

## TennCare Oversight Division Web Site Summary of Provider Complaints 2017

1<sup>st</sup> Quarter Total: 263  
2<sup>nd</sup> Quarter Total: 277  
3<sup>rd</sup> Quarter Total: 297  
Year to Date Total: 837

### Amerigroup TN TennCare 1<sup>st</sup> Qtr Total – 101

Denial Reversed: 64  
Denial Upheld: 29  
Duplicate: 2  
Paid: 1  
Partial: 1  
Question Answered: 3  
Resolved: 1

### Amerigroup TN TennCare 2<sup>nd</sup> Qtr Total – 87

Denial Reversed: 39  
Denial Upheld: 33  
Duplicate: 3  
Paid: 1  
Partial: 4  
Pending: 3  
Question Answered: 1  
Resolved: 3

### Amerigroup TN TennCare 3<sup>rd</sup> Qtr Total – 121

Denial Reversed: 54  
Denial Upheld: 27  
Duplicate: 2  
Ineligible: 2  
Paid: 1  
Partial: 3  
Pending: 31  
Resolved: 1

### Amerigroup TennCare & Tennessee Carriers 1<sup>st</sup> Qtr Total – 1

Resolved: 1

### Amerigroup TennCare (& UPRV) 3<sup>rd</sup> Qtr Total – 1

Denial Upheld: 1

### Amerigroup TennCare & Medicare Advantage-Special Needs Plan 1<sup>st</sup> Qtr Total – 1

Denial Reversed: 1

### Amerigroup TennCare & Medicare Advantage-Special Needs Plan 2<sup>nd</sup> Qtr Total – 1

Denial Reversed: 1

**Amerigroup Medicare Advantage-Special Needs Plan 1<sup>st</sup> Qtr Total – 8**

Denial Reversed: 3

Denial Upheld: 4

Duplicate: 1

**Amerigroup Medicare Advantage-Special Needs Plan 2<sup>nd</sup> Qtr Total – 1**

Denial Reversed: 1

**Amerigroup Medicare Advantage-Special Needs Plan 3<sup>rd</sup> Qtr Total – 7**

Denial Reversed: 2

Denial Upheld: 3

Partial: 1

Pending: 1

**Amerigroup Medicare Advantage 1<sup>st</sup> Qtr Total – 2**

Denial Upheld: 2

**Amerigroup Medicare Advantage 2<sup>nd</sup> Qtr Total – 1**

Denial Reversed: 1

**Amerigroup Medicare Advantage 3<sup>rd</sup> Qtr Total – 1**

Denial Reversed: 1

**Amerigroup TN TennCare & VSHP 1<sup>st</sup> Qtr Total – 1**

Question Answered: 1

**AGP & TCB 2<sup>nd</sup> Qtr Total – 1**

Denial Upheld: 1

**Amerigroup Georgia 3<sup>rd</sup> Qtr Total – 2**

Ineligible: 1

Referred to TDCI Consumer Insurance Services: 1

**Anthem BlueCross 2<sup>nd</sup> Qtr Total – 1**

Referred to TDCI Consumer Insurance Services: 1

**BCBST 1<sup>st</sup> Qtr Total – 2**

Referred to TDCI Consumer Insurance Services: 2

**BCBST 2<sup>nd</sup> Qtr Total – 2**

Duplicate: 1

Referred to TDCI Consumer Insurance Services: 1

**BCBST MA 1<sup>st</sup> Qtr Total – 1**

Referred to TDCI Consumer Insurance Services: 1

**BCBST MA 2<sup>nd</sup> Qtr Total – 1**

Denial Upheld: 1

**DentaQuest 1<sup>st</sup> Qtr Total – 6**

Denial Reversed: 2

Denial Upheld: 4

**DentaQuest 2<sup>nd</sup> Qtr Total – 1**

Partial Reversed: 1

**DentaQuest 3<sup>rd</sup> Qtr Total – 17**

Denial Upheld: 15

Partial Reversed: 1

Pending: 1

**HealthSpring Medicare Advantage 1<sup>st</sup> Qtr Total – 1**

Denial Reversed: 1

**HealthSpring Medicare Advantage 2<sup>nd</sup> Qtr Total – 2**

Denial Upheld: 1

Referred to TDCI Consumer Insurance Services: 1

**HealthSpring Medicare Advantage SNP 1<sup>st</sup> Qtr Total – 1**

Denial Upheld: 1

**HealthSpring Medicare Advantage 3<sup>rd</sup> Qtr Total – 1**

Referred to TDCI Consumer Insurance Services: 1

**Humana Medicare Advantage SNP 1<sup>st</sup> Qtr Total – 1**

Denial Reversed: 1

**Humana Medicare Advantage 2<sup>nd</sup> Qtr Total – 1**

Referred to TDCI Consumer Insurance Services: 1

**Humana 3<sup>rd</sup> Qtr Total – 1**

Referred to TDCI Consumer Insurance Services: 1

**Magellan 3<sup>rd</sup> Quarter Total - 1**

Referred to TDCI Consumer Insurance Services: 1

**TennCare Bureau 2<sup>nd</sup> Qtr Total - 1**

Question Answered: 1

**TennCare Bureau 3<sup>rd</sup> Qtr Total - 2**

**Resolved: 2**

**UnitedHealthcare Plan of the River Valley TennCare 1<sup>st</sup> Qtr Total – 87**

Denial Reversed: 36  
Denial Upheld: 42  
Duplicate: 4  
Partial: 4  
Question Answered: 1

**UnitedHealthcare Plan of the River Valley TennCare 2<sup>nd</sup> Qtr Total – 98**

Denial Reversed: 51  
Denial Upheld: 25  
Duplicate: 3  
Paid: 2  
Partial: 5  
Pending: 8  
Resolved: 1  
Question Answered: 3

**UnitedHealthcare Plan of the River Valley TennCare 3<sup>rd</sup> Qtr Total – 86**

Denial Reversed: 28  
Denial Upheld: 29  
Duplicate: 1  
Ineligible: 1  
Partial: 4  
Pending: 22  
Withdrawn: 1

**UnitedHealthcare Plan of the River Valley TennCare & TCI 1<sup>st</sup> Qtr Total – 1**

Resolved: 1

**UnitedHealthcare Plan of the River Valley TennCare & MA SNP 1<sup>st</sup> Qtr Total - 2**

Denial Reversed: 1  
Denial Upheld: 1

**UnitedHealthcare Plan of the River Valley TennCare & MA SNP 2<sup>nd</sup> Qtr Total - 1**

Denial Reversed: 1

**UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1<sup>st</sup> Qtr Total – 14**

Denial Reversed: 4  
Denial Upheld: 10

**UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 2<sup>nd</sup> Qtr Total – 25**

Denial Reversed: 4  
Denial Upheld: 16  
Duplicate: 1

Partial: 2  
Pending: 2

**UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 3<sup>rd</sup> Qtr Total – 12**

Denial Reversed: 1  
Denial Upheld: 6  
Partial: 2  
Pending: 3

**UnitedHealthcare Plan of the River Valley Medicare Advantage 1<sup>st</sup> Qtr Total – 2**

Referred to TDCI Consumer Insurance Services: 2

**UnitedHealthcare Plan of the River Valley Medicare Advantage 2<sup>nd</sup> Qtr Total – 7**

Denial Reversed: 2  
Denial Upheld: 3  
Partial: 1  
Referred to TDCI Consumer Insurance Services: 1

**UnitedHealthcare Plan of the River Valley Medicare Advantage 3<sup>rd</sup> Qtr Total – 3**

Denial Reversed: 2  
Pending: 1

**United Healthcare Commercial 1<sup>st</sup> Qtr Total – 1**

Referred to TDCI Consumer Insurance Services: 1

**United Healthcare Commercial 2<sup>nd</sup> Qtr Total – 5**

Referred to TDCI Consumer Insurance Services: 5

**United Healthcare Commercial 3<sup>rd</sup> Qtr Total – 1**

Referred to TDCI Consumer Insurance Services: 1

**United Mississippi 3<sup>rd</sup> Quarter Total - 1**

Ineligible: 1

**Various Health Plan in one Complaint 3<sup>rd</sup> Qtr Total: 1**

CIS Referral: 1

**Volunteer State Health Plan TennCare 1<sup>st</sup> Qtr Total – 27**

Denial Reversed: 17  
Denial Upheld: 7  
Partial: 1  
Question Answered: 2

**Volunteer State Health Plan TennCare 2<sup>nd</sup> Qtr Total – 34**

Denial Reversed: 21  
Denial Upheld: 8

Partial: 1  
Pending: 1  
Resolved: 3

**Volunteer State Health Plan TennCare 3<sup>rd</sup> Qtr Total – 36**

Referred to TDCI Consumer Insurance Services: 1  
Denial Reversed: 21  
Denial Upheld: 11  
Ineligible: 1  
Pending: 1  
Question Answered: 1

**Volunteer State Health Plan TennCare & TennCare Bureau 1<sup>st</sup> Qtr Total – 1**

Denial Reversed: 1

**Volunteer State Health Plan TennCare & UPRV 2<sup>nd</sup> Qtr Total – 1**

Denial Upheld: 1

**Volunteer State Health Plan Medicare Advantage SNP 1<sup>st</sup> Qtr Total – 1**

Question Answered: 1

**Volunteer State Health Plan Medicare Advantage SNP 2<sup>nd</sup> Qtr Total – 1**

Question Answered: 1

**VSHP CoverKids 1<sup>st</sup> Qtr total: 1**

Denial Reversed: 1

**VSHP CoverKids 2<sup>nd</sup> Qtr total: 5**

Denial Reversed: 5

**VSHP CoverKids 3<sup>rd</sup> Qtr total: 2**

Denial Reversed: 2