

TennCare Oversight Division of the Department of Commerce and Insurance

Prompt Pay Compliance for CoverKids

Company: Volunteer State Health Plan, Inc (VSHP)

Attachment A - Performance Guarantee #3 of the CoverKids Contract between the State of Tennessee, Department of Finance and Administration, Division of TennCare (TennCare) and BlueCross and BlueShield of Tennessee, VSHP is required separately to comply with the following prompt pay claims processing requirements:

- If appropriate, pay within fourteen (14) calendar days of receipt ninety percent (90%) of all clean claims submitted by network and non-network medical and pharmacy providers through POS and batch electronic claims submission.
- If appropriate, pay within thirty (30) calendar days of receipt ninety-six percent 96% of all claims submitted by network and non-network medical and pharmacy providers through POS and batch electronic claims submission.

Claim Type	For the Month Ended	Clean Claims Processed Within 14 Days (90%)	All Claims Processed Within 30 Days (96%)	Compliance
CoverKids All	6/30/2019	97%	100%	Yes
CoverKids All	7/31/2019	94%	99%	Yes
CoverKids All	8/31/2019	95%	100%	Yes
CoverKids All	9/30/2019	98%	100%	Yes
CoverKids All	10/31/2019	94%	100%	Yes
CoverKids All	11/30/2019	97%	100%	Yes
CoverKids All	12/31/2019	95%	100%	Yes
CoverKids All	1/31/2020	95%	99%	Yes
CoverKids All	2/29/2020	95%	100%	Yes
CoverKids All	3/31/2020	96%	100%	Yes
CoverKids All	4/30/2020	97%	100%	Yes
CoverKids All	5/31/2020	99%	100%	Yes
CoverKids All	6/30/2020	99%	100%	Yes
CoverKids All	7/31/2020	97%	100%	Yes
CoverKids All	8/31/2020	96%	100%	Yes
CoverKids All	9/30/2020	98%	100%	Yes
CoverKids All	10/31/2020	98%	100%	Yes
CoverKids All	11/30/2020	96%	100%	Yes
CoverKids All	12/31/2020	96%	100%	Yes

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Prompt Pay Compliance for CoverKids Dental claims

Company: DentaQuest USA Insurance Co., Inc. (DentaQuest)

DentaQuest is required to comply with Tenn. Code Ann. § 56-32-126(b)(1) which states that 90% of claims for payment for services delivered to an enrollee, (for which no further written information or substantiation is required in order to make payment), are processed and if appropriate paid within thirty (30) calendar days of the receipt of such claims and 99.5% of all provider claims are processed, and if appropriate paid within sixty (60) days of receipt.

Claim Type	For the Month Ended	Clean Claims Processed Within 30 Days (90%)	All Claims Processed within 60 Days (99.5%)	Compliance
CoverKids Dental	7/31/2020	99%	99.7%	Yes
CoverKids Dental	8/31/2020	99%	99.9%	Yes
CoverKids Dental	9/30/2020	100%	99.9%	Yes
CoverKids Dental	10/31/2020	99%	99.8%	Yes
CoverKids Dental	11/30/2020	98%	99.9%	Yes
CoverKids Dental	12/31/2020	95%	99.9%	Yes