

## TennCare Oversight Division Summary of Provider Complaints for Calendar Year 2023

1<sup>st</sup> Quarter Total: 276\*  
2<sup>nd</sup> Quarter Total: 288  
3<sup>rd</sup> Quarter Total: 267  
2023 Total: 831

### Amerigroup TN TennCare 1<sup>st</sup> Qtr. Total – 50

Denial Reversed: 35  
Denial Upheld: 8  
Duplicate: 1  
Erroneous Submission (Opened in Error): 1  
Partial: 3  
Resolved: 2

AGP TennCare YTD Total: 184 \*\*

### Amerigroup TN TennCare 2<sup>nd</sup> Qtr. Total – 59

Denial Reversed: 38  
Denial Upheld: 14  
Duplicate: 1  
Partial: 3  
Resolved: 3

### Amerigroup TN TennCare 3<sup>rd</sup> Qtr. Total – 75

Denial Reversed: 39  
Denial Upheld: 25  
Duplicate: 1  
Ineligible: 2  
Paid: 2  
Partial: 3  
Referred to Consumer Insurance Services: 1  
Resolved: 2

### Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 1<sup>st</sup> Qtr. Total –10 (all SNP)

Denial Reversed: 5  
Denial Upheld: 5

### Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 2<sup>nd</sup> Qtr. Total –5 (all SNP)

Denial Reversed: 3  
Denial Upheld: 2

### Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 3<sup>rd</sup> Qtr. Total – 7 (1 MA + 6 SNP)

Denial Reversed: 2  
Denial Upheld: 5

### BCBST 1<sup>st</sup> Qtr. Total – 1

Referred to Consumer Insurance Services: 1

**BCBST 2<sup>nd</sup> Qtr. Total – 1**

Referred to Consumer Insurance Services: 1

**BCBST MA 1<sup>st</sup> Qtr Total – 3**

Referred to Consumer Insurance Services: 3

**BCBST MA 3<sup>rd</sup> Qtr. Total – 3**

Denial Reversed: 1

Referred to Consumer Insurance Services: 2

**BCBS of PA 2<sup>nd</sup> Qtr. Total – 1**

Ineligible: 1

**Cigna MA 1<sup>st</sup> Quarter Total - 1**

Referred to Consumer Insurance Services: 1

**DentaQuest TennCare 1<sup>st</sup> Quarter Total - 1**

Question Answered: 1

**DentaQuest TennCare YTD Total: 1\*\***

**HealthSpring SNP 1<sup>st</sup> Quarter Total - 1**

Partial: 1

**HealthSpring SNP 2<sup>nd</sup> Quarter Total - 1**

Denial Reversed: 1

**Humana SNP 1<sup>st</sup> Quarter Total – 1**

Denial Reversed: 1

**OptumRx 3<sup>rd</sup> Qtr. Total – 1**

Denial Reversed: 1

**OptumRx TennCare YTD Total: 1\*\***

**TennCare 1<sup>st</sup> Qtr. Total – 8**

Question Answered: 1

Resolved: 7

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

Question Answered: 2

**TennCare & AGP & UPRV & VSHP 2<sup>nd</sup> Qtr. Total: 1**

Question Answered: 1

**UnitedHealthcare Plan of the River Valley TennCare 1<sup>st</sup> Qtr. Total – 38**

**UPRV TennCare YTD Total: 129 \*\***

Denial Reversed: 20  
Denial Upheld: 14  
Partial: 3  
Question Answered: 1

**UnitedHealthcare Plan of the River Valley TennCare 2<sup>nd</sup> Qtr. Total – 35**

Denial Reversed: 16  
Denial Upheld: 18  
Partial: 1

**UnitedHealthcare Plan of the River Valley TennCare 3<sup>rd</sup> Qtr. Total – 56**

Denial Reversed: 31  
Denial Upheld: 19  
Ineligible: 1  
Partial: 3  
Pending: 1  
Question Answered: 1

**UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1<sup>st</sup> Qtr. Total –13**

Denial Reversed: 2  
Denial Upheld: 10  
Resolved: 1

**UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 2<sup>nd</sup> Qtr. Total – 10**

Denial Reversed: 2  
Denial Upheld: 8

**UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 3<sup>rd</sup> Qtr. Total – 7**

Denial Reversed: 1  
Denial Upheld: 6

**UnitedHealthcare Commercial 2<sup>nd</sup> Qtr. Total – 1**

Duplicate: 1 (Previously referred to Consumer Insurance Services in 2022.0484)

**UHC GA SNP 2<sup>nd</sup> Qtr. Total - 1**

Ineligible: 1

**UHC KY 3<sup>rd</sup> Qtr. Total – 1**

Referred to Consumer Insurance Services: 1

**Volunteer State Health Plan TennCare 1<sup>st</sup> Qtr. Total – 113**

**VSHP TennCare YTD Total: 322\*\***

Denial Reversed: 5  
Denial Upheld: 21  
Paid: 1  
Partial: 85  
Resolved: 1

**Volunteer State Health Plan TennCare 2<sup>nd</sup> Qtr. Total – 141**

Denial Reversed: 19  
Denial Upheld: 38  
Denial Upheld - Observation Offered w/Corrected Claim: 61  
Duplicate: 1  
Ineligible: 9  
Partial: 3  
Question Answered: 6  
Resolved: 1  
TennCare Referral: 1  
Withdrawn: 2

**Volunteer State Health Plan TennCare 3<sup>rd</sup> Qtr. Total – 68**

Denial Reversed: 20  
Denial Upheld: 28  
Denial Upheld - Observation Offered w/Corrected Claim: 14  
Ineligible: 2  
Partial: 1  
Question Answered: 2  
Resolved: 1

**Volunteer State Health Plan CoverKids 1<sup>st</sup> Qtr. Total – 3**

Denial Upheld: 3

**Volunteer State Health Plan CoverKids 2<sup>nd</sup> Qtr. Total – 1**

Denial Upheld: 1

**Volunteer State Health Plan MA SNP 1<sup>st</sup> Qtr. Total – 33**

Denial Reversed: 3  
Denial Upheld: 28  
Partial: 2

**Volunteer State Health Plan MA SNP 2<sup>nd</sup> Qtr. Total – 27**

Denial Reversed: 6  
Denial Upheld: 21

**Volunteer State Health Plan MA SNP 3<sup>rd</sup> Qtr. Total – 47**

Denial Reversed: 6  
Denial Upheld: 40  
Duplicate: 1

**Windsor MA SNP 2<sup>nd</sup> Qtr. Total – 1**

Denial Reversed: 1

**Unidentified Healthplans 2<sup>nd</sup> Qtr. Total – 3**

Ineligible: 3

**NOTE:** Three (3) received PCs did not identify any Health Plan and the patients involved were not found in the TennCare MIS. Therefore, they were deemed ineligible.

\*Includes all Provider Complaints received.

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

**Compare to previous years:**

2022 Total:	843
2021 Total:	561
2020 Total:	570
2019 Total:	553
2018 Total:	1151
2017 Total:	1045