

TennCare Oversight Division Web Site Summary of Provider Complaints 2021 YTD - Total: 434

1st Quarter Total: 136

2nd Quarter Total: 130

3rd Quarter total: 168

Amerigroup TN TennCare 1st Qtr Total – 61

Denial Reversed: 30

Denial Upheld: 25

Duplicate: 1

Paid: 1

Partial: 3

Resolved: 1

AGP TennCare YTD Total: 181

Amerigroup TN TennCare 2nd Qtr Total – 51

Denial Reversed: 18

Denial Upheld: 19

Ineligible: 9

Partial: 3

Question Answered: 2

Amerigroup TN TennCare 3rd Qtr Total – 69

Denial Reversed: 26

Denial Upheld: 16

Duplicate: 3

Ineligible: 2

Paid: 1

Partial: 2

Pending: 17

Question Answered: 0

Resolved: 2

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

Denial Upheld: 2

No Prov Rep Name: 1

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

Denial Upheld: 3

Amerigroup TN MA Special Needs Plan 3rd Qtr Total – 1

Pending: 1

Amerigroup Louisiana 2nd Qtr Total – 2

Ineligible: 2

Amerigroup Texas MA 2nd Qtr Total – 1

Ineligible: 1

Amerigroup Texas MA 3rd Qtr Total – 1

Pending: 1

Anthem 3rd Qtr Total – 1

Ineligible: 1

BCBST Anthem KY 1st Qtr Total – 1

Ineligible: 1

BCBST 1st Qtr Total – 1

Referred to Consumer Insurance Services: 1

Cigna 3rd Qtr Total – 1

Ineligible: 1

Cigna Cimcare Part D 3rd Qtr Total – 1

Referral to Consumer Insurance Services: 1

Cigna VW 1st Qtr Total - 1

Referral to Consumer Insurance Services: 1

CMS Medicare 1st Qtr Total – 1

Referral to Consumer Insurance Services: 1

DentaQuest 2nd Qtr Total – 4

Denial Reversed: 3

Partial: 1

DentaQuest 3rd Qtr Total – 1

Denial Upheld: 1

HealthSpring 1st Qtr Total – 1

Referral to Consumer Insurance Services: 1

Humana MA 1st Qtr Total – 1

Referral to Consumer Insurance Services: 1\

Humana MA SNP 3rd Qtr Total – 1

Pending: 1

OptumRx 3rd Qtr Total – 4

Question answered: 4

TennCare 1st Qtr Total – 1

Denial Upheld: 1

TennCare 3rd Qtr Total – 2

Pending: 1

Question answered: 1

UnitedHealthcare Plan of the River Valley TennCare 1st Qtr Total – 27

UPRV TennCare YTD Total: 80

Denial Reversed: 15
Denial Upheld: 11
Resolved: 1

UnitedHealthcare Plan of the River Valley TennCare 2nd Qtr Total – 17

Denial Reversed 9
Denial Upheld: 5
Duplicate: 1
Ineligible: 1
Partial: 1

UnitedHealthcare Plan of the River Valley TennCare 3rd Qtr Total – 36

Denial Reversed: 10
Denial Upheld: 13
Duplicate: 1
Ineligible: 1
Partial: 1
Pending: 8
Resolved: 2

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1st Qtr Total – 5

Denial Reversed: 2
Denial Upheld: 3

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 2nd Qtr Total – 4

Denial Reversed: 2
Denial Upheld: 2

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 3rd Qtr Total – 5

Denial Reversed: 2
Denial Upheld: 1
Question Answered: 1
Resolved: 1

UnitedHealthcare Plan of the River Valley & UHC 1st Qtr Total – 1

Partial: 1

UnitedHealthcare Plan of the River Valley & UHC 3rd Qtr Total – 1

Question Answered: 1

UnitedHealthcare (UHC) 2nd Qtr Total – 3

Referral to Consumer Insurance Services: 3

UnitedHealthcare (UHC) MA 3rd Qtr Total – 1

Question Answered: 1

VSHP TennCare YTD Total: 103

Volunteer State Health Plan TennCare 1st Qtr Total – 26

Denial Reversed: 11
Denial Upheld: 11
Duplicate: 1
Question Answered: 1
Resolved: 1
Withdrawn: 1

Volunteer State Health Plan TennCare 2nd Qtr Total – 42

Denial Reversed: 15
Denial Upheld: 24
Partial: 1
Question Answered: 1
Resolved: 1

Volunteer State Health Plan TennCare 3rd Qtr Total – 35

Denial Reversed: 6
Denial Upheld: 17
Duplicate: 1
Ineligible: 4
Pending.: 4
Question Answered: 2
Resolved: 1

Volunteer State Health Plan & BCBS 1st Qtr Total – 1

Partial: 1

Volunteer State Health Plan MA SNP 1st Qtr Total – 4

Denial Reversed: 3
Denial Upheld: 1

Volunteer State Health Plan MA SNP 2nd Qtr Total – 3

Denial Reversed: 1
Denial Upheld: 2

Volunteer State Health Plan MA SNP 3rd Qtr Total – 8

Denial Reversed: 4
Denial Upheld: 3
Pending: 1

WellCare SNP 1st Qtr Total – 1

Consumer Insurance Services Referral: 1