

Web Site Summary of Provider Complaints 2016

1st Quarter Total: 253

2nd Quarter Total: 256

YTD Total: 509

Amerigroup TN 1st Qtr Total – 137

Denial Reversed: 68

Denial Upheld: 45

Duplicate: 1

Ineligible: 1

Paid: 2

Partial: 9

Question Answered: 9

Resolved: 2

Amerigroup TN 2nd Qtr Total – 95

Denial Reversed: 43

Denial Upheld: 42

Duplicate: 2

Ineligible: 0

Insufficient: 1

Paid: 2

Partial: 1

Question Answered: 3

Resolved: 1

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

Denial Reversed: 1

Amerigroup TN Medicare Advantage 2nd Qtr Total – 2

Denial Reversed: 1

Denial Upheld: 1

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

Denial Reversed: 1

Amerigroup Washington State 1st Qtr Total – 1

Ineligible: 1

Cigna MA SNP 2nd Qtr Total – 1

Denial Reversed: 1

DentaQuest 1st Qtr Total – 3

Denial Reversed (2)

Denial Upheld (1)

Pending: 3 (0)

DentaQuest 2nd Qtr Total – 4

Denial Reversed: 2

Partial: 2

HealthSpring Medicare Advantage 1st Qtr Total – 1

Denial Reversed: 1

TennCare Bureau 1st Qtr Total – 1

Denial Reversed: 1

TennCare Bureau 2nd Qtr Total – 1

Resolved: 1

TennCare Bureau (UPRV) 1st Qtr Total – 1

Resolved: 1

TennCare Bureau (UPRV & AGP) 2nd Qtr Total – 1

Denial Reversed: 1

UnitedHealthcare Plan of the River Valley 1st Qtr Total – 68

Denial Reversed: 24

Denial Upheld: 38

Partial: 4

Resolved: 1

Question Answered: 1

UnitedHealthcare Plan of the River Valley 2nd Qtr Total – 86

Denial Reversed: 50

Denial Upheld: 26

Duplicate: 3

Ineligible: 1

Partial: 5

Pending: 0

Resolved: 0

Question Answered: 1

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

Resolved: 1

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1st Qtr Total – 9

Denial Reversed: 2

Denial Upheld: 7

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 2nd Qtr Total – 13

Denial Reversed: 2
Denial Upheld: 10
Partial: 1

UnitedHealthcare Plan of the River Valley & TennCare Bureau 2nd Qtr Total – 11

Denial Reversed: 8
Partial: 3

UnitedHealthcare Plan of the River Valley Commercial 1st Qtr Total – 3

Referred to TDCI Consumer Insurance Services: 3

UnitedHealthcare Plan of the River Valley Commercial 2nd Qtr Total – 1

Referred to TDCI Consumer Insurance Services: 1

Volunteer State Health Plan 1st Qtr Total – 26

Denial Reversed: 22
Denial Upheld: 4

Volunteer State Health Plan 2nd Qtr Total – 39

Denial Reversed: 20
Denial Upheld: 10
Paid: 1
Partial: 4
Pending:
Question Answered: 2
Resolved: 1
Withdrawn: 1

BCBST 2nd Qtr Total – 2

CIS Referral: 2