

TennCare Oversight Division Web Site Summary of Provider Complaints 2020

1st Quarter Total: 115

YTD Total: 115

Amerigroup TN TennCare 1st Qtr Total – 50

Denial Reversed: 32

Denial Upheld: 11

Ineligible: 1

Partial: 2

Resolved: 2

Question Answered: 2

Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 1st Qtr Total – 1

Denial Reversed: 1

BCBST Anthem 1st Qtr Total – 1

Referred to Consumer Insurance Services

Cigna 1st Qtr Total - 1

Referral to Consumer Insurance Services: 1

Harmony MA SNP 1st Qtr Total - 2

Denial Reversed: 1

Denial Upheld: 1

UnitedHealthcare Plan of the River Valley TennCare 1st Qtr Total – 31

Denial Reversed: 13

Denial Upheld: 14

Partial: 1

Resolved: 2

Withdrawn: 1

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1st Qtr Total – 8

Denial Reversed: 2

Denial Upheld: 6

United Healthcare Commercial 1st Qtr Total: 1

Referral to Consumer Insurance Services: 1

Volunteer State Health Plan TennCare 1st Qtr Total – 19

Denial Reversed: 10

Denial Upheld: 6

Partial: 1

Question Answered: 1

Resolved: 1

Volunteer State Health Plan CoverKids 1st Qtr Total – 1

Denial Reversed: 1