

## TennCare Oversight Division Web Site Summary of Provider Complaints for Calendar Year 2021

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

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

3<sup>rd</sup> Quarter total: 168

4<sup>th</sup> Quarter Total: 127

2021 Total: 561\*

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

Denial Reversed: 29

Denial Upheld: 25

Duplicate: 1

Paid: 2

Partial: 3

Resolved: 1

AGP TennCare YTD Total: 232\*\*

### 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 TennCare 3<sup>rd</sup> Qtr. Total – 69

Denial Reversed: 34

Denial Upheld: 24

Duplicate: 3

Ineligible: 2

Paid: 2

Partial: 2

Resolved: 2

### Amerigroup TN TennCare 4<sup>th</sup> Qtr. Total - 51

Denial Reversed: 31

Denial Upheld: 14

Duplicate: 2

Insufficient: 1

Paid: 1

Partial: 1

Question answered: 1

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

Denial Upheld: 2

Ineligible: 1

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

Denial Upheld: 3

**Amerigroup TN MA SNP 3<sup>rd</sup> Qtr. Total – 1**  
Denial Upheld: 1

**Amerigroup TN MA SNP 4<sup>th</sup> Qtr. Total – 1**  
Denial Reversed: 1

**Amerigroup Georgia 4<sup>th</sup> Qtr. Total– 1**  
Ineligible: 1

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

**Amerigroup Texas MA 2<sup>nd</sup> Qtr. Total – 1**  
Ineligible: 1

**Amerigroup Texas MA 4<sup>th</sup> Qtr. Total-1**  
Ineligible: 1

**Anthem 3<sup>rd</sup> Qtr. Total – 1**  
Ineligible: 1

**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

**BCBST MA 4<sup>th</sup> Qtr. Total-1**  
Referred to Consumer Insurance Services: 1

**Cigna 3<sup>rd</sup> Qtr. Total – 1**  
Ineligible: 1

**Cigna Cimcare Part D 3<sup>rd</sup> Qtr. Total – 1**  
Referred to Consumer Insurance Services: 1

**Cigna VW 1<sup>st</sup> Qtr. Total - 1**  
Referred to Consumer Insurance Services: 1

**CMS Medicare 1<sup>st</sup> Qtr. Total – 1**  
Referred to Consumer Insurance Services: 1

**DentaQuest TennCare 2<sup>nd</sup> Qtr. Total – 4**  
Denial Reversed: 3  
Partial: 1

**DentaQuest YTD Total: 5\*\***

**DentaQuest TennCare 3<sup>rd</sup> Qtr. Total – 1**  
Denial Upheld: 1

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

Referral to Consumer Insurance Services: 1

**HealthSpring MA SNP 4<sup>th</sup> Qtr. Total – 7**

Denial Reversed: 7

**Healthsun Health Plan 3<sup>rd</sup> Qtr. Total – 4**

Ineligible: 4

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

Referred to Consumer Insurance Services: 1

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

Partial: 1

**OptumRx TennCare 3<sup>rd</sup> Qtr. Total – 4**

Question answered: 4

**OptumRx TennCare YTD Total: 4**

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

Denial Upheld: 1

**TennCare 3<sup>rd</sup> Qtr. Total – 2**

TennCare Referral: 1

Question answered: 1

**TennCare 4<sup>th</sup> Qtr. Total – 1**

Resolved: 1

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

Denial Reversed: 15

Denial Upheld: 11

Resolved: 1

**UPRV TennCare YTD Total: 115\*\***

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

Denial Reversed 9

Denial Upheld: 5

Duplicate: 1

Ineligible: 1

Partial: 1

**UnitedHealthcare Plan of the River Valley TennCare 3<sup>rd</sup> Qtr. Total – 36**

Denial Reversed: 15

Denial Upheld: 15

Duplicate: 1

Ineligible: 1

Partial: 2

Resolved: 2

**UnitedHealthcare Plan of the River Valley TennCare 4<sup>th</sup> Qtr. Total – 37**

Denial Reversed: 12  
Denial Upheld: 23  
Partial: 1  
Resolved: 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: 2  
Denial Upheld: 2

**UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 3<sup>rd</sup> Qtr. Total – 5**

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

**UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 4<sup>th</sup> Qtr. Total - 3**

Denial Reversed: 1  
Denial Upheld: 1

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

Partial: 1

**UnitedHealthcare Plan of the River Valley & UHC 3<sup>rd</sup> Qtr. Total – 1**

Question Answered: 1

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

Referral to Consumer Insurance Services: 3

**UnitedHealthcare (UHC) Medicare Advantage 3<sup>rd</sup> Qtr. Total – 1**

Question Answered: 1

**UnitedHealthcare (UHC) Insurance 4<sup>th</sup> Qtr. Total – 2**

Referred to Consumer Insurance Services: 2

**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

**VSHP TennCare YTD Total: 120\*\***

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

Denial Reversed: 15

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

**Volunteer State Health Plan TennCare 3<sup>rd</sup> Qtr. Total – 31**

Denial Reversed: 9  
Denial Upheld: 18  
Duplicate: 1  
Question Answered: 2  
Resolved: 1

**Volunteer State Health Plan TennCare 4<sup>th</sup> Qtr. Total – 21**

Denial Reversed: 12  
Denial Upheld: 6  
Partial: 1  
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 Reversed: 1  
Denial Upheld: 2

**Volunteer State Health Plan MA SNP 3<sup>rd</sup> Qtr. Total – 8**

Denial Reversed: 4  
Denial Upheld: 4

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

Denial Upheld: 1

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

Consumer Insurance Services Referral: 1

\*Includes all Provider Complaints received.

\*\* Excludes Special Needs Plan or FIDE Plan Provider Complaints.