

Web Site Summary of Provider Complaints 2016

1st Quarter Total: 253
2nd Quarter Total: 254
3rd Quarter Total: 204
YTD Total: 711

Amerigroup TN 1st Qtr Total – 137

Denial Reversed: 68
Denial Upheld: 45
Duplicate: 1
Ineligible: 1
Insufficient: 0
Paid: 2
Partial: 9
Question Answered: 9
Resolved: 2

Amerigroup TN 2nd Qtr Total – 94

Denial Reversed: 44
Denial Upheld: 42
Duplicate: 2
Ineligible: 0
Insufficient: 0
Paid: 2
Partial: 1
Question Answered: 3
Resolved: 0

Amerigroup TN 3rd Qtr Total – 74

Denial Reversed: 43
Denial Upheld: 16
Duplicate: 3
Ineligible: 2
Insufficient: 0
Paid: 0
Partial: 3
Pending: 2
Question Answered: 5
Resolved: 0

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 TN Medicare Advantage-Special Needs Plan 3rd Qtr Total – 4

Denial Reversed: 3

Ineligible: 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

DentaQuest 3rd Qtr Total – 8

Denial Reversed: 1

Denial Upheld: 5

Ineligible: 2

HealthSpring Medicare Advantage 1st Qtr Total – 1

Denial Reversed: 1

Magellan 3rd Qtr Total: 1

Pending: 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) 3rd Qtr Total – 3

Denial Reversed: 1

Denial Upheld: 2

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 – 85

Denial Reversed: 49

Denial Upheld: 26

Duplicate: 3

Ineligible: 1

Partial: 5

Pending: 0

Resolved: 0

Question Answered: 1

UnitedHealthcare Plan of the River Valley 3rd Qtr Total – 66

CIS Referral: 3

Denial Reversed: 26

Denial Upheld: 23

Duplicate: 3

Ineligible: 1

Insufficient: 1

Partial: 4

Pending: 4

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 Medicare Advantage SNP 3rd Qtr Total – 17

Denial Reversed: 7
Denial Upheld: 8
Partial: 2

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: 0
Question Answered: 2
Resolved: 1
Withdrawn: 1

Volunteer State Health Plan 3rd Qtr Total – 26

Denial Reversed: 17
Denial Upheld: 7
Paid: 0
Partial: 0
Pending: 0
Question Answered: 1
Resolved: 1
Withdrawn: 0

VSHP CoverKids 3rd Qtr total: 1

Pending: 1

BCBST 2nd Qtr Total – 2
CIS Referral: 2

BCBST 3rd Qtr Total – 3
CIS Referral: 3

Windsor/Welcare Medicare Advantage 3rd Qtr Total: 1
Denial Upheld: 1