

Summary of Provider Complaints 3rd Quarter 2014

1st Quarter Total: 246

2nd Quarter Total: 300

3rd Quarter Total: 262

Aetna 1st Qtr Total – 1

Aetna 2nd Qtr Total – 1

Referred to TDCI Consumer Insurance Services: 2

Amerigroup TN 1st Qtr Total – 20

Amerigroup TN 2nd Qtr Total – 54

Amerigroup TN 3rd Qtr Total – 48

Ineligible: 1

Denial Reversed: 73

Denial Upheld: 37

Partial: 2

Paid: 2

Referred to TennCare: 1

Question Answered: 3

Resolved: 3

Amerigroup TN Medicare Advantage-Special Needs Plan 2nd Qtr Total – 1

Ineligible: 1

Cigna 1st Qtr Total – 1

Cigna 2nd Qtr Total – 1

Ineligible: 1

Referred to TDCI Consumer Insurance Services: 1

DentaQuest 1st Qtr Total – 9

DentaQuest 2nd Qtr Total – 2

DentaQuest 3rd Qtr Total – 6

Denial Upheld: 3

Denial Reversed: 6

Paid: 1

Question Answered: 2

Resolved: 4

TCB Referral: 1

Delta Dental of Tennessee 3rd Qtr Total – 1

Denial Upheld: 1

Healthsprings Medicare Advantage 1st Qtr Total - 1

Questions Answered: 1

Humana 1st Qtr Total – 1

Referred to TDCI Consumer Insurance Services: 1

Humana Medicare Advantage - Special Needs Plan 3rd Qtr – 1

Denial Upheld: 1

Magellan 2nd Qtr Total - 2

Denial Upheld: 2

TennCare Bureau 2nd Qtr Total – 1

TennCare Bureau 3rd Qtr Total – 1

Question Answered: 1

Referred to TennCare: 1

UnitedHealthcare Plan of the River Valley 1st Qtr Total – 153

UnitedHealthcare Plan of the River Valley 2nd Qtr Total – 166

UnitedHealthcare Plan of the River Valley 3rd Qtr Total – 116

Consolidated: 2

Denial Reversed: 179

Denial Upheld: 183

Ineligible: 16
Partial: 40
Questions Answered: 10
Resolved: 4
Withdrawn: 1

UnitedHealthcare Plan of the River Valley Commercial 1st Qtr Total – 3
UnitedHealthcare Plan of the River Valley Commercial 2nd Qtr Total – 5
UnitedHealthcare Plan of the River Valley Commercial 3rd Qtr Total – 3
Denial Reversed: 1
Denial Upheld: 1
Referred to TDCI Consumer Insurance Services: 9

UnitedHealthcare Plan of the River Valley Medicare Advantage 2nd Qtr Total - 1
Denial Upheld: 1

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1st Qtr Total – 24
UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 2nd Qtr Total – 38
UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 3rd Qtr Total – 44
Denial Reversed: 28
Denial Upheld: 78
Ineligible: 1
Partial: 7
Questions Answered: 3

Volunteer State Health Plan 1st Qtr Total – 29
Volunteer State Health Plan 2nd Qtr Total – 17
Volunteer State Health Plan 3rd Qtr Total – 40
Denial Reversed: 12
Denial Upheld: 42
Paid: 6
Partial: 1
Questions Answered: 4
Resolved: 21

Windsor Medicare Advantage 1st Qtr Total – 2
Windsor Medicare Advantage 2nd Qtr Total – 4
Denial Reversed: 2
Denial Upheld: 2
Ineligible: 2

BlueCross BlueShield of Tennessee-Medicare Advantage 1st Qtr Total – 1
BlueCross BlueShield of Tennessee-Medicare Advantage 2nd Qtr Total – 3
Denial Reversed: 1
Denial Upheld: 2
Referred to TDCI Consumer Insurance Services: 1

BlueCross BlueShield of Tennessee 1st Qtr Total – 1
BlueCross BlueShield of Tennessee 2nd Qtr Total - 3
Referred to TDCI Consumer Insurance Services: 4

As of September 29, 2015