

TennCare Oversight Division Summary of Provider Complaints for Calendar Year 2022

1st Quarter Total: 153*
2nd Quarter Total: 175*
3rd Quarter Total: 251*
2022 Total: 579

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: 194**

Amerigroup TN TennCare 2nd Qtr. Total – 66

Denial Reversed: 41
Denial Upheld: 18
Duplicate: 1
Paid: 1
Partial: 2
Question Answered: 1
Withdrawn: 2

Amerigroup TN TennCare 3rd Qtr. Total – 59

Denial Reversed: 40
Denial Upheld: 13
Paid: 1
Partial: 2
Question Answered: 2
Resolved: 1

Amerigroup TN CoverKids 1st Qtr Total - 2

Denial Reversed: 2

Amerigroup TN CoverKids 2nd Qtr Total - 4

Denial Reversed: 4

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

Denial Reversed: 4
Denial Upheld: 2

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

Denial Reversed: 1
Denial Upheld: 2

Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 3rd Qtr. Total – 13 (11 SNP)

Denial Reversed: 7

Denial Upheld: 6

AGP Iowa 3rd Qtr. Total – 1

Ineligible: 1

AGP TN TennCare & OptumRx TennCare 3rd Qtr. Total – 1

Resolved: 1

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

TennCare 2nd Qtr. Total – 4

Question Answered: 3

Resolved: 1

TennCare 3rd Qtr. Total – 2

Referral: 1

Resolved: 1

TennCare & AGP 3rd Qtr. Total – 1

Question Answered: 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: 91**

UnitedHealthcare Plan of the River Valley TennCare 2nd Qtr. Total – 28

Denial Reversed: 14

Denial Upheld: 12

Duplicate: 2

UnitedHealthcare Plan of the River Valley TennCare 3rd Qtr. Total – 33

Denial Reversed: 20

Denial Upheld: 11

Partial: 2

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

Denial Reversed: 1

Denial Upheld: 1

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 2nd Qtr. Total – 13

Denial Reversed: 7

Denial Upheld: 5

Withdrawn: 1

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 3rd Qtr. Total - 21

Denial Reversed: 2

Denial Upheld: 18

Withdrawn: 1

UHC Commercial 3rd Qtr. Total – 1

Consumer Insurance Services Refer: 1

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

Denial Reversed: 16

Denial Upheld: 16

Ineligible: 1

Partial: 3

VSHP TennCare YTD Total: 169**

Volunteer State Health Plan TennCare 2nd Qtr. Total – 38

Denial Reversed: 13

Denial Upheld: 17

Ineligible:

Partial: 5

Question Answered: 2

Resolved: 1

Volunteer State Health Plan TennCare 3rd Qtr. Total – 95

Denial Reversed: 25

Denial Upheld: 58

Partial: 11

Pending: 1

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

Denial Upheld: 2

Volunteer State Health Plan MA SNP 2nd Qtr. Total – 19

Denial Reversed: 3

Denial Upheld: 16

Volunteer State Health Plan MA SNP or SNP 3rd Qtr. Total – 25 (24 SNP)

Denial Reversed: 8

Denial Upheld: 17

*Includes all Provider Complaints received.

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