

TennCare Oversight Division of the Department of Commerce & 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 TCA 56-32-126(b)		90% 30 Day	99.5% 60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
AMERIGROUP Tennessee, Inc.				
Processor Block Vision				
Region(s): Middle				
Vision	1/31/2013	100%	100.0%	YES
Vision	2/28/2013	100%	100.0%	YES
Vision	3/31/2013	100%	100.0%	YES
Vision	4/30/2013	100%	99.7%	YES
Vision	5/31/2013	100%	100.0%	YES
Vision	6/30/2013	100%	99.9%	YES
Vision	7/31/2013	100%	99.9%	YES
Vision	8/31/2013	100%	100.0%	YES
Vision	9/30/2013	100%	100.0%	YES
Vision	10/31/2013	100%	100.0%	YES
Vision	11/30/2013	100%	100.0%	YES
Vision	12/31/2013	100%	100.0%	YES
Vision	1/31/2014	100%	100.0%	YES
Vision	2/28/2014	100%	100.0%	YES
Vision	3/31/2014	100%	100.0%	YES
Vision	4/30/2014	100%	100.0%	YES
Vision	5/31/2014	100%	100.0%	YES
Vision	6/30/2014	100%	100.0%	YES
Vision	7/31/2014	100%	100.0%	YES
Vision	8/31/2014	100%	100.0%	YES
Vision	9/30/2014	100%	100.0%	YES
Vision	10/31/2014	100%	100.0%	YES
Vision	11/30/2014	100%	100.0%	YES
Vision	12/31/2014	100%	100.0%	YES

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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 TCA 56-32-126(b)		90%	99.5%	
Claim Types	For the Month Ended	30 Day Clean Claims	60 Day All Claims	Compliance?
AMERIGROUP Tennessee, Inc.				
Processor Affiliate Organization				
Region(s): Middle				
Medical	1/31/2013	100%	99.9%	YES
Medical	2/28/2013	100%	99.7%	YES
Medical	3/31/2013	100%	100.0%	YES
Medical	4/30/2013	100%	99.9%	YES
Medical	5/31/2013	100%	99.9%	YES
Medical	6/30/2013	100%	100.0%	YES
Medical	7/31/2013	100%	99.9%	YES
Medical	8/31/2013	100%	99.9%	YES
Medical	9/30/2013	99%	99.9%	YES
Medical	10/31/2013	100%	100.0%	YES
Medical	11/30/2013	100%	100.0%	YES
Medical	12/31/2013	100%	100.0%	YES
Medical	1/31/2014	99%	100.0%	YES
Medical	2/28/2014	100%	99.9%	YES
Medical	3/31/2014	100%	100.0%	YES
Medical	4/30/2014	100%	100.0%	YES
Medical	5/31/2014	99%	99.9%	YES
Medical	6/30/2014	100%	99.9%	YES
Medical	7/31/2014	100%	100.0%	YES
Medical	8/31/2014	100%	100.0%	YES
Medical	9/30/2014	100%	100.0%	YES
Medical	10/31/2014	100%	100.0%	YES
Medical	11/30/2014	100%	100.0%	YES
Medical	12/31/2014	99%	99.9%	YES

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TennCare Contractual Requirements and TCA 56-32-126(b)	90% 30 Day	99.5% 60 Day		
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
AMERIGROUP Tennessee, Inc.				
Processor Tennessee Carriers				
Region(s): Middle				
Non Emergency Transportation	1/31/2013	91%	99.9%	YES
Non Emergency Transportation	2/28/2013	91%	99.9%	YES
Non Emergency Transportation	3/31/2013	93%	99.9%	YES
Non Emergency Transportation	4/30/2013	92%	99.8%	YES
Non Emergency Transportation	5/31/2013	93%	99.8%	YES
Non Emergency Transportation	6/30/2013	90%	100.0%	YES
Non Emergency Transportation	7/31/2013	90%	99.5%	YES
Non Emergency Transportation	8/31/2013	91%	99.5%	YES
Non Emergency Transportation	9/30/2013	91%	99.8%	YES
Non Emergency Transportation	10/31/2013	95%	100.0%	YES
Non Emergency Transportation	11/30/2013	93%	99.9%	YES
Non Emergency Transportation	12/31/2013	95%	99.5%	YES
Non Emergency Transportation	1/31/2014	98%	99.6%	YES
Non Emergency Transportation	2/28/2014	96%	99.8%	YES
Non Emergency Transportation	3/31/2014	91%	100.0%	YES
Non Emergency Transportation	4/30/2014	91%	99.7%	YES
Non Emergency Transportation	5/31/2014	94%	99.9%	YES
Non Emergency Transportation	6/30/2014	92%	100.0%	YES
Non Emergency Transportation	7/31/2014	97%	100.0%	YES
Non Emergency Transportation	8/31/2014	95%	99.9%	YES
Non Emergency Transportation	9/30/2014	96%	99.9%	YES
Non Emergency Transportation	10/31/2014	94%	99.9%	YES
Non Emergency Transportation	11/30/2014	92%	99.8%	YES
Non Emergency Transportation	12/31/2014	100%	100.0%	YES

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TennCare Contractual Requirements and TCA 56-32-126(b)		90% 30 Day	99.5% 60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
Delta Dental of Tennessee, Inc.				
Processor	Affiliate Organization			
Region(s): All				
Dental	1/31/2013	99%	100.0%	YES
Dental	2/28/2013	100%	100.0%	YES
Dental	3/31/2013	99%	100.0%	YES
Dental	4/30/2013	99%	100.0%	YES
Dental	5/31/2013	100%	100.0%	YES
Dental	6/30/2013	100%	100.0%	YES
Dental	7/31/2013	100%	100.0%	YES
Dental	8/31/2013	100%	100.0%	YES
Dental	9/30/2013	100%	100.0%	YES
Dental	10/31/2013	100%	100.0%	YES
Dental	11/30/2013	100%	99.9%	YES
Dental	12/31/2013	100%	100.0%	YES
Dental	1/31/2014	100%	100.0%	YES
Dental	2/28/2014	100%	99.8%	YES
Dental	3/31/2014	100%	99.9%	YES

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TennCare Contractual Requirements and TCA 56-32-126(b)		90%	99.5%	
Claim Types	For the Month Ended	30 Day Clean Claims	60 Day All Claims	Compliance?
DentaQuest USA Insurance Co., Inc.				
Processor Affiliate Organization				
Region(s): All				
Dental	10/31/2013	100%	100.0%	YES
Dental	11/30/2013	100%	100.0%	YES
Dental	12/31/2013	100%	100.0%	YES
Dental	1/31/2014	100%	99.9%	YES
Dental	2/28/2014	100%	99.9%	YES
Dental	3/31/2014	100%	99.9%	YES
Dental	4/30/2014	100%	100.0%	YES
Dental	5/31/2014	100%	99.9%	YES
Dental	6/30/2014	100%	100.0%	YES
Dental	7/31/2014	100%	99.9%	YES
Dental	8/31/2014	100%	99.9%	YES
Dental	9/30/2014	100%	100.0%	YES
Dental	10/31/2014	100%	100.0%	YES
Dental	11/30/2014	100%	100.0%	YES
Dental	12/31/2014	99%	100.0%	YES

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TennCare Contractual Requirements and TCA 56-32-126(b)		90% 30 Day	99.5% 60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
UnitedHealthcare Plans of the River Valley, Inc.				
Processor March Vision				
Region(s): East				
Vision	1/31/2013	100%	100.0%	YES
Vision	2/28/2013	100%	100.0%	Yes
Vision	3/31/2013	100%	100.0%	YES
Vision	4/30/2013	100%	100.0%	YES
Vision	5/31/2013	100%	100.0%	YES
Vision	6/30/2013	100%	99.7%	YES
Vision	7/31/2013	100%	100.0%	YES
Vision	8/31/2013	100%	100.0%	YES
Vision	9/30/2013	100%	100.0%	YES
Vision	10/31/2013	100%	100.0%	YES
Vision	11/30/2013	100%	100.0%	YES
Vision	12/31/2013	100%	100.0%	YES
Vision	1/31/2014	100%	100.0%	YES
Vision	2/28/2014	100%	100.0%	YES
Vision	3/31/2014	100%	100.0%	YES
Vision	4/30/2014	100%	100.0%	YES
Vision	5/31/2014	100%	100.0%	YES
Vision	6/30/2014	100%	100.0%	YES
Vision	7/31/2014	100%	100.0%	YES
Vision	8/31/2014	100%	100.0%	YES
Vision	9/30/2014	100%	100.0%	YES
Vision	10/31/2014	100%	100.0%	YES
Vision	11/30/2014	100%	100.0%	YES
Vision	12/31/2014	100%	100.0%	YES

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TennCare Contractual Requirements and TCA 56-32-126(b)		90% 30 Day	99.5% 60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
UnitedHealthcare Plans of the River Valley, Inc.				
Processor Affiliate Organization				
Region(s): East - Risk Contract				
Non Emergency Transportation	1/31/2013	100%	100.0%	YES
Non Emergency Transportation	2/28/2013	100%	100.0%	Yes
Non Emergency Transportation	3/31/2013	100%	100.0%	YES
Non Emergency Transportation	4/30/2013	100%	100.0%	YES
Non Emergency Transportation	5/31/2013	100%	100.0%	YES
Non Emergency Transportation	6/30/2013	100%	100.0%	YES
Non Emergency Transportation	7/31/2013	100%	100.0%	YES
Non Emergency Transportation	8/31/2013	100%	100.0%	YES
Non Emergency Transportation	9/30/2013	100%	100.0%	YES
Non Emergency Transportation	10/31/2013	100%	100.0%	YES
Non Emergency Transportation	11/30/2013	100%	100.0%	YES
Non Emergency Transportation	12/31/2013	100%	100.0%	YES
Non Emergency Transportation	1/31/2014	100%	100.0%	YES
Non Emergency Transportation	2/28/2014	100%	100.0%	YES
Non Emergency Transportation	3/31/2014	100%	100.0%	YES
Non Emergency Transportation	4/30/2014	100%	100.0%	YES
Non Emergency Transportation	5/31/2014	100%	100.0%	YES
Non Emergency Transportation	6/30/2014	100%	100.0%	YES
Non Emergency Transportation	7/31/2014	100%	100.0%	YES
Non Emergency Transportation	8/31/2014	100%	100.0%	YES
Non Emergency Transportation	9/30/2014	99%	100.0%	YES
Non Emergency Transportation	10/31/2014	100%	100.0%	YES
Non Emergency Transportation	11/30/2014	100%	100.0%	YES
Non Emergency Transportation	12/31/2014	100%	100.0%	YES

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

UnitedHealthcare Plans of the River Valley, Inc.

Processor Affiliate Organization

Region(s): East - Risk Contract

Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
Medical	1/31/2013	99%	99.6%	YES
Medical	2/28/2013	100%	99.9%	YES
Medical	3/31/2013	100%	99.9%	Yes
Medical	4/30/2013	100%	99.8%	YES
Medical	5/31/2013	100%	99.9%	YES
Medical	6/30/2013	100%	99.9%	YES
Medical	7/31/2013	100%	100.0%	YES
Medical	8/31/2013	100%	100.0%	YES
Medical	9/30/2013	100%	100.0%	YES
Medical	10/31/2013	100%	100.0%	YES
Medical	11/30/2013	100%	100.0%	YES
Medical	12/31/2013	100%	100.0%	YES
Medical	1/31/2014	100%	100.0%	YES
Medical	2/28/2014	100%	100.0%	YES
Medical	3/31/2014	100%	100.0%	YES
Medical	4/30/2014	100%	100.0%	YES
Medical	5/31/2014	100%	100.0%	YES
Medical	6/30/2014	100%	100.0%	YES
Medical	7/31/2014	100%	100.0%	YES
Medical	8/31/2014	100%	100.0%	YES
Medical	9/30/2014	100%	99.8%	YES
Medical	10/31/2014	100%	100.0%	YES
Medical	11/30/2014	100%	100.0%	YES
Medical	12/31/2014	100%	100.0%	YES

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TennCare Contractual Requirements and TCA 56-32-126(b)		90%	99.5%	
Claim Types	For the Month Ended	30 Day Clean Claims	60 Day All Claims	Compliance?
UnitedHealthcare Plans of the River Valley, Inc.				
Processor March Vision				
Region(s): Middle				
Vision	1/31/2013	100%	100.0%	YES
Vision	2/28/2013	100%	99.8%	Yes
Vision	3/31/2013	100%	99.8%	YES
Vision	4/30/2013	100%	100.0%	YES
Vision	5/31/2013	100%	100.0%	YES
Vision	6/30/2013	100%	99.7%	YES
Vision	7/31/2013	100%	100.0%	YES
Vision	8/31/2013	100%	100.0%	YES
Vision	9/30/2013	100%	100.0%	YES
Vision	10/31/2013	100%	100.0%	YES
Vision	11/30/2013	100%	100.0%	YES
Vision	12/31/2013	100%	100.0%	YES
Vision	1/31/2014	100%	99.9%	YES
Vision	2/28/2014	100%	100.0%	YES
Vision	3/31/2014	100%	100.0%	YES
Vision	4/30/2014	100%	100.0%	YES
Vision	5/31/2014	100%	100.0%	YES
Vision	6/30/2014	100%	100.0%	YES
Vision	7/31/2014	100%	100.0%	YES
Vision	8/31/2014	100%	100.0%	YES
Vision	9/30/2014	100%	100.0%	YES
Vision	10/31/2014	100%	100.0%	YES
Vision	11/30/2014	100%	99.9%	YES
Vision	12/31/2014	100%	100.0%	YES

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Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
UnitedHealthcare Plans of the River Valley, Inc.				
Processor	Affiliate Organization			
Region(s): Middle				
Non Emergency Transportation	1/31/2013	100%	100.0%	YES
Non Emergency Transportation	2/28/2013	100%	100.0%	Yes
Non Emergency Transportation	3/31/2013	100%	100.0%	YES
Non Emergency Transportation	4/30/2013	100%	100.0%	YES
Non Emergency Transportation	5/31/2013	100%	100.0%	YES
Non Emergency Transportation	6/30/2013	100%	100.0%	YES
Non Emergency Transportation	6/30/2013	100%	100.0%	YES
Non Emergency Transportation	7/31/2013	100%	100.0%	YES
Non Emergency Transportation	8/31/2013	100%	100.0%	YES
Non Emergency Transportation	9/30/2013	100%	100.0%	YES
Non Emergency Transportation	10/31/2013	100%	100.0%	YES
Non Emergency Transportation	11/30/2013	100%	100.0%	YES
Non Emergency Transportation	12/31/2013	100%	100.0%	YES
Non Emergency Transportation	1/31/2014	100%	100.0%	YES
Non Emergency Transportation	2/28/2014	100%	100.0%	YES
Non Emergency Transportation	3/31/2014	100%	100.0%	YES
Non Emergency Transportation	4/30/2014	100%	100.0%	YES
Non Emergency Transportation	5/31/2014	100%	100.0%	YES
Non Emergency Transportation	6/30/2014	100%	100.0%	YES
Non Emergency Transportation	7/31/2014	100%	100.0%	YES
Non Emergency Transportation	8/31/2014	100%	100.0%	YES
Non Emergency Transportation	9/30/2014	100%	100.0%	YES
Non Emergency Transportation	10/31/2014	100%	100.0%	YES
Non Emergency Transportation	11/30/2014	100%	100.0%	YES
Non Emergency Transportation	12/31/2014	100%	100.0%	YES

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TennCare Contractual Requirements and TCA 56-32-126(b)		90% 30 Day	99.5% 60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
UnitedHealthcare Plans of the River Valley, Inc.				
Processor	Affiliate Organization			
Region(s): Middle				
Medical	1/31/2013	100%	99.5%	YES
Medical	2/28/2013	100%	99.9%	YES
Medical	3/31/2013	100%	99.8%	YES
Medical	4/30/2013	100%	99.9%	YES
Medical	5/31/2013	100%	99.9%	YES
Medical	6/30/2013	100%	100.0%	YES
Medical	7/31/2013	100%	100.0%	YES
Medical	8/31/2013	100%	100.0%	YES
Medical	9/30/2013	100%	100.0%	YES
Medical	10/31/2013	100%	100.0%	YES
Medical	11/30/2013	100%	100.0%	YES
Medical	12/31/2013	100%	99.9%	YES
Medical	1/31/2014	100%	99.8%	YES
Medical	2/28/2014	100%	99.9%	YES
Medical	3/31/2014	100%	99.9%	YES
Medical	4/30/2014	100%	99.9%	YES
Medical	5/31/2014	100%	100.0%	YES
Medical	6/30/2014	100%	99.9%	YES
Medical	7/31/2014	100%	100.0%	YES
Medical	8/31/2014	100%	100.0%	YES
Medical	9/30/2014	100%	99.8%	YES
Medical	10/31/2014	100%	100.0%	YES
Medical	11/30/2014	100%	100.0%	YES
Medical	12/31/2014	100%	100.0%	YES

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

UnitedHealthcare Plans of the River Valley, Inc.

Processor March Vision

Region(s): West

Claim Types	For the Month Ended	90% Clean Claims	99.5% All Claims	Compliance?
Vision	1/31/2013	100%	100.0%	YES
Vision	2/28/2013	100%	100.0%	Yes
Vision	3/31/2013	100%	100.0%	YES
Vision	4/30/2013	100%	100.0%	YES
Vision	5/31/2013	100%	100.0%	YES
Vision	6/30/2013	100%	100.0%	YES
Vision	7/31/2013	100%	100.0%	YES
Vision	8/31/2013	100%	100.0%	YES
Vision	9/30/2013	100%	100.0%	YES
Vision	10/31/2013	100%	100.0%	YES
Vision	11/30/2013	100%	100.0%	YES
Vision	12/31/2013	100%	100.0%	YES
Vision	1/31/2014	100%	100.0%	YES
Vision	2/28/2014	100%	100.0%	YES
Vision	3/31/2014	100%	100.0%	YES
Vision	4/30/2014	100%	100.0%	YES
Vision	5/31/2014	100%	100.0%	YES
Vision	6/30/2014	100%	100.0%	YES
Vision	7/31/2014	100%	100.0%	YES
Vision	8/31/2014	100%	100.0%	YES
Vision	9/30/2014	100%	100.0%	YES
Vision	10/31/2014	100%	100.0%	YES
Vision	11/30/2014	100%	100.0%	YES
Vision	12/31/2014	100%	100.0%	YES

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Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
UnitedHealthcare Plans of the River Valley, Inc.				
Processor Affiliate Organization				
Region(s): West				
Non Emergency Transportation	1/31/2013	100%	100.0%	YES
Non Emergency Transportation	2/28/2013	100%	100.0%	Yes
Non Emergency Transportation	3/31/2013	100%	100.0%	YES
Non Emergency Transportation	4/30/2013	100%	100.0%	YES
Non Emergency Transportation	5/31/2013	100%	100.0%	YES
Non Emergency Transportation	6/30/2013	100%	100.0%	YES
Non Emergency Transportation	7/31/2013	100%	100.0%	YES
Non Emergency Transportation	8/31/2013	100%	100.0%	YES
Non Emergency Transportation	9/30/2013	100%	100.0%	YES
Non Emergency Transportation	10/31/2013	100%	100.0%	YES
Non Emergency Transportation	11/30/2013	100%	100.0%	YES
Non Emergency Transportation	12/31/2013	100%	100.0%	YES
Non Emergency Transportation	1/31/2014	100%	100.0%	YES
Non Emergency Transportation	2/28/2014	100%	100.0%	YES
Non Emergency Transportation	3/31/2014	100%	100.0%	YES
Non Emergency Transportation	4/30/2014	100%	100.0%	YES
Non Emergency Transportation	5/31/2014	100%	100.0%	YES
Non Emergency Transportation	6/30/2014	100%	100.0%	YES
Non Emergency Transportation	7/31/2014	100%	100.0%	YES
Non Emergency Transportation	8/31/2014	100%	100.0%	YES
Non Emergency Transportation	9/30/2014	100%	100.0%	YES
Non Emergency Transportation	10/31/2014	100%	100.0%	YES
Non Emergency Transportation	11/30/2014	100%	100.0%	YES
Non Emergency Transportation	12/31/2014	100%	100.0%	YES

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Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
UnitedHealthcare Plans of the River Valley, Inc.				
Processor Affiliate Organization				
Region(s): West				
Medical	1/31/2013	100%	99.5%	YES
Medical	2/28/2013	100%	99.8%	YES
Medical	3/31/2013	100%	100.0%	YES
Medical	4/30/2013	100%	99.8%	YES
Medical	5/31/2013	100%	99.7%	YES
Medical	6/30/2013	100%	99.7%	YES
Medical	7/31/2013	100%	99.8%	YES
Medical	8/31/2013	100%	100.0%	YES
Medical	9/30/2013	100%	100.0%	YES
Medical	10/31/2013	100%	100.0%	YES
Medical	11/30/2013	100%	100.0%	YES
Medical	12/31/2013	100%	100.0%	YES
Medical	1/31/2014	100%	99.9%	YES
Medical	2/28/2014	100%	99.9%	YES
Medical	3/31/2014	100%	100.0%	YES
Medical	4/30/2014	100%	100.0%	YES
Medical	5/31/2014	100%	100.0%	YES
Medical	6/30/2014	100%	100.0%	YES
Medical	7/31/2014	100%	100.0%	YES
Medical	8/31/2014	100%	100.0%	YES
Medical	9/30/2014	100%	99.9%	YES
Medical	10/31/2014	100%	100.0%	YES
Medical	11/30/2014	100%	100.0%	YES
Medical	12/31/2014	100%	100.0%	YES

TennCare Oversight Division of the Department of Commerce & Insurance

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

Volunteer State Health Plan, Inc., d/b/a BlueCare

Processor Care Centrix

Region(s): East - Risk Contract

DME		90%	99.5%	
DME	1/31/2013	97%	99.9%	YES
DME	2/28/2013	100%	100.0%	YES
DME	3/31/2013	99%	99.6%	YES
DME	4/30/2013	99%	99.5%	YES
DME	5/31/2013	98%	98.9%	NO
DME	6/30/2013	97%	97.1%	NO
DME	7/31/2013	99%	99.2%	NO
DME	8/31/2013	87%	90.7%	NO
DME	9/30/2013	74%	73.7%	NO
DME	10/31/2013	95%	94.9%	NO
DME	11/30/2013	89%	88.6%	NO

TennCare Oversight Division of the Department of Commerce & Insurance

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 TCA 56-32-126(b)		90%	99.5%	
Claim Types		30 Day	60 Day	Compliance?
For the Month Ended		Clean Claims	All Claims	
Volunteer State Health Plan, Inc., d/b/a BlueCare				
Processor Affiliate Organization				
Region(s): East - Risk Contract				
Medical	1/31/2013	95%	99.8%	YES
Medical	2/28/2013	99%	99.5%	YES
Medical	3/31/2013	99%	99.9%	YES
Medical	4/30/2013	98%	99.8%	YES
Medical	5/31/2013	97%	99.9%	YES
Medical	6/30/2013	99%	100.0%	YES
Medical	7/31/2013	94%	100.0%	YES
Medical	8/31/2013	97%	99.9%	YES
Medical	9/30/2013	97%	99.9%	YES
Medical	10/31/2013	99%	100.0%	YES
Medical	11/30/2013	96%	99.9%	YES
Medical	12/31/2013	97%	100.0%	YES
Medical	1/31/2014	98%	99.9%	YES
Medical	2/28/2014	99%	99.8%	YES
Medical	3/31/2014	99%	99.9%	YES
Medical	4/30/2014	100%	99.9%	YES
Medical	5/31/2014	99%	99.8%	YES
Medical	6/30/2014	99%	99.9%	YES
Medical	7/31/2014	99%	99.8%	YES
Medical	8/31/2014	100%	100.0%	YES
Medical	9/30/2014	100%	100.0%	YES
Medical	10/31/2014	100%	99.9%	YES
Medical	11/30/2014	100%	100.0%	YES
Medical	12/31/2014	99%	99.9%	YES

TennCare Oversight Division of the Department of Commerce & Insurance

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 TCA 56-32-126(b)	90% 30 Day	99.5% 60 Day		
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
Volunteer State Health Plan, Inc., d/b/a BlueCare				
Processor Southeastrans				
Region(s): East - Risk Contract				
Non Emergency Transportation	1/31/2013	100%	100.0%	YES
Non Emergency Transportation	2/28/2013	100%	100.0%	YES
Non Emergency Transportation	3/31/2013	100%	100.0%	YES
Non Emergency Transportation	4/30/2013	100%	99.8%	YES
Non Emergency Transportation	5/31/2013	100%	100.0%	YES
Non Emergency Transportation	6/30/2013	100%	100.0%	YES
Non Emergency Transportation	7/31/2013	98%	100.0%	YES
Non Emergency Transportation	8/31/2013	96%	100.0%	YES
Non Emergency Transportation	9/30/2013	93%	100.0%	YES
Non Emergency Transportation	10/31/2013	96%	100.0%	YES
Non Emergency Transportation	11/30/2013	100%	100.0%	YES
Non Emergency Transportation	12/31/2013	100%	100.0%	YES
Non Emergency Transportation	1/31/2014	100%	100.0%	YES
Non Emergency Transportation	2/28/2014	100%	100.0%	YES
Non Emergency Transportation	3/31/2014	100%	100.0%	YES
Non Emergency Transportation	4/30/2014	100%	100.0%	YES
Non Emergency Transportation	5/31/2014	100%	100.0%	YES
Non Emergency Transportation	6/30/2014	100%	100.0%	YES
Non Emergency Transportation	7/31/2014	100%	100.0%	YES
Non Emergency Transportation	8/31/2014	100%	100.0%	YES
Non Emergency Transportation	9/30/2014	100%	100.0%	YES
Non Emergency Transportation	10/31/2014	100%	100.0%	YES
Non Emergency Transportation	11/30/2014	100%	100.0%	YES
Non Emergency Transportation	12/31/2014	100%	100.0%	YES

TennCare Oversight Division of the Department of Commerce & Insurance

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

Volunteer State Health Plan, Inc., d/b/a BlueCare

Processor Care Centrix

Region(s): West

DME		90%	99.5%	
DME	1/31/2013	96%	99.7%	YES
DME	2/28/2013	99%	100.0%	YES
DME	3/31/2013	95%	96.1%	NO
DME	4/30/2013	99%	100.0%	YES
DME	5/31/2013	97%	96.8%	NO
DME	6/30/2013	98%	97.9%	NO
DME	7/31/2013	94%	93.8%	NO
DME	8/31/2013	100%	100.0%	YES
DME	9/30/2013	88%	87.5%	NO
DME	10/31/2013	90%	90.0%	NO
DME	11/30/2013	100%	100.0%	YES

TennCare Oversight Division of the Department of Commerce & Insurance

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 TCA 56-32-126(b)		90%	99.5%	
Claim Types	For the Month Ended	30 Day Clean Claims	60 Day All Claims	Compliance?
Volunteer State Health Plan, Inc., d/b/a BlueCare				
Processor Affiliate Organization				
Region(s): West				
Medical	1/31/2013	94%	99.7%	YES
Medical	2/28/2013	99%	99.6%	YES
Medical	3/31/2013	99%	99.8%	YES
Medical	4/30/2013	98%	99.7%	YES
Medical	5/31/2013	98%	99.9%	YES
Medical	6/30/2013	99%	100.0%	YES
Medical	7/31/2013	95%	100.0%	YES
Medical	8/31/2013	97%	99.9%	YES
Medical	9/30/2013	98%	100.0%	YES
Medical	10/31/2013	99%	100.0%	YES
Medical	11/30/2013	97%	100.0%	YES
Medical	12/31/2013	97%	100.0%	YES
Medical	1/31/2014	98%	99.9%	YES
Medical	2/28/2014	99%	99.9%	YES
Medical	3/31/2014	99%	99.9%	YES
Medical	4/30/2014	100%	99.9%	YES
Medical	5/31/2014	99%	99.8%	YES
Medical	6/30/2014	99%	99.9%	YES
Medical	7/31/2014	99%	100.0%	YES
Medical	8/31/2014	100%	100.0%	YES
Medical	9/30/2014	100%	100.0%	YES
Medical	10/31/2014	100%	99.9%	YES
Medical	11/30/2014	100%	100.0%	YES
Medical	12/31/2014	99%	99.9%	YES

TennCare Oversight Division of the Department of Commerce & Insurance

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 TCA 56-32-126(b) Claim Types	For the Month Ended	90%	99.5%	Compliance?
		30 Day Clean Claims	60 Day All Claims	
Volunteer State Health Plan, Inc., d/b/a BlueCare				
Processor Southeastrans				
Region(s): West				
Non Emergency Transportation	1/31/2013	98%	100.0%	YES
Non Emergency Transportation	2/28/2013	100%	100.0%	YES
Non Emergency Transportation	3/31/2013	100%	100.0%	YES
Non Emergency Transportation	4/30/2013	99%	100.0%	YES
Non Emergency Transportation	5/31/2013	100%	100.0%	YES
Non Emergency Transportation	6/30/2013	99%	100.0%	YES
Non Emergency Transportation	7/31/2013	91%	100.0%	YES
Non Emergency Transportation	8/31/2013	90%	100.0%	YES
Non Emergency Transportation	9/30/2013	91%	100.0%	YES
Non Emergency Transportation	10/31/2013	93%	100.0%	YES
Non Emergency Transportation	11/30/2013	100%	100.0%	YES
Non Emergency Transportation	12/31/2013	100%	100.0%	YES
Non Emergency Transportation	1/31/2014	100%	100.0%	YES
Non Emergency Transportation	2/28/2014	100%	100.0%	YES
Non Emergency Transportation	3/31/2014	100%	100.0%	YES
Non Emergency Transportation	4/30/2014	100%	100.0%	YES
Non Emergency Transportation	5/31/2014	100%	100.0%	YES
Non Emergency Transportation	6/30/2014	100%	100.0%	YES
Non Emergency Transportation	7/31/2014	100%	100.0%	YES
Non Emergency Transportation	8/31/2014	100%	100.0%	YES
Non Emergency Transportation	9/30/2014	100%	100.0%	YES
Non Emergency Transportation	10/31/2014	100%	100.0%	YES
Non Emergency Transportation	11/30/2014	100%	100.0%	YES
Non Emergency Transportation	12/31/2014	100%	100.0%	YES

TennCare Oversight Division of the Department of Commerce & Insurance

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

Volunteer State Health Plan, Inc., d/b/a TennCare Select

Processor Care Centrix

Region(s): All

DME		90%	99.5%	
DME	1/31/2013	94%	99.8%	YES
DME	2/28/2013	100%	100.0%	YES
DME	3/31/2013	100%	100.0%	YES
DME	4/30/2013	98%	99.0%	NO
DME	5/31/2013	97%	98.2%	NO
DME	6/30/2013	97%	99.2%	NO
DME	7/31/2013	97%	98.6%	NO
DME	8/31/2013	89%	91.5%	NO
DME	9/30/2013	97%	96.6%	NO
DME	10/31/2013	89%	94.4%	NO
DME	11/30/2013	91%	90.6%	NO

TennCare Oversight Division of the Department of Commerce & Insurance

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 TCA 56-32-126(b)		90% 30 Day	99.5% 60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
Volunteer State Health Plan, Inc., d/b/a TennCare Select				
Processor Affiliate Organization				
Region(s): All				
Medical	1/31/2013	94%	99.7%	YES
Medical	2/28/2013	99%	99.5%	YES
Medical	3/31/2013	99%	99.8%	YES
Medical	4/30/2013	99%	99.7%	YES
Medical	5/31/2013	98%	99.9%	YES
Medical	6/30/2013	99%	99.9%	YES
Medical	7/31/2013	94%	99.9%	YES
Medical	8/31/2013	97%	99.9%	YES
Medical	9/30/2013	97%	99.9%	YES
Medical	10/31/2013	99%	99.9%	YES
Medical	11/30/2013	96%	99.9%	YES
Medical	12/31/2013	96%	100.0%	YES
Medical	1/31/2014	97%	99.9%	YES
Medical	2/28/2014	99%	99.8%	YES
Medical	3/31/2014	99%	99.8%	YES
Medical	4/30/2014	99%	99.9%	YES
Medical	5/31/2014	99%	99.6%	YES
Medical	6/30/2014	99%	99.9%	YES
Medical	7/31/2014	99%	99.8%	YES
Medical	8/31/2014	99%	99.9%	YES
Medical	9/30/2014	99%	99.9%	YES
Medical	10/31/2014	99%	99.9%	YES
Medical	11/30/2014	100%	100.0%	YES
Medical	12/31/2014	99%	99.9%	YES

TennCare Oversight Division of the Department of Commerce & Insurance

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 TCA 56-32-126(b)	90% 30 Day	99.5% 60 Day			
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?	
Volunteer State Health Plan, Inc., d/b/a TennCare Select					
Processor Southeastrans					
Region(s): All					
Non Emergency Transportation	1/31/2013	99%	100.0%	YES	
Non Emergency Transportation	2/28/2013	100%	100.0%	YES	
Non Emergency Transportation	3/31/2013	99%	100.0%	YES	
Non Emergency Transportation	4/30/2013	98%	99.8%	YES	
Non Emergency Transportation	5/31/2013	100%	100.0%	YES	
Non Emergency Transportation	6/30/2013	99%	100.0%	YES	
Non Emergency Transportation	7/31/2013	95%	100.0%	YES	
Non Emergency Transportation	8/31/2013	94%	100.0%	YES	
Non Emergency Transportation	9/30/2013	91%	100.0%	YES	
Non Emergency Transportation	10/31/2013	94%	100.0%	YES	
Non Emergency Transportation	11/30/2013	100%	100.0%	YES	
Non Emergency Transportation	12/31/2013	100%	100.0%	YES	
Non Emergency Transportation	1/31/2014	100%	100.0%	YES	
Non Emergency Transportation	2/28/2014	100%	100.0%	YES	
Non Emergency Transportation	3/31/2014	100%	100.0%	YES	
Non Emergency Transportation	4/30/2014	100%	100.0%	YES	
Non Emergency Transportation	5/31/2014	100%	100.0%	YES	
Non Emergency Transportation	6/30/2014	100%	100.0%	YES	
Non Emergency Transportation	7/31/2014	100%	100.0%	YES	
Non Emergency Transportation	8/31/2014	100%	100.0%	YES	
Non Emergency Transportation	9/30/2014	100%	100.0%	YES	
Non Emergency Transportation	10/31/2014	100%	100.0%	YES	
Non Emergency Transportation	11/30/2014	100%	100.0%	YES	
Non Emergency Transportation	12/31/2014	100%	100.0%	YES	