

**TennCare Oversight Division Web Site Summary of Provider Complaints 2021 YTD - Total: 266**

**1<sup>st</sup> Quarter Total: 136**

**2<sup>nd</sup> Quarter Total: 130**

**Amerigroup TN TennCare 1<sup>st</sup> Qtr Total – 61**

Denial Reversed: 30

Denial Upheld: 25

Duplicate: 1

Paid: 1

Partial: 3

Resolved: 1

**Amerigroup TN TennCare 2<sup>nd</sup> Qtr Total – 51**

Denial Reversed: 18

Denial Upheld: 19

Ineligible: 9

Partial: 3

Question Answered: 2

**Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 1<sup>st</sup> Qtr Total – 3**

Denial Upheld: 2

No Prov Rep Name: 1

**Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 2<sup>nd</sup> Qtr Total – 3**

Denial Upheld: 3

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

Ineligible: 1

**Amerigroup Louisiana 2<sup>nd</sup> Qtr Total – 2**

Ineligible: 2

**BCBST Anthem KY 1<sup>st</sup> Qtr Total – 1**

Ineligible: 1

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

Referred to Consumer Insurance Services: 1

**Cigna VW 1<sup>st</sup> Qtr Total - 1**

Referral to Consumer Insurance Services: 1

**CMS Medicare 1<sup>st</sup> Qtr Total – 1**

Referral to Consumer Insurance Services: 1

**DentaQuest 2<sup>nd</sup> Qtr Total – 4**

Denial Reversed: 3

Partial: 1

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

Referral to Consumer Insurance Services: 1

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

Referral to Consumer Insurance Services: 1

**TennCare 1<sup>st</sup> Qtr Total – 1**

Denial Upheld: 1

**UnitedHealthcare Plan of the River Valley TennCare 1<sup>st</sup> Qtr Total – 27**

Denial Reversed: 15

Denial Upheld: 11

Resolved: 1

**UnitedHealthcare Plan of the River Valley TennCare 2<sup>nd</sup> Qtr Total – 17**

Denial Reversed 9

Denial Upheld: 4

Duplicate: 1

Ineligible: 1

Partial: 1

Pending: 1

**UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1<sup>st</sup> Qtr Total – 5**

Denial Reversed: 2

Denial Upheld: 3

**UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 2<sup>nd</sup> Qtr Total – 4**

Denial Reversed: 1

Denial Upheld: 2

Pending: 1

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

Partial: 1

**UnitedHealthcare (UHC) 2<sup>nd</sup> Qtr Total – 3**

Referral to Consumer Insurance Services: 3

**Volunteer State Health Plan TennCare 1<sup>st</sup> Qtr Total – 26**

Denial Reversed: 11

Denial Upheld: 11

Duplicate: 1

Question Answered: 1

Resolved: 1

Withdrawn: 1

**Volunteer State Health Plan TennCare 2<sup>nd</sup> Qtr Total – 42**

Denial Reversed: 13  
Denial Upheld: 24  
Partial: 1  
Pending: 2  
Question Answered: 1  
Resolved: 1

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

Partial: 1

**Volunteer State Health Plan MA SNP 1<sup>st</sup> Qtr Total – 4**

Denial Reversed: 3  
Denial Upheld: 1

**Volunteer State Health Plan MA SNP 2<sup>nd</sup> Qtr Total – 3**

Denial Upheld: 2  
Pending: 1

**WellCare SNP 1<sup>st</sup> Qtr Total – 1**

Consumer Insurance Services Referral: 1