims	s All Cla	ims Compliance?	
UnitedHealthcare Plans Processor March Vision Region(s): All	of the River Valley, I	nc.			
Vision	1/31/2023	100%	100.0%	Yes	
Vision	2/28/2023	100%	100.0%	Yes	
Vision	3/31/2023	100%	100.0%	Yes	
Vision	4/30/2023	100%	100.0%	Yes	
Vision	5/31/2023	100%	100.0%	Yes	
Vision	6/30/2023	100%	100.0%	Yes	
Vision	7/31/2023	100%	100.0%	Yes	
Vision	8/31/2023	100%	100.0%	Yes	
Vision	9/30/2023	100%	100.0%	Yes	
Vision	10/31/2023	100%	100.0%	Yes	
Vision	11/30/2023	100%	100.0%	Yes	
Vision	12/31/2023	100%	100.0%	Yes	
Vision	1/31/2024	100%	100.0%	Yes	
Vision	2/29/2024	100%	100.0%	Yes	

100%

100.0%

Yes

3/31/2024

Vision

	ctual Requirements and 66-32-126(b)	90% 30 Day	99.5 60 Da		
Claim Types	For the Month Endeo	d Clean Claim	s All Clai	ms Compliance?	
	lans of the River Valley, I Drganization	inc.			
Medical	1/31/2023	100%	100.0%	Yes	
Medical	2/28/2023	100%	100.0%	Yes	
Medical	3/31/2023	100%	100.0%	Yes	
Medical	4/30/2023	100%	100.0%	Yes	
Medical	5/31/2023	100%	100.0%	Yes	
Medical	6/30/2023	100%	100.0%	Yes	
Medical	7/31/2023	100%	100.0%	Yes	
Medical	8/31/2023	100%	100.0%	Yes	
Medical	9/30/2023	100%	100.0%	Yes	
Medical	10/31/2023	100%	100.0%	Yes	
Medical	11/30/2023	100%	100.0%	Yes	
Medical	12/31/2023	100%	100.0%	Yes	
Medical	1/31/2024	99%	100.0%	Yes	
Medical	2/29/2024	99%	100.0%	Yes	

90%

99.9%

Yes

3/31/2024

Medical

Requirements and 126(b)	90% 30 Dav	99.5% 60 Da	-
For the Month Ended		All Clair	ns Compliance?
f the River Valley, Ir riers	IC.		
1/31/2023	100%	100.0%	Yes
2/28/2023	93%	100.0%	Yes
3/31/2023	100%	100.0%	Yes
4/30/2023	96%	100.0%	Yes
5/31/2023	100%	100.0%	Yes
6/30/2023	100%	100.0%	Yes
7/31/2023	100%	100.0%	Yes
8/31/2023	100%	100.0%	Yes
9/30/2023	100%	100.0%	Yes
10/31/2023	100%	100.0%	Yes
11/30/2023	100%	100.0%	Yes
12/31/2023	100%	100.0%	Yes
1/31/2024	100%	100.0%	Yes
2/29/2024	100%	100.0%	Yes
3/31/2024	99%	100.0%	Yes
	I26(b) For the Month Ended f the River Valley, Infiers 1/31/2023 2/28/2023 3/31/2023 4/30/2023 5/31/2023 6/30/2023 7/31/2023 9/30/2023 10/31/2023 11/30/2023 12/31/2023 1/31/2024 2/29/2024	126(b) 30 Day For the Month Ended Clean Claims f the River Valley, Inc. fiers 1/31/2023 1/31/2023 2/28/2023 93% 3/31/2023 100% 4/30/2023 96% 5/31/2023 100% 6/30/2023 100% 8/31/2023 100% 9/30/2023 100% 10/31/2023 100% 11/30/2023 100% 12/31/2023 100% 1/31/2024 100% 2/29/2024	126(b) 30 Day 60 Da For the Month Ended Clean Claims All Clair f the River Valley, Inc.

TennCare Contractual TCA 56-32		90% 30 Day	99.5 60 Da	
Claim Types	For the Month Ended		s All Clai	ms Compliance?
Volunteer State Health F Processor Affiliate Organ Region(s): All		are		
Medical	1/31/2023	94%	100.0%	Yes
Medical	2/28/2023	98%	100.0%	Yes
Medical	3/31/2023	99%	99.9%	Yes
Medical	4/30/2023	96%	99.9%	Yes
Medical	5/31/2023	95%	100.0%	Yes
Medical	6/30/2023	95%	99.9%	Yes
Medical	7/31/2023	92%	99.8%	Yes
Medical	8/31/2023	99%	100.0%	Yes
Medical	9/30/2023	97%	100.0%	Yes
Medical	10/31/2023	94%	99.9%	Yes
Medical	11/30/2023	93%	99.9%	Yes
Medical	12/31/2023	94%	99.9%	Yes
Medical	1/31/2024	96%	100.0%	Yes
Medical	2/29/2024	96%	99.5%	Yes
Medical	3/31/2024	98%	98.8%	No

	90% 30 Dav	99.5% 60 Day	
For the Month Ended	,	All Claim	s Compliance?
	are		
1/31/2023	100%	100.0%	Yes
2/28/2023	100%	100.0%	Yes
3/31/2023	99%	100.0%	Yes
4/30/2023	100%	100.0%	Yes
5/31/2023	100%	100.0%	Yes
6/30/2023	100%	100.0%	Yes
7/31/2023	100%	100.0%	Yes
8/31/2023	100%	100.0%	Yes
9/30/2023	100%	100.0%	Yes
10/31/2023	100%	100.0%	Yes
11/30/2023	100%	100.0%	Yes
12/31/2023	100%	100.0%	Yes
1/31/2024	100%	100.0%	Yes
2/29/2024	100%	100.0%	Yes
3/31/2024	100%	100.0%	Yes
	an, Inc., d/b/a BlueC y Southeastrans) 1/31/2023 2/28/2023 3/31/2023 4/30/2023 5/31/2023 6/30/2023 6/30/2023 7/31/2023 8/31/2023 9/30/2023 10/31/2023 11/30/2023 12/31/2023 1/31/2024 2/29/2024	126(b) 30 Day For the Month Ended Clean Claims an, Inc., d/b/a BlueCare y Southeastrans) 1/31/2023 100% 2/28/2023 100% 3/31/2023 99% 4/30/2023 100% 5/31/2023 100% 6/30/2023 100% 8/31/2023 100% 9/30/2023 100% 10/31/2023 100% 11/30/2023 100% 12/31/2023 100% 1/31/2024 100% 2/29/2024	126(b) 30 Day 60 Day For the Month Ended Clean Claims All Claim an, Inc., d/b/a BlueCare All Claim y Southeastrans) 1/31/2023 100% 100.0% 2/28/2023 100% 100.0% 3/31/2023 99% 100.0% 3/31/2023 99% 100.0% 4/30/2023 100% 100.0% 6/30/2023 100% 100.0% 100.0% 100.0% 100.0% 7/31/2023 100% 100.0% 1

TennCare Contractual TCA 56-32		90% 30 Day	99.5% 60 Day	
Claim Types	For the Month Ended		All Claims	Compliance?
Volunteer State Health		Care Select		
Region(s): All Medical	1/31/2023	92%	99.9%	Yes
Medical	2/28/2023	98%		Yes
Medical	3/31/2023	99%		Yes
Medical	4/30/2023	96%	100.0%	Yes
Medical	5/31/2023	95%	100.0%	Yes
Medical	6/30/2023	95%	100.0%	Yes
Medical	7/31/2023	92%	100.0%	Yes
Medical	8/31/2023	99%	100.0%	Yes
Medical	9/30/2023	97%	100.0%	Yes
Medical	10/31/2023	93%	100.0%	Yes
Medical	11/30/2023	93%	100.0%	Yes
Medical	12/31/2023	94%	100.0%	Yes
Medical	1/31/2024	97%	100.0%	Yes
Medical	2/29/2024	95%	99.8%	Yes
Medical	3/31/2024	97%	99.5%	Yes

TennCare Contractual Requirements and TCA 56-32-126(b)		90% 30 Day	99.5% 60 Day	
Claim Types	For the Month Ended		All Claim	s Compliance?
Volunteer State Health Pla Processor Verida (formerly Region(s): All		Care Select		
Non Emergency Transportation	1/31/2023	100%	100.0%	Yes
Non Emergency Transportation	2/28/2023	100%	100.0%	Yes
Non Emergency Transportation	3/31/2023	100%	100.0%	Yes
Non Emergency Transportation	4/30/2023	100%	100.0%	Yes
Non Emergency Transportation	5/31/2023	100%	100.0%	Yes
Non Emergency Transportation	6/30/2023	100%	100.0%	Yes
Non Emergency Transportation	7/31/2023	100%	100.0%	Yes
Non Emergency Transportation	8/31/2023	100%	100.0%	Yes
Non Emergency Transportation	9/30/2023	100%	100.0%	Yes
Non Emergency Transportation	10/31/2023	100%	100.0%	Yes
Non Emergency Transportation	11/30/2023	100%	100.0%	Yes
Non Emergency Transportation	12/31/2023	100%	100.0%	Yes
Non Emergency Transportation	1/31/2024	100%	100.0%	Yes
Non Emergency Transportation	2/29/2024	100%	100.0%	Yes
Non Emergency Transportation	3/31/2024	100%	100.0%	Yes