

TennCare Oversight Division Summary of Provider Complaints for Calendar Year 2022

1st Quarter Total: 153*

2022 Total: 153*

Amerigroup TN TennCare 1st Qtr. Total – 69

Denial Reversed: 39
Denial Upheld: 24
Duplicate: 1
Paid: 1
Partial: 3
Resolved: 1

AGP TennCare YTD Total: 69**

Amerigroup TN CoverKids 1st Qtr Total - 2

Denial Reversed: 2

Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 1st Qtr. Total – 6 (5 SNP)

Denial Reversed: 4
Denial Upheld: 2

BCBST 1st Qtr Total – 1

Referred to Consumer Insurance Services: 1

Omnicare 1st Quarter Total – 1

Referred to Consumer Insurance Services: 1

TennCare 1st Qtr. Total – 4

Denial Upheld: 1
Question Answered: 2
Resolved: 1

UnitedHealthcare Plan of the River Valley TennCare 1st Qtr. Total – 30

Denial Reversed: 11
Denial Upheld: 16
Duplicate: 1
Partial: 2

UPRV TennCare YTD Total: 30**

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1st Qtr. Total – 2

Denial Reversed: 1
Denial Upheld: 1

Volunteer State Health Plan TennCare 1st Qtr. Total – 36

Denial Reversed: 16

Denial Upheld: 16

Ineligible: 1

Partial: 3

VSHP TennCare YTD Total: 36**

Volunteer State Health Plan MA SNP 1st Qtr. Total – 2

Denial Upheld: 2

*Includes all Provider Complaints received.

** Excludes CoverKids, Special Needs Plan or FIDE Plan Provider Complaints.