

# 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.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>		<b>90%</b> 30 Day	<b>99.5%</b> 60 Day	
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
<b>AMERIGROUP Tennessee, Inc.</b>				
Processor Superior (Formerly Block Vision)				
Region(s): All				
Vision	1/31/2015	100%	100.0%	<b>YES</b>
Vision	2/28/2015	100%	100.0%	<b>YES</b>
Vision	3/31/2015	100%	100.0%	<b>YES</b>
Vision	4/30/2015	100%	100.0%	<b>YES</b>
Vision	5/31/2015	100%	100.0%	<b>YES</b>
Vision	6/30/2015	100%	100.0%	<b>YES</b>
Vision	7/31/2015	100%	100.0%	<b>YES</b>
Vision	8/31/2015	100%	100.0%	<b>YES</b>
Vision	9/30/2015	99%	100.0%	<b>YES</b>
Vision	10/31/2015	100%	100.0%	<b>YES</b>
Vision	11/30/2015	100%	100.0%	<b>YES</b>
Vision	12/31/2015	99%	99.9%	<b>YES</b>
Vision	1/31/2016	100%	100.0%	<b>YES</b>
Vision	2/29/2016	100%	100.0%	<b>YES</b>
Vision	3/31/2016	100%	100.0%	<b>YES</b>
Vision	4/30/2016	100%	100.0%	<b>YES</b>
Vision	5/31/2016	100%	100.0%	<b>YES</b>
Vision	6/30/2016	99%	100.0%	<b>YES</b>
Vision	7/31/2016	91%	100.0%	<b>YES</b>
Vision	8/31/2016	93%	98.4%	<b>NO</b>
Vision	9/30/2016	85%	94.3%	<b>NO</b>
Vision	10/31/2016	96%	97.9%	<b>NO</b>
Vision	11/30/2016	96%	98.6%	<b>NO</b>
Vision	12/31/2016	96%	98.2%	<b>NO</b>

Thursday, February 02, 2017

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

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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.

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

# 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.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>		<b>90%</b>	<b>99.5%</b>	
Claim Types	For the Month Ended	30 Day Clean Claims	60 Day All Claims	Compliance?
<b>DentaQuest USA Insurance Co., Inc.</b>				
Processor				
Region(s): All				
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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<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b>	<b>99.5%</b>
Claim Types	30 Day	60 Day
For the Month Ended	Clean Claims	All Claims Compliance?

## UnitedHealthcare Plans of the River Valley, Inc.

Processor March Vision

Region(s): All

Claim Types	For the Month Ended	90% Clean Claims	99.5% 60 Day All Claims Compliance?
Vision	1/31/2015	100%	100.0% <b>YES</b>
Vision	2/28/2015	100%	99.9% <b>YES</b>
Vision	3/31/2015	100%	99.8% <b>YES</b>
Vision	4/30/2015	100%	100.0% <b>YES</b>
Vision	5/31/2015	100%	99.8% <b>YES</b>
Vision	6/30/2015	100%	99.9% <b>YES</b>
Vision	7/31/2015	100%	100.0% <b>YES</b>
Vision	8/31/2015	100%	100.0% <b>YES</b>
Vision	9/30/2015	100%	99.8% <b>YES</b>
Vision	10/31/2015	100%	99.9% <b>YES</b>
Vision	11/30/2015	100%	99.9% <b>YES</b>
Vision	12/31/2015	100%	100.0% <b>YES</b>
Vision	1/31/2016	100%	100.0% <b>YES</b>
Vision	2/29/2016	100%	100.0% <b>YES</b>
Vision	3/31/2016	100%	100.0% <b>YES</b>
Vision	4/30/2016	100%	100.0% <b>YES</b>
Vision	5/31/2016	100%	100.0% <b>YES</b>
Vision	6/30/2016	100%	100.0% <b>YES</b>
Vision	7/31/2016	100%	100.0% <b>YES</b>
Vision	8/31/2016	100%	99.9% <b>YES</b>
Vision	9/30/2016	100%	99.9% <b>YES</b>
Vision	10/31/2016	100%	100.0% <b>YES</b>
Vision	11/30/2016	100%	100.0% <b>YES</b>
Vision	12/31/2016	100%	99.9% <b>YES</b>

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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) Claim Types	90% 30 Day For the Month Ended	99.5% 60 Day Clean Claims	99.5% 60 Day All Claims	Compliance?
<b>UnitedHealthcare Plans of the River Valley, Inc.</b>				
Processor Affiliate Organization				
Region(s): All				
Medical	1/31/2015	100%	100.0%	<b>YES</b>
Medical	2/28/2015	100%	100.0%	<b>YES</b>
Medical	3/31/2015	100%	100.0%	<b>YES</b>
Medical	4/30/2015	100%	99.9%	<b>YES</b>
Medical	5/31/2015	99%	100.0%	<b>YES</b>
Medical	6/30/2015	100%	99.9%	<b>YES</b>
Medical	7/31/2015	100%	100.0%	<b>YES</b>
Medical	8/31/2015	100%	100.0%	<b>YES</b>
Medical	9/30/2015	99%	99.4%	<b>NO</b>
Medical	10/31/2015	100%	100.0%	<b>YES</b>
Medical	11/30/2015	100%	100.0%	<b>YES</b>
Medical	12/31/2015	100%	99.9%	<b>YES</b>
Medical	1/31/2016	100%	99.6%	<b>YES</b>
Medical	2/29/2016	100%	100.0%	<b>YES</b>
Medical	3/31/2016	100%	100.0%	<b>YES</b>
Medical	4/30/2016	100%	99.9%	<b>YES</b>
Medical	5/31/2016	100%	100.0%	<b>YES</b>
Medical	6/30/2016	100%	100.0%	<b>YES</b>
Medical	7/31/2016	100%	100.0%	<b>YES</b>
Medical	8/31/2016	100%	100.0%	<b>YES</b>
Medical	9/30/2016	100%	100.0%	<b>YES</b>
Medical	10/31/2016	100%	100.0%	<b>YES</b>
Medical	11/30/2016	100%	100.0%	<b>YES</b>
Medical	12/31/2016	99%	100.0%	<b>YES</b>

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<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b> 30 Day	<b>99.5%</b> 60 Day		
Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
<b>UnitedHealthcare Plans of the River Valley, Inc.</b>				
Processor    Affiliate Organization				
Region(s): All				
Non Emergency Transportation	1/31/2015	100%	100.0%	<b>YES</b>
Non Emergency Transportation	2/28/2015	100%	100.0%	<b>YES</b>
Non Emergency Transportation	3/31/2015	100%	100.0%	<b>YES</b>
Non Emergency Transportation	4/30/2015	100%	100.0%	<b>YES</b>
Non Emergency Transportation	5/31/2015	99%	100.0%	<b>YES</b>
Non Emergency Transportation	6/30/2015	100%	100.0%	<b>YES</b>
Non Emergency Transportation	7/31/2015	100%	100.0%	<b>YES</b>
Non Emergency Transportation	8/31/2015	100%	100.0%	<b>YES</b>
Non Emergency Transportation	9/30/2015	100%	99.8%	<b>YES</b>
Non Emergency Transportation	10/31/2015	100%	100.0%	<b>YES</b>
Non Emergency Transportation	11/30/2015	100%	100.0%	<b>YES</b>
Non Emergency Transportation	12/31/2015	100%	100.0%	<b>YES</b>
Non Emergency Transportation	1/31/2016	100%	99.9%	<b>YES</b>
Non Emergency Transportation	2/29/2016	100%	100.0%	<b>YES</b>
Non Emergency Transportation	3/31/2016	100%	100.0%	<b>YES</b>
Non Emergency Transportation	4/30/2016	100%	99.9%	<b>YES</b>
Non Emergency Transportation	5/31/2016	100%	100.0%	<b>YES</b>
Non Emergency Transportation	6/30/2016	100%	100.0%	<b>YES</b>
Non Emergency Transportation	7/31/2016	100%	100.0%	<b>YES</b>
Non Emergency Transportation	8/31/2016	100%	100.0%	<b>YES</b>
Non Emergency Transportation	9/30/2016	100%	99.9%	<b>YES</b>
Non Emergency Transportation	10/31/2016	100%	100.0%	<b>YES</b>
Non Emergency Transportation	11/30/2016	100%	100.0%	<b>YES</b>
Non Emergency Transportation	12/31/2016	100%	100.0%	<b>YES</b>

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



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

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<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b> 30 Day	<b>99.5%</b> 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	1/31/2015	94%	99.9%	<b>YES</b>
Medical	2/28/2015	99%	99.9%	<b>YES</b>
Medical	3/31/2015	98%	99.9%	<b>YES</b>
Medical	4/30/2015	99%	99.9%	<b>YES</b>
Medical	5/31/2015	98%	99.9%	<b>YES</b>
Medical	6/30/2015	94%	99.9%	<b>YES</b>
Medical	7/31/2015	94%	99.9%	<b>YES</b>
Medical	8/31/2015	95%	99.9%	<b>YES</b>
Medical	9/30/2015	96%	99.9%	<b>YES</b>
Medical	10/31/2015	99%	99.9%	<b>YES</b>
Medical	11/30/2015	99%	99.9%	<b>YES</b>
Medical	12/31/2015	98%	99.9%	<b>YES</b>
Medical	1/31/2016	94%	99.9%	<b>YES</b>
Medical	2/29/2016	99%	99.9%	<b>YES</b>
Medical	3/31/2016	99%	99.9%	<b>YES</b>
Medical	4/30/2016	99%	100.0%	<b>YES</b>
Medical	5/31/2016	99%	100.0%	<b>YES</b>
Medical	6/30/2016	100%	99.9%	<b>YES</b>
Medical	7/31/2016	100%	100.0%	<b>YES</b>
Medical	8/31/2016	100%	99.9%	<b>YES</b>
Medical	9/30/2016	100%	100.0%	<b>YES</b>
Medical	10/31/2016	99%	99.8%	<b>YES</b>
Medical	11/30/2016	100%	99.9%	<b>YES</b>
Medical	12/31/2016	100%	100.0%	<b>YES</b>

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