

Web Site Summary of Provider Complaints 1st Quarter 2015

1st Quarter Total: 229

Aetna 1st Qtr Total - 1

CIS Referral: 1

Amerigroup TN 1st Qtr Total - 47

Denial Reversed: 18

Denial Upheld: 21

Duplicate: 1

Ineligible: 1

Opened in Error: 1

Partial: 3

Resolved: 2

Amerigroup TN TennCare & Medicare Advantage-Special Needs Plan 1st Qtr Total – 1

Denial Upheld: 1

Amerigroup TN Medicare Advantage-Special Needs Plan 1st Qtr Total – 4

Denial Reversed: 1

Denial Upheld: 3

DentaQuest 1st Qtr Total – 3

Denial Reversed: 1

Partial: 1

Question Answered: 1

Humana Medicare Advantage 1st Qtr Total – 1

Referred to TDCI Consumer Insurance Services: 1

TennCare Bureau 1st Qtr Total – 2

Referred to TCB: 1

Resolved: 1

TennCare Bureau & VSHP 1st Qtr Total - 1

Denial Reversed: 1

UnitedHealthcare Plan of the River Valley 1st Qtr Total - 119

Denial Reversed: 61

Denial Upheld: 37

Ineligible: 1

Paid: 1

Partial: 7

Question Answered: 4

Resolved: 7

Withdrawn: 1

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1st Qtr Total – 21

Denial Reversed: 7

Denial Upheld: 13

Duplicate: 1

UnitedHealthcare Plan of the River Valley TennCare & Medicare Advantage SNP 1st Qtr Total – 2

Denial Upheld: 1

Partial: 1

UnitedHealthcare Plan of the River Valley Commercial 1st Qtr Total – 1

Referred to TDCI Consumer Insurance Services: 1

Volunteer State Health Plan 1st Qtr Total – 19

Duplicate: 1

Denial Reversed: 4

Denial Upheld: 1

Partial: 10

Resolved: 3

Volunteer State Health Plan & PPL 1st Qtr Total – 2

Resolved: 2

Volunteer State Health Plan CoverKids 1st Qtr Total – 1

Denial Reversed: 1

BlueCross BlueShield of Tennessee 1st Qtr Total – 3

Referred to TDCI Consumer Insurance Services: 3

BlueCross BlueShield of Tennessee-Medicare Advantage 1st Qtr Total – 1

Referred to TDCI Consumer Insurance Services: 1

As of September 25, 2015