

TennCare Oversight Division of the Tennessee Department of Commerce and Insurance  
 Prompt Pay Compliance Summary for Processed Electronic Nursing Facility/HCBS and ECF Claims

The HMO's contract with the TennCare Bureau include additional prompt pay claims processing requirements for the CHOICES program. The additional CHOICES requirements apply to electronically submitted nursing facility claims/HCBS claims and Employment Community First (ECF) claims.

**TennCare Contractual Requirements Only**

**90%**      **99.5%**  
 14 Day      21 Day

Claim Type      For the Month Ended      Clean Claims      Clean Claims      Compliance?

**Wellpoint of Tennessee, Inc. (fka AMERIGROUP Tennessee, Inc.)**

Region(s): All

Nursing Facility/HCBS	1/31/2023	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	2/28/2023	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	3/31/2023	99%	99.6%	<b>Yes</b>
Nursing Facility/HCBS	4/30/2023	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	5/31/2023	99%	99.7%	<b>Yes</b>
Nursing Facility/HCBS	6/30/2023	99%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	7/31/2023	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	8/31/2023	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	9/30/2023	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	10/31/2023	99%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	11/30/2023	100%	99.7%	<b>Yes</b>
Nursing Facility/HCBS	12/31/2023	100%	99.7%	<b>Yes</b>
Nursing Facility/HCBS	1/31/2024	99%	99.6%	<b>Yes</b>
Nursing Facility/HCBS	2/29/2024	99%	99.9%	<b>Yes</b>

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**90%**  
14 Day

**99.5%**  
21 Day

Claim Type                      For the Month Ended      Clean Claims      Clean Claims      Compliance?

**Wellpoint of Tennessee, Inc. (fka AMERIGROUP Tennessee, Inc.)**

Region(s): All

ECF	1/31/2023	100%	100.0%	<b>Yes</b>
ECF	2/28/2023	99%	99.0%	<b>Yes</b>
ECF	3/31/2023	100%	99.9%	<b>Yes</b>
ECF	4/30/2023	100%	99.8%	<b>Yes</b>
ECF	5/31/2023	99%	99.8%	<b>Yes</b>
ECF	6/30/2023	94%	98.0%	<b>Yes</b>
ECF	7/31/2023	99%	99.0%	<b>Yes</b>
ECF	8/31/2023	100%	100.0%	<b>Yes</b>
ECF	9/30/2023	100%	100.0%	<b>Yes</b>
ECF	10/31/2023	100%	99.7%	<b>Yes</b>
ECF	11/30/2023	100%	99.9%	<b>Yes</b>
ECF	12/31/2023	100%	100.0%	<b>Yes</b>
ECF	1/31/2024	99%	100.0%	<b>Yes</b>
ECF	2/29/2024	94%	100.0%	<b>Yes</b>

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**90%**  
14 Day

**99.5%**  
21 Day

Claim Type                      For the Month Ended      Clean Claims      Clean Claims      Compliance?

**UnitedHealthcare Plans of the River Valley, Inc.**

Region(s): All

Nursing Facility/HCBS	1/31/2023	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	2/28/2023	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	3/31/2023	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	4/30/2023	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	5/31/2023	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	6/30/2023	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	7/31/2023	100%	99.9%	<b>Yes</b>
Nursing Facility/HCBS	8/31/2023	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	9/30/2023	98%	99.5%	<b>Yes</b>
Nursing Facility/HCBS	10/31/2023	98%	99.2%	<b>No</b>
Nursing Facility/HCBS	11/30/2023	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	12/31/2023	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	1/31/2024	93%	98.1%	<b>No</b>
Nursing Facility/HCBS	2/29/2024	98%	99.7%	<b>Yes</b>

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**TennCare Contractual Requirements Only**

**90%**  
14 Day

**99.5%**  
21 Day

Claim Type                      For the Month Ended      Clean Claims      Clean Claims      Compliance?

**UnitedHealthcare Plans of the River Valley, Inc.**

Region(s): All

ECF	1/31/2023	80%	94.4%	<b>No</b>
ECF	2/28/2023	100%	100.0%	<b>Yes</b>
ECF	3/31/2023	100%	100.0%	<b>Yes</b>
ECF	4/30/2023	100%	100.0%	<b>Yes</b>
ECF	5/31/2023	100%	100.0%	<b>Yes</b>
ECF	6/30/2023	100%	100.0%	<b>Yes</b>
ECF	7/31/2023	100%	100.0%	<b>Yes</b>
ECF	8/31/2023	100%	99.9%	<b>Yes</b>
ECF	9/30/2023	98%	99.8%	<b>Yes</b>
ECF	10/31/2023	98%	98.9%	<b>No</b>
ECF	11/30/2023	100%	100.0%	<b>Yes</b>
ECF	12/31/2023	100%	100.0%	<b>Yes</b>
ECF	1/31/2024	96%	99.1%	<b>No</b>
ECF	2/29/2024	98%	99.9%	<b>Yes</b>

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**90%**  
14 Day

**99.5%**  
21 Day

Claim Type                      For the Month Ended      Clean Claims      Clean Claims      Compliance?

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

Region(s): All

Nursing Facility/HCBS	1/31/2023	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	2/28/2023	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	3/31/2023	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	4/30/2023	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	5/31/2023	99%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	6/30/2023	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	7/31/2023	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	8/31/2023	99%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	9/30/2023	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	10/31/2023	99%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	11/30/2023	98%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	12/31/2023	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	1/31/2024	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	2/29/2024	100%	100.0%	<b>Yes</b>

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**90%**  
14 Day

**99.5%**  
21 Day

Claim Type                      For the Month Ended      Clean Claims      Clean Claims      Compliance?

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

Region(s): All

ECF	1/31/2023	100%	100.0%	<b>Yes</b>
ECF	2/28/2023	100%	100.0%	<b>Yes</b>
ECF	3/31/2023	100%	100.0%	<b>Yes</b>
ECF	4/30/2023	100%	100.0%	<b>Yes</b>
ECF	5/31/2023	100%	100.0%	<b>Yes</b>
ECF	6/30/2023	100%	100.0%	<b>Yes</b>
ECF	7/31/2023	100%	100.0%	<b>Yes</b>
ECF	8/31/2023	99%	100.0%	<b>Yes</b>
ECF	9/30/2023	100%	100.0%	<b>Yes</b>
ECF	10/31/2023	98%	100.0%	<b>Yes</b>
ECF	11/30/2023	100%	99.9%	<b>Yes</b>
ECF	12/31/2023	100%	99.9%	<b>Yes</b>
ECF	1/31/2024	100%	100.0%	<b>Yes</b>
ECF	2/29/2024	100%	100.0%	<b>Yes</b>

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**90%**  
14 Day

**99.5%**  
21 Day

Claim Type                      For the Month Ended      Clean Claims      Clean Claims      Compliance?

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

Region(s): All

Nursing Facility/HCBS	1/31/2023	92%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	2/28/2023	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	3/31/2023	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	4/30/2023	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	5/31/2023	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	6/30/2023	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	7/31/2023	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	8/31/2023	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	9/30/2023	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	10/31/2023	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	11/30/2023	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	12/31/2023	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	1/31/2024	100%	100.0%	<b>Yes</b>
Nursing Facility/HCBS	2/29/2024	97%	100.0%	<b>Yes</b>