

Web Site Summary of Provider Complaints 2015

1st Quarter Total: 229
2nd Quarter Total: 220
3rd Quarter Total: 290
4th Quarter Total: 225
Total: 963

Aetna 1st Qtr Total - 1

CIS Referral: 1

Amerigroup TN 1st Qtr Total – 47

Amerigroup TN 2nd Qtr Total – 45

Amerigroup TN 3rd Qtr Total – 92

Amerigroup TN 4th Qtr Total – 119

Total: 303

Denial Reversed: 159

Denial Upheld: 88

Duplicate: 3

Ineligible: 4

Opened in Error: 1

Paid: 16

Partial: 4

Question Answered: 13

Resolved: 15

Amerigroup TN TennCare & Medicare Advantage-Special Needs Plan 1st Qtr Total – 1

Denial Upheld: 1

Amerigroup TN Medicare Advantage-Special Needs Plan 1st Qtr Total – 4

Amerigroup TN Medicare Advantage-Special Needs Plan 3rd Qtr Total – 1

Amerigroup TN Medicare Advantage-Special Needs Plan 4th Qtr Total – 1

Total: 6

Denial Reversed: 2

Denial Upheld: 4

Cigna Medicare Advantage 4th Qtr Total – 1

CIS Referral: 1

DentaQuest 1st Qtr Total – 3

DentaQuest 2nd Qtr Total – 2

DentaQuest 3rd Qtr Total – 4

DentaQuest 4th Qtr Total – 2

Total: 11

Denial Reversed: 3

Denial Upheld: 4

Partial: 1
Question Answered: 3

HealthSpring 3rd Quarter Total – 1

Referred to TDCI Consumer Insurance Services: 1

HealthSpring Medicare Advantage 2nd Qtr Total – 2

Referred to TDCI Consumer Insurance Services: 2

Humana Medicare Advantage 1st Qtr Total – 1

Humana Medicare Advantage 4th Qtr Total – 1

Referred to TDCI Consumer Insurance Services: 2

TennCare Bureau 1st Qtr Total – 2

TennCare Bureau 2nd Qtr Total – 1

TennCare Bureau 3rd Qtr Total – 2

TennCare Bureau 4th Qtr Total – 4

Total: 9

Denial Reversed: 1

Denial Upheld: 1

Question Answered: 3

Referred to TCB: 3

Resolved: 1

TennCare Bureau & DIDD 4th Qtr total – 1

Question Answered: 1

TennCare Bureau & VSHP 1st Qtr Total – 1

Denial Reversed: 1

TennCare Bureau & AGP & VSHP 2nd Qtr Total - 1

Paid: 1

TennCare Bureau & Magellan 4th Qtr total – 1

Resolved: 1

TennCare Bureau (UPRV) 4th Qtr Total – 2

Denial Reversed: 2

UnitedHealthcare Plan of the River Valley 1st Qtr Total – 119

UnitedHealthcare Plan of the River Valley 2nd Qtr Total – 133

UnitedHealthcare Plan of the River Valley 3rd Qtr Total – 80

UnitedHealthcare Plan of the River Valley 4th Qtr Total – 59

UPRV Total – 391

Denial Reversed: 172

Denial Upheld: 160
Duplicate: 1
Ineligible: 1
Paid: 6
Partial: 25
Referred to TDCI Consumer Insurance Services: 2
Resolved: 15
Question Answered: 8
Withdrawn: 1

UnitedHealthcare Plan of the River Valley & PPL 2nd Qtr Total - 1

Paid: 1

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1st Qtr Total – 21
UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 2nd Qtr Total – 19
UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 3rd Qtr Total – 15
UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 4th Qtr Total – 1
Total: 56

Denial Reversed: 28
Denial Upheld: 22
Duplicate: 1
Partial: 3
Question Answered: 1
Resolved: 1

UnitedHealthcare Plan of the River Valley Medicare Advantage 3rd Qtr Total – 2

CIS Referral: 2

UnitedHealthcare Plan of the River Valley TennCare & Medicare Advantage SNP 1st Qtr Total – 2
UnitedHealthcare Plan of the River Valley TennCare & Medicare Advantage SNP 2nd Qtr Total – 2
Total: 4

Denial Reversed: 1
Denial Upheld: 1
Partial: 1
Question Answered: 1

UnitedHealthcare Plan of the River Valley Commercial 1st Qtr Total – 1
UnitedHealthcare Plan of the River Valley Commercial 3rd Qtr Total – 2
UnitedHealthcare Plan of the River Valley Commercial 4th Qtr Total – 1
Total: 4

Referred to TDCI Consumer Insurance Services: 4

Volunteer State Health Plan 1st Qtr Total – 19
Volunteer State Health Plan 2nd Qtr Total – 13
Volunteer State Health Plan 3rd Qtr Total – 89

Volunteer State Health Plan 4th Qtr Total - 13
VSHP Total: 134

Denial Reversed: 72
Denial Upheld: 39
Duplicate: 1
Partial: 13
Question Answered: 3
Resolved: 6

Volunteer State Health Plan & PPL 1st Qtr Total – 2
Resolved: 2

Volunteer State Health Plan CoverKids 1st Qtr Total – 1
Denial Reversed: 1

Volunteer State Health Plan & UnitedHealthcare Plan of the River Valley 4th Qtr Total – 1
Question Answered: 1

BlueCross BlueShield of Tennessee 1st Qtr Total – 3
Referred to TDCI Consumer Insurance Services: 3

BlueCross BlueShield of Tennessee-Medicare Advantage 1st Qtr Total – 1
BlueCross BlueShield of Tennessee-Medicare Advantage 2nd Qtr Total – 1
BlueCross BlueShield of Tennessee-Medicare Advantage 3rd Qtr Total – 1
Total: 3

Referred to TDCI Consumer Insurance Services: 3

Wellcare 3rd Qtr Total – 1
CIS Referral: 1