

Web Site Summary of Provider Complaints 3rd Quarter 2015

1st Quarter Total: 229
2nd Quarter Total: 220
3rd Quarter Total: 290
Total: 739

Aetna 1st Qtr Total - 1

CIS Referral: 1

Amerigroup TN 1st Qtr Total – 47

Amerigroup TN 2nd Qtr Total – 45

Amerigroup TN 3rd Qtr Total – 92

Total: 184

Denial Reversed: 83

Denial Upheld: 62

Duplicate: 2

Ineligible: 4

Opened in Error: 1

Paid: 13

Partial: 4

Pending: 1

Question Answered: 2

Resolved: 12

Amerigroup TN TennCare & Medicare Advantage-Special Needs Plan 1st Qtr Total – 1

Denial Upheld: 1

Amerigroup TN Medicare Advantage-Special Needs Plan 1st Qtr Total – 4

Amerigroup TN Medicare Advantage-Special Needs Plan 3rd Qtr Total – 1

Total: 5

Denial Reversed: 2

Denial Upheld: 3

DentaQuest 1st Qtr Total – 3

DentaQuest 2nd Qtr Total – 2

DentaQuest 3rd Qtr Total – 4

Total: 9

Denial Reversed: 2

Denial Upheld: 4

Partial: 1

Question Answered: 2

HealthSpring 3rd Quarter Total – 1

CIS Referral: 1

HealthSpring Medicare Advantage 2nd Qtr Total – 2

Referred to TDCI Consumer Insurance Services: 2

Humana Medicare Advantage 1st Qtr Total – 1

Referred to TDCI Consumer Insurance Services: 1

TennCare Bureau 1st Qtr Total – 2

TennCare Bureau 2nd Qtr Total – 1

TennCare Bureau 3rd Qtr Total – 2

Total: 5

Denial Reversed: 1

Denial Upheld: 1

Question Answered: 1

Referred to TCB: 1

Resolved: 1

TennCare Bureau & VSHP 1st Qtr Total – 1

Denial Reversed: 1

TennCare Bureau & AGP & VSHP 2nd Qtr Total - 1

Paid: 1

UnitedHealthcare Plan of the River Valley 1st Qtr Total – 119

UnitedHealthcare Plan of the River Valley 2nd Qtr Total – 133

UnitedHealthcare Plan of the River Valley 3rd Qtr Total – 80

UPRV Total – 332

Denial Reversed: 152

Denial Upheld: 128

Duplicate: 1

Ineligible: 1

Opened in Error: 1

Paid: 6

Partial: 21

Resolved: 14

Question Answered: 7

Withdrawn: 1

UnitedHealthcare Plan of the River Valley & PPL 2nd Qtr Total - 1

Paid: 1

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1st Qtr Total – 21
UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 2nd Qtr Total – 19
UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 3rd Qtr Total – 15
Total: 55

Denial Reversed: 28
Denial Upheld: 22
Duplicate: 1
Partial: 2
Question Answered: 1
Resolved: 1

UnitedHealthcare Plan of the River Valley Medicare Advantage 3rd Qtr Total – 2
CIS Referral: 2

UnitedHealthcare Plan of the River Valley TennCare & Medicare Advantage SNP 1st Qtr Total – 2
UnitedHealthcare Plan of the River Valley TennCare & Medicare Advantage SNP 2nd Qtr Total – 2
Total: 4

Denial Reversed: 1
Denial Upheld: 1
Partial: 1
Question Answered: 1

UnitedHealthcare Plan of the River Valley Commercial 1st Qtr Total – 1
UnitedHealthcare Plan of the River Valley Commercial 3rd Qtr Total – 2
Total: 3

Referred to TDCI Consumer Insurance Services: 3

Volunteer State Health Plan 1st Qtr Total – 19
Volunteer State Health Plan 2nd Qtr Total – 13
Volunteer State Health Plan 3rd Qtr Total – 89
VSHP Total: 121

Denial Reversed: 65
Denial Upheld: 34
Duplicate: 1
Partial: 12
Question Answered: 3
Resolved: 6

Volunteer State Health Plan & PPL 1st Qtr Total – 2
Resolved: 2

Volunteer State Health Plan CoverKids 1st Qtr Total – 1
Denial Reversed: 1

BlueCross BlueShield of Tennessee 1st Qtr Total – 3

Referred to TDCI Consumer Insurance Services: 3

BlueCross BlueShield of Tennessee-Medicare Advantage 1st Qtr Total – 1

BlueCross BlueShield of Tennessee-Medicare Advantage 2nd Qtr Total – 1

BlueCross BlueShield of Tennessee-Medicare Advantage 3rd Qtr Total – 1

Total: 3

Referred to TDCI Consumer Insurance Services: 3

Wellcare 3rd Qtr Total – 1

CIS Referral: 1