

TennCare Oversight Division of the Tennessee Department of Commerce and Insurance  
 Prompt Pay Compliance Summary for Processed TennCare Medical and Dental Claims

Monthly prompt payment analysis for ALL TennCare claims processed by the plan.

| Claim Types  | For the Month Ended | 90%                    | 99.5%                | Compliance? |
|--|---------------------|------------------------|----------------------|-------------|
|  |                     | 30 Day<br>Clean Claims | 60 Day<br>All Claims |             |
| <b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>        |                     |                        |                      |             |
| <b>Wellpoint of Tennessee, Inc. (fka AMERIGROUP Tennessee, Inc.)</b> |                     |                        |                      |             |
| Region(s): All   |                     |                        |                      |             |
| All  | 1/31/2023           | 95%                    | 99.5%                | <b>Yes</b>  |
| All  | 2/28/2023           | 97%                    | 99.2%                | <b>No</b>   |
| All  | 3/31/2023           | 99%                    | 99.8%                | <b>Yes</b>  |
| All  | 4/30/2023           | 99%                    | 99.8%                | <b>Yes</b>  |
| All  | 5/31/2023           | 100%                   | 100.0%               | <b>Yes</b>  |
| All  | 6/30/2023           | 95%                    | 99.9%                | <b>Yes</b>  |
| All  | 7/31/2023           | 93%                    | 99.8%                | <b>Yes</b>  |
| All  | 8/31/2023           | 94%                    | 99.8%                | <b>Yes</b>  |
| All  | 9/30/2023           | 95%                    | 99.9%                | <b>Yes</b>  |
| All  | 10/31/2023          | 96%                    | 99.9%                | <b>Yes</b>  |
| All  | 11/30/2023          | 95%                    | 99.9%                | <b>Yes</b>  |
| All  | 12/31/2023          | 94%                    | 99.7%                | <b>Yes</b>  |
| All  | 1/31/2024           | 94%                    | 99.6%                | <b>Yes</b>  |
| All  | 2/29/2024           | 98%                    | 99.9%                | <b>Yes</b>  |
| All  | 3/31/2024           | 97%                    | 99.6%                | <b>Yes</b>  |
| All  | 4/30/2024           | 97%                    | 98.7%                | <b>No</b>   |

Monthly prompt payment analysis for ALL TennCare claims processed by the plan.

**TennCare Contractual Requirements  
and TCA 56-32-126(b)**

**90%**  
30 Day

**99.5%**  
60 Day

Claim Types For the Month Ended Clean Claims All Claims Compliance?

**DentaQuest USA Insurance Co., Inc.**

Region(s): All

| Claim Types | For the Month Ended | Clean Claims | All Claims | Compliance? |
|-------------|---------------------|--------------|------------|-------------|
| Dental      | 1/31/2023           | 99%          | 99.9%      | <b>Yes</b>  |
| Dental      | 2/28/2023           | 100%         | 100.0%     | <b>Yes</b>  |
| Dental      | 3/31/2023           | 100%         | 100.0%     | <b>Yes</b>  |
| Dental      | 4/30/2023           | 100%         | 100.0%     | <b>Yes</b>  |
| Dental      | 5/31/2023           | 99%          | 100.0%     | <b>Yes</b>  |
| Dental      | 6/30/2023           | 100%         | 100.0%     | <b>Yes</b>  |
| Dental      | 7/31/2023           | 100%         | 100.0%     | <b>Yes</b>  |
| Dental      | 8/31/2023           | 100%         | 100.0%     | <b>Yes</b>  |
| Dental      | 9/30/2023           | 100%         | 100.0%     | <b>Yes</b>  |
| Dental      | 10/31/2023          | 100%         | 100.0%     | <b>Yes</b>  |
| Dental      | 11/30/2023          | 100%         | 100.0%     | <b>Yes</b>  |
| Dental      | 12/31/2023          | 100%         | 100.0%     | <b>Yes</b>  |
| Dental      | 1/31/2024           | 99%          | 100.0%     | <b>Yes</b>  |
| Dental      | 2/29/2024           | 100%         | 100.0%     | <b>Yes</b>  |
| Dental      | 3/31/2024           | 99%          | 100.0%     | <b>Yes</b>  |
| Dental      | 4/30/2024           | 99%          | 99.9%      | <b>Yes</b>  |

Monthly prompt payment analysis for ALL TennCare claims processed by the plan.

| Claim Types | For the Month Ended | 90%          | 99.5%      | Compliance? |
|-------------|---------------------|--------------|------------|-------------|
|             |                     | 30 Day       | 60 Day     |             |
|             |                     | Clean Claims | All Claims |             |

**UnitedHealthcare Plans of the River Valley, Inc.**

Region(s): All

|     |            |      |        |            |
|-----|------------|------|--------|------------|
| All | 1/31/2023  | 100% | 100.0% | <b>Yes</b> |
| All | 2/28/2023  | 100% | 100.0% | <b>Yes</b> |
| All | 3/31/2023  | 100% | 100.0% | <b>Yes</b> |
| All | 4/30/2023  | 100% | 100.0% | <b>Yes</b> |
| All | 5/31/2023  | 100% | 100.0% | <b>Yes</b> |
| All | 6/30/2023  | 100% | 100.0% | <b>Yes</b> |
| All | 7/31/2023  | 100% | 100.0% | <b>Yes</b> |
| All | 8/31/2023  | 100% | 100.0% | <b>Yes</b> |
| All | 9/30/2023  | 100% | 100.0% | <b>Yes</b> |
| All | 10/31/2023 | 100% | 100.0% | <b>Yes</b> |
| All | 11/30/2023 | 100% | 100.0% | <b>Yes</b> |
| All | 12/31/2023 | 100% | 100.0% | <b>Yes</b> |
| All | 1/31/2024  | 99%  | 100.0% | <b>Yes</b> |
| All | 2/29/2024  | 99%  | 100.0% | <b>Yes</b> |
| All | 3/31/2024  | 90%  | 99.9%  | <b>Yes</b> |
| All | 4/30/2024  | 97%  | 99.7%  | <b>Yes</b> |

Monthly prompt payment analysis for ALL TennCare claims processed by the plan.

| Claim Types | For the Month Ended | 90%    | 99.5%  | Compliance? |
|-------------|---------------------|--------|--------|-------------|
|             |                     | 30 Day | 60 Day |             |

**Volunteer State Health Plan, Inc.**

Region(s): All

|     |            |     |        |            |
|-----|------------|-----|--------|------------|
| All | 1/31/2023  | 94% | 100.0% | <b>Yes</b> |
| All | 2/28/2023  | 98% | 100.0% | <b>Yes</b> |
| All | 3/31/2023  | 99% | 99.9%  | <b>Yes</b> |
| All | 4/30/2023  | 96% | 99.9%  | <b>Yes</b> |
| All | 5/31/2023  | 96% | 100.0% | <b>Yes</b> |
| All | 6/30/2023  | 95% | 99.9%  | <b>Yes</b> |
| All | 7/31/2023  | 93% | 99.9%  | <b>Yes</b> |
| All | 8/31/2023  | 99% | 100.0% | <b>Yes</b> |
| All | 9/30/2023  | 97% | 100.0% | <b>Yes</b> |
| All | 10/31/2023 | 95% | 99.9%  | <b>Yes</b> |
| All | 11/30/2023 | 93% | 99.9%  | <b>Yes</b> |
| All | 12/31/2023 | 94% | 99.9%  | <b>Yes</b> |
| All | 1/31/2024  | 96% | 100.0% | <b>Yes</b> |
| All | 2/29/2024  | 96% | 99.6%  | <b>Yes</b> |
| All | 3/31/2024  | 98% | 98.9%  | <b>No</b>  |
| All | 4/30/2024  | 94% | 99.0%  | <b>No</b>  |