

# TennCare Oversight Division of the Department of Commerce & Insurance

## Prompt Pay Compliance Summary for Processed TennCare Medical and Dental Claims

Monthly prompt payment analysis for ALL TennCare claims processed by the plan.

| <b>TennCare Contractual Requirements<br/>and TCA 56-32-126(b)</b> | <b>90%</b><br>30 Day | <b>99.5%</b><br>60 Day |                        |
|---|----------------------|------------------------|------------------------|
| Claim Types   | For the Month Ended  | Clean Claims           | All Claims Compliance? |
| <b>AMERIGROUP Tennessee, Inc.</b>                                 |                      |                        |                        |
| Region(s): All  |                      |                        |                        |
| All   | 1/31/2015            | 99%                    | 100.0% <b>YES</b>      |
| All   | 2/28/2015            | 95%                    | 99.9% <b>YES</b>       |
| All   | 3/31/2015            | 99%                    | 100.0% <b>YES</b>      |
| All   | 4/30/2015            | 98%                    | 99.8% <b>YES</b>       |
| All   | 5/31/2015            | 99%                    | 99.8% <b>YES</b>       |
| All   | 6/30/2015            | 98%                    | 99.7% <b>YES</b>       |
| All   | 7/31/2015            | 99%                    | 99.8% <b>YES</b>       |
| All   | 8/31/2015            | 99%                    | 99.8% <b>YES</b>       |
| All   | 9/30/2015            | 99%                    | 99.9% <b>YES</b>       |
| All   | 10/31/2015           | 98%                    | 99.9% <b>YES</b>       |
| All   | 11/30/2015           | 98%                    | 99.9% <b>YES</b>       |
| All   | 12/31/2015           | 98%                    | 99.9% <b>YES</b>       |
| All   | 1/31/2016            | 98%                    | 99.8% <b>YES</b>       |
| All   | 2/29/2016            | 99%                    | 99.9% <b>YES</b>       |
| All   | 3/31/2016            | 99%                    | 99.9% <b>YES</b>       |
| All   | 4/30/2016            | 100%                   | 99.9% <b>YES</b>       |
| All   | 5/31/2016            | 100%                   | 100.0% <b>YES</b>      |
| All   | 6/30/2016            | 100%                   | 100.0% <b>YES</b>      |
| All   | 7/31/2016            | 100%                   | 100.0% <b>YES</b>      |
| All   | 8/31/2016            | 100%                   | 99.9% <b>YES</b>       |
| All   | 9/30/2016            | 99%                    | 99.8% <b>YES</b>       |
| All   | 10/31/2016           | 100%                   | 99.9% <b>YES</b>       |
| All   | 11/30/2016           | 99%                    | 99.9% <b>YES</b>       |
| All   | 12/31/2016           | 100%                   | 99.9% <b>YES</b>       |

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

**DentaQuest USA Insurance Co., Inc.**

Region(s): All

| Claim Types | For the Month Ended | Clean Claims | All Claims | Compliance? |
|-------------|---------------------|--------------|------------|-------------|
| Dental      | 1/31/2015           | 99%          | 99.9%      | <b>YES</b>  |
| Dental      | 2/28/2015           | 100%         | 100.0%     | <b>YES</b>  |
| Dental      | 3/31/2015           | 100%         | 100.0%     | <b>YES</b>  |
| Dental      | 4/30/2015           | 100%         | 100.0%     | <b>YES</b>  |
| Dental      | 5/31/2015           | 100%         | 100.0%     | <b>YES</b>  |
| Dental      | 6/30/2015           | 100%         | 100.0%     | <b>YES</b>  |
| Dental      | 7/31/2015           | 100%         | 100.0%     | <b>YES</b>  |
| Dental      | 8/31/2015           | 100%         | 100.0%     | <b>YES</b>  |
| Dental      | 9/30/2015           | 100%         | 100.0%     | <b>YES</b>  |
| Dental      | 10/31/2015          | 100%         | 99.9%      | <b>YES</b>  |
| Dental      | 11/30/2015          | 100%         | 99.8%      | <b>YES</b>  |
| Dental      | 12/31/2015          | 100%         | 100.0%     | <b>YES</b>  |
| Dental      | 1/31/2016           | 100%         | 100.0%     | <b>YES</b>  |
| Dental      | 2/29/2016           | 100%         | 100.0%     | <b>YES</b>  |
| Dental      | 3/31/2016           | 100%         | 100.0%     | <b>YES</b>  |
| Dental      | 4/30/2016           | 100%         | 100.0%     | <b>YES</b>  |
| Dental      | 5/31/2016           | 100%         | 99.9%      | <b>YES</b>  |
| Dental      | 6/30/2016           | 100%         | 100.0%     | <b>YES</b>  |
| Dental      | 7/31/2016           | 100%         | 100.0%     | <b>YES</b>  |
| Dental      | 8/31/2016           | 100%         | 100.0%     | <b>YES</b>  |
| Dental      | 9/30/2016           | 100%         | 100.0%     | <b>YES</b>  |
| Dental      | 10/31/2016          | 100%         | 100.0%     | <b>YES</b>  |
| Dental      | 11/30/2016          | 100%         | 100.0%     | <b>YES</b>  |
| Dental      | 12/31/2016          | 100%         | 100.0%     | <b>YES</b>  |

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| TennCare Contractual Requirements<br>and TCA 56-32-126(b) | 90%<br>30 Day | 99.5%<br>60 Day | Compliance? |                     |
|---|---------------|-----------------|-------------|---------------------|
|   |               |                 | Claim Types | For the Month Ended |
| <b>UnitedHealthcare Plans of the River Valley, Inc.</b>   |               |                 |             |                     |
| Region(s): All  |               |                 |             |                     |
| All   | 1/31/2015     | 100%            | 100.0%      | <b>YES</b>          |
| All   | 2/28/2015     | 100%            | 100.0%      | <b>YES</b>          |
| All   | 3/31/2015     | 100%            | 100.0%      | <b>YES</b>          |
| All   | 4/30/2015     | 100%            | 99.9%       | <b>YES</b>          |
| All   | 5/31/2015     | 99%             | 100.0%      | <b>YES</b>          |
| All   | 6/30/2015     | 100%            | 99.9%       | <b>YES</b>          |
| All   | 7/31/2015     | 100%            | 100.0%      | <b>YES</b>          |
| All   | 8/31/2015     | 100%            | 100.0%      | <b>YES</b>          |
| All   | 9/30/2015     | 99%             | 99.5%       | <b>YES</b>          |
| All   | 10/31/2015    | 100%            | 100.0%      | <b>YES</b>          |
| All   | 11/30/2015    | 100%            | 100.0%      | <b>YES</b>          |
| All   | 12/31/2015    | 100%            | 99.9%       | <b>YES</b>          |
| All   | 1/31/2016     | 100%            | 99.6%       | <b>YES</b>          |
| All   | 2/29/2016     | 100%            | 100.0%      | <b>YES</b>          |
| All   | 3/31/2016     | 100%            | 100.0%      | <b>YES</b>          |
| All   | 4/30/2016     | 100%            | 99.9%       | <b>YES</b>          |
| All   | 5/31/2016     | 100%            | 100.0%      | <b>Yes</b>          |
| All   | 6/30/2016     | 100%            | 100.0%      | <b>Yes</b>          |
| All   | 7/31/2016     | 100%            | 100.0%      | <b>YES</b>          |
| All   | 8/31/2016     | 100%            | 100.0%      | <b>YES</b>          |
| All   | 9/30/2016     | 100%            | 100.0%      | <b>YES</b>          |
| All   | 10/31/2016    | 100%            | 100.0%      | <b>YES</b>          |
| All   | 11/30/2016    | 100%            | 100.0%      | <b>YES</b>          |
| All   | 12/31/2016    | 99%             | 100.0%      | <b>Yes</b>          |

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| <b>TennCare Contractual Requirements<br/>and TCA 56-32-126(b)</b> |                     | <b>90%</b><br>30 Day | <b>99.5%</b><br>60 Day |             |
|---|---------------------|----------------------|------------------------|-------------|
| Claim Types   | For the Month Ended | Clean Claims         | All Claims             | Compliance? |
| <b>Volunteer State Health Plan, Inc.</b>                          |                     |                      |                        |             |
| Region(s): All  |                     |                      |                        |             |
| All   | 1/31/2015           | 95%                  | 99.9%                  | <b>YES</b>  |
| All   | 2/28/2015           | 99%                  | 99.9%                  | <b>YES</b>  |
| All   | 3/31/2015           | 99%                  | 99.9%                  | <b>YES</b>  |
| All   | 4/30/2015           | 99%                  | 99.9%                  | <b>YES</b>  |
| All   | 5/31/2015           | 98%                  | 99.9%                  | <b>YES</b>  |
| All   | 6/30/2015           | 96%                  | 99.9%                  | <b>YES</b>  |
| All   | 7/31/2015           | 96%                  | 100.0%                 | <b>YES</b>  |
| All   | 8/31/2015           | 96%                  | 100.0%                 | <b>YES</b>  |
| All   | 9/30/2015           | 96%                  | 100.0%                 | <b>YES</b>  |
| All   | 10/31/2015          | 99%                  | 99.9%                  | <b>YES</b>  |
| All   | 11/30/2015          | 99%                  | 99.9%                  | <b>YES</b>  |
| All   | 12/31/2015          | 98%                  | 100.0%                 | <b>YES</b>  |
| All   | 1/31/2016           | 95%                  | 99.9%                  | <b>YES</b>  |
| All   | 2/29/2016           | 99%                  | 99.9%                  | <b>YES</b>  |
| All   | 3/31/2016           | 99%                  | 99.9%                  | <b>YES</b>  |
| All   | 4/30/2016           | 99%                  | 100.0%                 | <b>YES</b>  |
| All   | 5/31/2016           | 99%                  | 100.0%                 | <b>YES</b>  |
| All   | 6/30/2016           | 99%                  | 99.9%                  | <b>YES</b>  |
| All   | 7/31/2016           | 100%                 | 99.9%                  | <b>YES</b>  |
| All   | 8/31/2016           | 100%                 | 100.0%                 | <b>YES</b>  |
| All   | 9/30/2016           | 100%                 | 100.0%                 | <b>YES</b>  |
| All   | 10/31/2016          | 100%                 | 99.9%                  | <b>YES</b>  |
| All   | 11/30/2016          | 100%                 | 100.0%                 | <b>YES</b>  |
| All   | 12/31/2016          | 100%                 | 100.0%                 | <b>YES</b>  |