

TennCare Oversight Division of the Tennessee Department of Commerce and 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) Claim Types	For the Month Ended	90% 30 Day Clean Claims	99.5% 60 Day All Claims	Compliance?
--	---------------------	--------------------------------------	--------------------------------------	-------------

AMERIGROUP Tennessee, Inc.

Processor Alliance Healthcare Services

Region(s): All

CMHC	5/31/2017	100%	100.0%	Yes
CMHC	6/30/2017	40%	100.0%	No
CMHC	7/31/2017	100%	100.0%	Yes
CMHC	8/31/2017	100%	100.0%	Yes

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 Centerstone of Tennessee, Inc.

Region(s): All

CMHC	3/31/2017	100%	100.0%	Yes
CMHC	4/30/2017	100%	100.0%	Yes
CMHC	5/31/2017	100%	100.0%	Yes
CMHC	6/30/2017	100%	100.0%	Yes
CMHC	7/31/2017	100%	100.0%	Yes
CMHC	8/31/2017	100%	100.0%	Yes

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
For the Month Ended	Clean Claims	All Claims Compliance?

AMERIGROUP Tennessee, Inc.

Processor EyeQuest

Region(s): All

Vision	1/31/2018	100%	100.0%	Yes
Vision	2/28/2018	100%	100.0%	Yes
Vision	3/31/2018	99%	99.5%	Yes
Vision	4/30/2018	100%	100.0%	Yes
Vision	5/31/2018	100%	100.0%	Yes
Vision	6/30/2018	99%	99.4%	No
Vision	7/31/2018	100%	100.0%	Yes
Vision	8/31/2018	96%	99.7%	Yes
Vision	9/30/2018	99%	99.9%	Yes
Vision	10/31/2018	100%	99.7%	Yes
Vision	11/30/2018	100%	100.0%	Yes
Vision	12/31/2018	100%	100.0%	Yes

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 Generations Health Association, Inc.

Region(s): All

CMHC	3/31/2017	100%	100.0%	Yes
CMHC	4/30/2017	97%	96.6%	No
CMHC	5/31/2017	98%	99.2%	No
CMHC	6/30/2017	100%	100.0%	Yes
CMHC	7/31/2017	96%	95.7%	No
CMHC	8/31/2017	98%	100.0%	Yes

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 Lifecare Family Services

Region(s): All

CMHC	3/31/2017	100%	100.0%	Yes
CMHC	4/30/2017	100%	100.0%	Yes
CMHC	5/31/2017	100%	100.0%	Yes
CMHC	6/30/2017	100%	100.0%	Yes
CMHC	7/31/2017	100%	100.0%	Yes
CMHC	8/31/2017	100%	100.0%	Yes

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 Affiliate Organization				
Region(s): All				
Medical	1/31/2017	99%	99.8%	Yes
Medical	2/28/2017	99%	99.9%	Yes
Medical	3/31/2017	99%	99.9%	Yes
Medical	4/30/2017	98%	99.6%	Yes
Medical	5/31/2017	100%	99.8%	Yes
Medical	6/30/2017	98%	99.9%	Yes
Medical	7/31/2017	99%	99.8%	Yes
Medical	8/31/2017	99%	99.8%	Yes
Medical	9/30/2017	99%	99.8%	Yes
Medical	10/31/2017	100%	99.9%	Yes
Medical	11/30/2017	99%	99.9%	Yes
Medical	12/31/2017	98%	99.9%	Yes
Medical	1/31/2018	98%	99.8%	Yes
Medical	2/28/2018	100%	99.9%	Yes
Medical	3/31/2018	100%	100.0%	Yes
Medical	4/30/2018	100%	100.0%	Yes
Medical	5/31/2018	100%	100.0%	Yes
Medical	6/30/2018	100%	100.0%	Yes
Medical	7/31/2018	100%	100.0%	Yes
Medical	8/31/2018	100%	100.0%	Yes
Medical	9/30/2018	100%	99.9%	Yes
Medical	10/31/2018	100%	100.0%	Yes
Medical	11/30/2018	100%	100.0%	Yes
Medical	12/31/2018	100%	100.0%	Yes

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 Mental Health Cooperative, Inc.

Region(s): All

CMHC	3/31/2017	100%	100.0%	Yes
CMHC	4/30/2017	100%	100.0%	Yes
CMHC	5/31/2017	100%	100.0%	Yes
CMHC	6/30/2017	100%	100.0%	Yes
CMHC	7/31/2017	100%	100.0%	Yes
CMHC	8/31/2017	100%	100.0%	Yes

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 Professional Care Services of West TN, Inc.

Region(s): All

CMHC	3/31/2017	100%	100.0%	Yes
CMHC	4/30/2017	100%	100.0%	Yes
CMHC	5/31/2017	100%	100.0%	Yes
CMHC	6/30/2017	75%	100.0%	No
CMHC	7/31/2017	100%	100.0%	Yes

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 Ridgeview Behavioral Health Services

Region(s): All

CMHC	3/31/2017	100%	100.0%	Yes
CMHC	4/30/2017	100%	100.0%	Yes
CMHC	5/31/2017	100%	100.0%	Yes
CMHC	6/30/2017	100%	100.0%	Yes
CMHC	7/31/2017	100%	100.0%	Yes
CMHC	8/31/2017	100%	100.0%	Yes

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 Support Solutions, LLC

Region(s): All

CMHC	3/31/2017	60%	100.0%	No
CMHC	4/30/2017	88%	87.5%	No
CMHC	5/31/2017	100%	100.0%	Yes
CMHC	6/30/2017	100%	100.0%	Yes
CMHC	7/31/2017	55%	100.0%	No
CMHC	8/31/2017	77%	100.0%	No

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 Tennessee Carriers				
Region(s): All				
Non Emergency Transportation	1/31/2017	99%	100.0%	Yes
Non Emergency Transportation	2/28/2017	100%	100.0%	Yes
Non Emergency Transportation	3/31/2017	100%	100.0%	Yes
Non Emergency Transportation	4/30/2017	100%	100.0%	Yes
Non Emergency Transportation	5/31/2017	100%	100.0%	Yes
Non Emergency Transportation	6/30/2017	100%	100.0%	Yes
Non Emergency Transportation	7/31/2017	100%	100.0%	Yes
Non Emergency Transportation	8/31/2017	99%	99.7%	Yes
Non Emergency Transportation	9/30/2017	100%	100.0%	Yes
Non Emergency Transportation	10/31/2017	100%	100.0%	Yes
Non Emergency Transportation	11/30/2017	100%	100.0%	Yes
Non Emergency Transportation	12/31/2017	100%	100.0%	Yes
Non Emergency Transportation	1/31/2018	100%	100.0%	Yes
Non Emergency Transportation	2/28/2018	100%	100.0%	Yes
Non Emergency Transportation	3/31/2018	100%	100.0%	Yes
Non Emergency Transportation	4/30/2018	100%	100.0%	Yes
Non Emergency Transportation	5/31/2018	99%	100.0%	Yes
Non Emergency Transportation	6/30/2018	100%	100.0%	Yes
Non Emergency Transportation	7/31/2018	100%	100.0%	Yes
Non Emergency Transportation	8/31/2018	100%	100.0%	Yes
Non Emergency Transportation	9/30/2018	100%	100.0%	Yes
Non Emergency Transportation	10/31/2018	100%	100.0%	Yes
Non Emergency Transportation	11/30/2018	100%	100.0%	Yes
Non Emergency Transportation	12/31/2018	100%	99.9%	Yes

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 Volunteer Behavioral Health Care Systems, Inc.

Region(s): All

CMHC	3/31/2017	100%	100.0%	Yes
CMHC	4/30/2017	100%	100.0%	Yes
CMHC	5/31/2017	100%	100.0%	Yes
CMHC	6/30/2017	100%	100.0%	Yes
CMHC	7/31/2017	100%	100.0%	Yes
CMHC	8/31/2017	100%	100.0%	Yes

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?
DentaQuest USA Insurance Co., Inc.				
Processor				
Region(s): All				
Dental	1/31/2017	100%	100.0%	Yes
Dental	2/28/2017	100%	100.0%	Yes
Dental	3/31/2017	100%	100.0%	Yes
Dental	4/30/2017	100%	100.0%	Yes
Dental	5/31/2017	100%	100.0%	Yes
Dental	6/30/2017	100%	100.0%	Yes
Dental	7/31/2017	100%	100.0%	Yes
Dental	8/31/2017	100%	100.0%	Yes
Dental	9/30/2017	100%	100.0%	Yes
Dental	10/31/2017	100%	100.0%	Yes
Dental	11/30/2017	100%	100.0%	Yes
Dental	12/31/2017	100%	100.0%	Yes
Dental	1/31/2018	100%	100.0%	Yes
Dental	2/28/2018	100%	100.0%	Yes
Dental	3/31/2018	100%	100.0%	Yes
Dental	4/30/2018	100%	100.0%	Yes
Dental	5/31/2018	100%	100.0%	Yes
Dental	6/30/2018	100%	99.9%	Yes
Dental	7/31/2018	99%	100.0%	Yes
Dental	8/31/2018	100%	100.0%	Yes
Dental	9/30/2018	100%	100.0%	Yes
Dental	10/31/2018	100%	100.0%	Yes
Dental	11/30/2018	100%	100.0%	Yes
Dental	12/31/2018	100%	100.0%	Yes

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?

UnitedHealthcare Plans of the River Valley, Inc.

Processor Alliance Healthcare Services

Region(s): All

CMHC	4/30/2017	100%	100.0%	Yes
CMHC	5/31/2017	100%	100.0%	Yes
CMHC	6/30/2017	100%	100.0%	Yes
CMHC	7/31/2017	100%	100.0%	Yes
CMHC	8/31/2017	100%	100.0%	Yes

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?

UnitedHealthcare Plans of the River Valley, Inc.

Processor Centerstone of Tennessee, Inc.

Region(s): All

CMHC	3/31/2017	100%	100.0%	Yes
CMHC	4/30/2017	100%	100.0%	Yes
CMHC	5/31/2017	100%	100.0%	Yes
CMHC	6/30/2017	100%	100.0%	Yes
CMHC	7/31/2017	100%	100.0%	Yes
CMHC	8/31/2017	100%	100.0%	Yes

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?

UnitedHealthcare Plans of the River Valley, Inc.

Processor Generations Health Association, Inc.

Region(s): All

CMHC	3/31/2017	100%	100.0%	Yes
CMHC	4/30/2017	100%	100.0%	Yes
CMHC	5/31/2017	100%	100.0%	Yes
CMHC	6/30/2017	100%	100.0%	Yes
CMHC	7/31/2017	100%	100.0%	Yes
CMHC	8/31/2017	100%	100.0%	Yes

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?

UnitedHealthcare Plans of the River Valley, Inc.

Processor Lifecare Family Services

Region(s): All

CMHC	3/31/2017	100%	100.0%	Yes
CMHC	4/30/2017	100%	100.0%	Yes
CMHC	5/31/2017	100%	100.0%	Yes
CMHC	6/30/2017	100%	100.0%	Yes
CMHC	7/31/2017	100%	100.0%	Yes
CMHC	8/31/2017	100%	100.0%	Yes

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?

UnitedHealthcare Plans of the River Valley, Inc.

Processor March Vision

Region(s): All

Vision	1/31/2017	100%	100.0%	Yes
Vision	2/28/2017	100%	100.0%	Yes
Vision	3/31/2017	100%	100.0%	Yes
Vision	4/30/2017	100%	99.8%	Yes
Vision	5/31/2017	100%	99.8%	Yes
Vision	6/30/2017	100%	100.0%	Yes
Vision	7/31/2017	100%	100.0%	Yes
Vision	8/31/2017	100%	99.9%	Yes
Vision	9/30/2017	100%	99.9%	Yes
Vision	10/31/2017	100%	99.8%	Yes
Vision	11/30/2017	100%	99.9%	Yes
Vision	12/31/2017	100%	100.0%	Yes
Vision	1/31/2018	100%	100.0%	Yes
Vision	2/28/2018	100%	100.0%	Yes
Vision	3/31/2018	100%	100.0%	Yes
Vision	4/30/2018	100%	100.0%	Yes
Vision	5/31/2018	100%	100.0%	Yes
Vision	6/30/2018	100%	100.0%	Yes
Vision	7/31/2018	100%	100.0%	Yes
Vision	8/31/2018	100%	100.0%	Yes
Vision	9/30/2018	100%	100.0%	Yes
Vision	10/31/2018	100%	100.0%	Yes
Vision	11/30/2018	100%	100.0%	Yes
Vision	12/31/2018	100%	100.0%	Yes

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?

UnitedHealthcare Plans of the River Valley, Inc.

Processor Affiliate Organization

Region(s): All

Medical	1/31/2017	98%	100.0%	Yes
Medical	2/28/2017	100%	100.0%	Yes
Medical	3/31/2017	100%	100.0%	Yes
Medical	4/30/2017	100%	100.0%	Yes
Medical	5/31/2017	100%	100.0%	Yes
Medical	6/30/2017	100%	100.0%	Yes
Medical	7/31/2017	100%	100.0%	Yes
Medical	8/31/2017	100%	100.0%	Yes
Medical	9/30/2017	100%	100.0%	Yes
Medical	10/31/2017	100%	100.0%	Yes
Medical	11/30/2017	99%	100.0%	Yes
Medical	12/31/2017	98%	99.9%	Yes
Medical	1/31/2018	99%	99.8%	Yes
Medical	2/28/2018	100%	99.9%	Yes
Medical	3/31/2018	100%	99.8%	Yes
Medical	4/30/2018	100%	99.9%	Yes
Medical	5/31/2018	100%	99.9%	Yes
Medical	6/30/2018	98%	98.8%	No
Medical	7/31/2018	100%	99.8%	Yes
Medical	8/31/2018	100%	100.0%	Yes
Medical	9/30/2018	99%	100.0%	Yes
Medical	10/31/2018	100%	99.9%	Yes
Medical	11/30/2018	100%	100.0%	Yes
Medical	12/31/2018	100%	100.0%	Yes

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?

UnitedHealthcare Plans of the River Valley, Inc.

Processor Mental Health Cooperative, Inc.

Region(s): All

CMHC	3/31/2017	100%	100.0%	Yes
CMHC	4/30/2017	100%	100.0%	Yes
CMHC	5/31/2017	100%	100.0%	Yes
CMHC	6/30/2017	100%	100.0%	Yes
CMHC	7/31/2017	100%	100.0%	Yes
CMHC	8/31/2017	100%	100.0%	Yes

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% 30 Day Clean Claims	99.5% 60 Day All Claims	Compliance?
--	---------------------	-------------------------------	-------------------------------	-------------

UnitedHealthcare Plans of the River Valley, Inc.

Processor Affiliate Organization

Region(s): All

Non Emergency Transportation	1/31/2017	100%	100.0%	Yes
Non Emergency Transportation	2/28/2017	99%	100.0%	Yes
Non Emergency Transportation	3/31/2017	100%	100.0%	Yes
Non Emergency Transportation	4/30/2017	100%	100.0%	Yes
Non Emergency Transportation	5/31/2017	100%	100.0%	Yes
Non Emergency Transportation	6/30/2017	99%	100.0%	Yes
Non Emergency Transportation	7/31/2017	100%	100.0%	Yes
Non Emergency Transportation	8/31/2017	100%	100.0%	Yes
Non Emergency Transportation	9/30/2017	100%	99.9%	Yes
Non Emergency Transportation	10/31/2017	99%	100.0%	Yes
Non Emergency Transportation	11/30/2017	98%	99.9%	Yes
Non Emergency Transportation	12/31/2017	99%	100.0%	Yes
Non Emergency Transportation	1/31/2018	98%	100.0%	Yes
Non Emergency Transportation	2/28/2018	100%	99.9%	Yes
Non Emergency Transportation	3/31/2018	100%	100.0%	Yes
Non Emergency Transportation	4/30/2018	100%	100.0%	Yes
Non Emergency Transportation	5/31/2018	100%	100.0%	Yes
Non Emergency Transportation	6/30/2018	99%	100.0%	Yes
Non Emergency Transportation	7/31/2018	98%	99.3%	No

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?

UnitedHealthcare Plans of the River Valley, Inc.

Processor Professional Care Services of West TN, Inc.

Region(s): All

CMHC	3/31/2017	100%	100.0%	Yes
CMHC	4/30/2017	100%	100.0%	Yes
CMHC	5/31/2017	100%	100.0%	Yes
CMHC	6/30/2017	100%	100.0%	Yes
CMHC	7/31/2017	64%	100.0%	No
CMHC	8/31/2017	100%	100.0%	Yes

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?

UnitedHealthcare Plans of the River Valley, Inc.

Processor Ridgeview Behavioral Health Services

Region(s): All

CMHC	3/31/2017	100%	100.0%	Yes
CMHC	4/30/2017	100%	100.0%	Yes
CMHC	5/31/2017	100%	100.0%	Yes
CMHC	6/30/2017	100%	100.0%	Yes
CMHC	7/31/2017	100%	100.0%	Yes
CMHC	8/31/2017	100%	100.0%	Yes

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	Compliance?
Claim Types	For the Month Ended	Clean Claims	All Claims
UnitedHealthcare Plans of the River Valley, Inc.			
Processor Tennessee Carriers			
Region(s): All			
Non Emergency Transportation	1/31/2017	100%	100.0% Yes
Non Emergency Transportation	2/28/2017	100%	100.0% Yes
Non Emergency Transportation	3/31/2017	100%	100.0% Yes
Non Emergency Transportation	4/30/2017	100%	100.0% Yes
Non Emergency Transportation	5/31/2017	100%	100.0% Yes
Non Emergency Transportation	6/30/2017	100%	100.0% Yes
Non Emergency Transportation	7/31/2017	100%	100.0% Yes
Non Emergency Transportation	8/31/2017	100%	100.0% Yes
Non Emergency Transportation	9/30/2017	100%	100.0% Yes
Non Emergency Transportation	10/31/2017	100%	100.0% Yes
Non Emergency Transportation	11/30/2017	100%	100.0% Yes
Non Emergency Transportation	12/31/2017	100%	100.0% Yes
Non Emergency Transportation	1/31/2018	100%	100.0% Yes
Non Emergency Transportation	2/28/2018	100%	100.0% Yes
Non Emergency Transportation	3/31/2018	100%	100.0% Yes
Non Emergency Transportation	4/30/2018	100%	100.0% Yes
Non Emergency Transportation	5/31/2018	100%	100.0% Yes
Non Emergency Transportation	6/30/2018	100%	100.0% Yes
Non Emergency Transportation	7/31/2018	100%	100.0% Yes
Non Emergency Transportation	8/31/2018	100%	100.0% Yes
Non Emergency Transportation	9/30/2018	100%	100.0% Yes
Non Emergency Transportation	10/31/2018	100%	100.0% Yes
Non Emergency Transportation	11/30/2018	100%	100.0% Yes
Non Emergency Transportation	12/31/2018	100%	99.8% Yes

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?

UnitedHealthcare Plans of the River Valley, Inc.

Processor Volunteer Behavioral Health Care Systems, Inc.

Region(s): All

CMHC	3/31/2017	100%	100.0%	Yes
CMHC	4/30/2017	100%	100.0%	Yes
CMHC	5/31/2017	100%	100.0%	Yes
CMHC	6/30/2017	100%	100.0%	Yes
CMHC	7/31/2017	100%	100.0%	Yes
CMHC	8/31/2017	100%	100.0%	Yes

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 Alliance Healthcare Services

Region(s): All

CMHC	2/28/2017	100%	100.0%	Yes
CMHC	3/31/2017	100%	100.0%	Yes
CMHC	4/30/2017	68%	100.0%	No
CMHC	5/31/2017	100%	100.0%	Yes
CMHC	6/30/2017	100%	100.0%	Yes
CMHC	7/31/2017	100%	100.0%	Yes
CMHC	8/31/2017	100%	100.0%	Yes

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 Centerstone of Tennessee, Inc.

Region(s): All

CMHC	2/28/2017	100%	100.0%	Yes
CMHC	3/31/2017	100%	100.0%	Yes
CMHC	4/30/2017	100%	100.0%	Yes
CMHC	5/31/2017	100%	100.0%	Yes
CMHC	6/30/2017	100%	100.0%	Yes
CMHC	7/31/2017	100%	100.0%	Yes
CMHC	8/31/2017	100%	100.0%	Yes

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 Generations Health Association, Inc.

Region(s): All

CMHC	2/28/2017	96%	100.0%	Yes
CMHC	3/31/2017	98%	100.0%	Yes
CMHC	4/30/2017	67%	100.0%	No
CMHC	5/31/2017	77%	100.0%	No
CMHC	6/30/2017	64%	100.0%	No
CMHC	7/31/2017	91%	100.0%	Yes
CMHC	8/31/2017	84%	100.0%	No

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 Lifecare Family Services

Region(s): All

CMHC	2/28/2017	100%	100.0%	Yes
CMHC	3/31/2017	100%	100.0%	Yes
CMHC	4/30/2017	100%	100.0%	Yes
CMHC	5/31/2017	100%	100.0%	Yes
CMHC	6/30/2017	100%	100.0%	Yes
CMHC	7/31/2017	100%	100.0%	Yes
CMHC	8/31/2017	100%	100.0%	Yes

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	Clean Claims	All Claims	Compliance?
Volunteer State Health Plan, Inc., d/b/a BlueCare				
Processor Affiliate Organization				
Region(s): All				
Medical	1/31/2017	99%	100.0%	Yes
Medical	2/28/2017	100%	100.0%	Yes
Medical	3/31/2017	100%	100.0%	Yes
Medical	4/30/2017	99%	100.0%	Yes
Medical	5/31/2017	99%	100.0%	Yes
Medical	6/30/2017	99%	100.0%	Yes
Medical	7/31/2017	99%	99.9%	Yes
Medical	8/31/2017	99%	100.0%	Yes
Medical	9/30/2017	99%	100.0%	Yes
Medical	10/31/2017	100%	100.0%	Yes
Medical	11/30/2017	100%	100.0%	Yes
Medical	12/31/2017	95%	99.9%	Yes
Medical	1/31/2018	92%	99.7%	Yes
Medical	2/28/2018	98%	99.7%	Yes
Medical	3/31/2018	95%	99.6%	Yes
Medical	4/30/2018	90%	99.6%	Yes
Medical	5/31/2018	99%	99.7%	Yes
Medical	6/30/2018	97%	99.7%	Yes
Medical	7/31/2018	96%	99.8%	Yes
Medical	8/31/2018	96%	99.7%	Yes
Medical	9/30/2018	99%	99.7%	Yes
Medical	10/31/2018	99%	99.6%	Yes
Medical	11/30/2018	98%	99.9%	Yes
Medical	12/31/2018	99%	100.0%	Yes

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 Mental Health Cooperative, Inc.

Region(s): All

CMHC	7/31/2017	100%	100.0%	Yes
CMHC	8/31/2017	100%	100.0%	Yes

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 Professional Care Services of West TN, Inc.

Region(s): All

CMHC	2/28/2017	100%	100.0%	Yes
CMHC	3/31/2017	100%	100.0%	Yes
CMHC	4/30/2017	100%	100.0%	Yes
CMHC	5/31/2017	94%	100.0%	Yes
CMHC	6/30/2017	100%	100.0%	Yes
CMHC	7/31/2017	96%	100.0%	Yes
CMHC	8/31/2017	100%	100.0%	Yes

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 Ridgeview Behavioral Health Services

Region(s): All

CMHC	2/28/2017	100%	100.0%	Yes
CMHC	3/31/2017	100%	100.0%	Yes
CMHC	4/30/2017	100%	100.0%	Yes
CMHC	5/31/2017	100%	100.0%	Yes
CMHC	6/30/2017	100%	100.0%	Yes
CMHC	7/31/2017	100%	100.0%	Yes
CMHC	8/31/2017	100%	100.0%	Yes

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): All				
Non Emergency Transportation	1/31/2017	100%	100.0%	Yes
Non Emergency Transportation	2/28/2017	100%	100.0%	Yes
Non Emergency Transportation	3/31/2017	100%	100.0%	Yes
Non Emergency Transportation	4/30/2017	100%	100.0%	Yes
Non Emergency Transportation	5/31/2017	100%	100.0%	Yes
Non Emergency Transportation	6/30/2017	100%	100.0%	Yes
Non Emergency Transportation	7/31/2017	100%	100.0%	Yes
Non Emergency Transportation	8/31/2017	100%	100.0%	Yes
Non Emergency Transportation	9/30/2017	100%	100.0%	Yes
Non Emergency Transportation	10/31/2017	100%	100.0%	Yes
Non Emergency Transportation	11/30/2017	100%	100.0%	Yes
Non Emergency Transportation	12/31/2017	100%	100.0%	Yes
Non Emergency Transportation	1/31/2018	100%	100.0%	Yes
Non Emergency Transportation	2/28/2018	100%	100.0%	Yes
Non Emergency Transportation	3/31/2018	100%	100.0%	Yes
Non Emergency Transportation	4/30/2018	100%	100.0%	Yes
Non Emergency Transportation	5/31/2018	100%	100.0%	Yes
Non Emergency Transportation	6/30/2018	100%	100.0%	Yes
Non Emergency Transportation	7/31/2018	100%	100.0%	Yes
Non Emergency Transportation	8/31/2018	100%	100.0%	Yes
Non Emergency Transportation	9/30/2018	100%	100.0%	Yes
Non Emergency Transportation	10/31/2018	100%	100.0%	Yes
Non Emergency Transportation	11/30/2018	100%	100.0%	Yes
Non Emergency Transportation	12/31/2018	100%	100.0%	Yes

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 Support Solutions, LLC

Region(s): All

CMHC	2/28/2017	18%	66.7%	No
CMHC	3/31/2017	79%	97.1%	No
CMHC	4/30/2017	39%	100.0%	No
CMHC	5/31/2017	70%	100.0%	No
CMHC	6/30/2017	60%	100.0%	No
CMHC	7/31/2017	59%	96.5%	No
CMHC	8/31/2017	92%	97.4%	No

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 Volunteer Behavioral Health Care Systems, Inc.

Region(s): All

CMHC	2/28/2017	100%	100.0%	Yes
CMHC	3/31/2017	100%	100.0%	Yes
CMHC	4/30/2017	100%	100.0%	Yes
CMHC	5/31/2017	100%	100.0%	Yes
CMHC	6/30/2017	100%	100.0%	Yes
CMHC	7/31/2017	100%	100.0%	Yes
CMHC	8/31/2017	100%	100.0%	Yes

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 Centerstone of Tennessee, Inc.

Region(s): All

CMHC	3/31/2017	100%	100.0%	Yes
CMHC	4/30/2017	100%	100.0%	Yes
CMHC	5/31/2017	100%	100.0%	Yes

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 Generations Health Association, Inc.

Region(s): All

CMHC	2/28/2017	90%	100.0%	Yes
CMHC	3/31/2017	100%	100.0%	Yes
CMHC	4/30/2017	63%	100.0%	No
CMHC	5/31/2017	100%	100.0%	Yes
CMHC	6/30/2017	83%	100.0%	No
CMHC	7/31/2017	100%	100.0%	Yes
CMHC	8/31/2017	75%	100.0%	No

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 Lifecare Family Services

Region(s): All

CMHC	3/31/2017	100%	100.0%	Yes
CMHC	4/30/2017	100%	100.0%	Yes
CMHC	5/31/2017	100%	100.0%	Yes
CMHC	6/30/2017	100%	100.0%	Yes
CMHC	7/31/2017	100%	100.0%	Yes
CMHC	8/31/2017	100%	100.0%	Yes

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	1/31/2017	99%	100.0%	Yes
Medical	2/28/2017	99%	100.0%	Yes
Medical	3/31/2017	100%	100.0%	Yes
Medical	4/30/2017	98%	100.0%	Yes
Medical	5/31/2017	99%	100.0%	Yes
Medical	6/30/2017	99%	100.0%	Yes
Medical	7/31/2017	99%	99.9%	Yes
Medical	8/31/2017	98%	100.0%	Yes
Medical	9/30/2017	99%	100.0%	Yes
Medical	10/31/2017	100%	100.0%	Yes
Medical	11/30/2017	99%	99.9%	Yes
Medical	12/31/2017	95%	99.9%	Yes
Medical	1/31/2018	91%	99.7%	Yes
Medical	2/28/2018	98%	99.8%	Yes
Medical	3/31/2018	96%	99.7%	Yes
Medical	4/30/2018	90%	99.6%	Yes
Medical	5/31/2018	99%	99.8%	Yes
Medical	6/30/2018	98%	99.7%	Yes
Medical	7/31/2018	96%	99.8%	Yes
Medical	8/31/2018	97%	99.8%	Yes
Medical	9/30/2018	99%	99.8%	Yes
Medical	10/31/2018	99%	99.7%	Yes
Medical	11/30/2018	99%	99.9%	Yes
Medical	12/31/2018	99%	100.0%	Yes

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 VSHP-Select-Ridgeview

Region(s): All

CMHC	2/28/2017	100%	100.0%	Yes
CMHC	3/31/2017	100%	100.0%	Yes
CMHC	4/30/2017	100%	100.0%	Yes
CMHC	5/31/2017	100%	100.0%	Yes
CMHC	6/30/2017	100%	100.0%	Yes
CMHC	7/31/2017	100%	100.0%	Yes
CMHC	8/31/2017	100%	100.0%	Yes

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	Compliance?	
Claim Types	For the Month Ended	Clean Claims	All Claims	
Volunteer State Health Plan, Inc., d/b/a TennCare Select				
Processor Southeastrans				
Region(s): All				
Non Emergency Transportation	1/31/2017	100%	100.0%	Yes
Non Emergency Transportation	2/28/2017	100%	100.0%	Yes
Non Emergency Transportation	3/31/2017	100%	100.0%	Yes
Non Emergency Transportation	4/30/2017	100%	100.0%	Yes
Non Emergency Transportation	5/31/2017	100%	100.0%	Yes
Non Emergency Transportation	6/30/2017	100%	100.0%	Yes
Non Emergency Transportation	7/31/2017	100%	100.0%	Yes
Non Emergency Transportation	8/31/2017	100%	100.0%	Yes
Non Emergency Transportation	9/30/2017	100%	100.0%	Yes
Non Emergency Transportation	10/31/2017	100%	100.0%	Yes
Non Emergency Transportation	11/30/2017	100%	100.0%	Yes
Non Emergency Transportation	12/31/2017	100%	100.0%	Yes
Non Emergency Transportation	1/31/2018	100%	100.0%	Yes
Non Emergency Transportation	2/28/2018	100%	100.0%	Yes
Non Emergency Transportation	3/31/2018	100%	100.0%	Yes
Non Emergency Transportation	4/30/2018	100%	100.0%	Yes
Non Emergency Transportation	5/31/2018	100%	100.0%	Yes
Non Emergency Transportation	6/30/2018	100%	100.0%	Yes
Non Emergency Transportation	7/31/2018	100%	100.0%	Yes
Non Emergency Transportation	8/31/2018	100%	100.0%	Yes
Non Emergency Transportation	9/30/2018	100%	100.0%	Yes
Non Emergency Transportation	10/31/2018	100%	100.0%	Yes
Non Emergency Transportation	11/30/2018	100%	100.0%	Yes
Non Emergency Transportation	12/31/2018	100%	100.0%	Yes

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 Support Solutions, LLC

Region(s): All

CMHC	2/28/2017	0%	0.0%	No
CMHC	7/31/2017	0%	100.0%	No
CMHC	8/31/2017	100%	100.0%	Yes