

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

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

TennCare Contractual Requirements and TCA 56-32-126(b) Claim Types	90% 30 Day For the Month Ended	99.5% 60 Day Clean Claims	All Claims	Compliance?
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**Wellpoint of Tennessee, Inc. (fka AMERIGROUP Tennessee, Inc.)**

Processor EyeQuest

Region(s): All

Vision	1/31/2023	99%	100.0%	<b>Yes</b>
Vision	2/28/2023	100%	100.0%	<b>Yes</b>
Vision	3/31/2023	100%	100.0%	<b>Yes</b>
Vision	4/30/2023	100%	100.0%	<b>Yes</b>
Vision	5/31/2023	100%	100.0%	<b>Yes</b>
Vision	6/30/2023	100%	100.0%	<b>Yes</b>
Vision	7/31/2023	100%	100.0%	<b>Yes</b>
Vision	8/31/2023	100%	100.0%	<b>Yes</b>
Vision	9/30/2023	100%	100.0%	<b>Yes</b>
Vision	10/31/2023	100%	100.0%	<b>Yes</b>
Vision	11/30/2023	100%	100.0%	<b>Yes</b>
Vision	12/31/2023	100%	100.0%	<b>Yes</b>
Vision	1/31/2024	100%	100.0%	<b>Yes</b>
Vision	2/29/2024	100%	100.0%	<b>Yes</b>
Vision	3/31/2024	100%	100.0%	<b>Yes</b>
Vision	4/30/2024	100%	100.0%	<b>Yes</b>

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

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?

**Wellpoint of Tennessee, Inc. (fka AMERIGROUP Tennessee, Inc.)**

Processor Affiliate Organization

Region(s): All

Medical	1/31/2023	95%	99.5%	<b>Yes</b>
Medical	2/28/2023	97%	99.2%	<b>No</b>
Medical	3/31/2023	99%	99.8%	<b>Yes</b>
Medical	4/30/2023	99%	99.8%	<b>Yes</b>
Medical	5/31/2023	97%	99.9%	<b>Yes</b>
Medical	6/30/2023	95%	99.9%	<b>Yes</b>
Medical	7/31/2023	93%	99.8%	<b>Yes</b>
Medical	8/31/2023	94%	99.8%	<b>Yes</b>
Medical	9/30/2023	95%	99.9%	<b>Yes</b>
Medical	10/31/2023	96%	99.9%	<b>Yes</b>
Medical	11/30/2023	95%	99.9%	<b>Yes</b>
Medical	12/31/2023	94%	99.7%	<b>Yes</b>
Medical	1/31/2024	94%	99.6%	<b>Yes</b>
Medical	2/29/2024	97%	99.9%	<b>Yes</b>
Medical	3/31/2024	97%	99.6%	<b>Yes</b>
Medical	4/30/2024	96%	98.7%	<b>No</b>

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

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?

**Wellpoint of Tennessee, Inc. (fka AMERIGROUP Tennessee, Inc.)**

Processor Tennessee Carriers

Region(s): All

Non Emergency Transportation	1/31/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	2/28/2023	92%	100.0%	<b>Yes</b>
Non Emergency Transportation	3/31/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	4/30/2023	96%	100.0%	<b>Yes</b>
Non Emergency Transportation	5/31/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	6/30/2023	100%	99.7%	<b>Yes</b>
Non Emergency Transportation	7/31/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	8/31/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	9/30/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	10/31/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	11/30/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	12/31/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	1/31/2024	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	2/29/2024	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	3/31/2024	99%	100.0%	<b>Yes</b>
Non Emergency Transportation	4/30/2024	100%	100.0%	<b>Yes</b>

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

<b>TennCare Contractual Requirements and TCA 56-32-126(b)</b>	<b>90%</b> 30 Day	<b>99.5%</b> 60 Day
Claim Types	For the Month Ended	Clean Claims All Claims Compliance?

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

Processor

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>

The following are results of monthly prompt payment analysis for claims processed by each plan and plan's subcontractor(s) for each TennCare Contract. Separate calculations are available which summarize all claims by contract and all claims by the organization.

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?

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

Processor March Vision

Region(s): All

Vision	1/31/2023	100%	100.0%	<b>Yes</b>
Vision	2/28/2023	100%	100.0%	<b>Yes</b>
Vision	3/31/2023	100%	100.0%	<b>Yes</b>
Vision	4/30/2023	100%	100.0%	<b>Yes</b>
Vision	5/31/2023	100%	100.0%	<b>Yes</b>
Vision	6/30/2023	100%	100.0%	<b>Yes</b>
Vision	7/31/2023	100%	100.0%	<b>Yes</b>
Vision	8/31/2023	100%	100.0%	<b>Yes</b>
Vision	9/30/2023	100%	100.0%	<b>Yes</b>
Vision	10/31/2023	100%	100.0%	<b>Yes</b>
Vision	11/30/2023	100%	100.0%	<b>Yes</b>
Vision	12/31/2023	100%	100.0%	<b>Yes</b>
Vision	1/31/2024	100%	100.0%	<b>Yes</b>
Vision	2/29/2024	100%	100.0%	<b>Yes</b>
Vision	3/31/2024	100%	100.0%	<b>Yes</b>
Vision	4/30/2024	100%	100.0%	<b>Yes</b>

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

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

Processor Affiliate Organization

Region(s): All

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

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TennCare Contractual Requirements and TCA 56-32-126(b)	90%	99.5%
Claim Types	30 Day	60 Day
For the Month Ended	Clean Claims	All Claims Compliance?

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

Processor Tennessee Carriers

Region(s): All

Non Emergency Transportation	1/31/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	2/28/2023	93%	100.0%	<b>Yes</b>
Non Emergency Transportation	3/31/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	4/30/2023	96%	100.0%	<b>Yes</b>
Non Emergency Transportation	5/31/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	6/30/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	7/31/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	8/31/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	9/30/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	10/31/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	11/30/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	12/31/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	1/31/2024	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	2/29/2024	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	3/31/2024	99%	100.0%	<b>Yes</b>
Non Emergency Transportation	4/30/2024	100%	100.0%	<b>Yes</b>

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

**Volunteer State Health Plan, Inc., d/b/a BlueCare**

Processor Affiliate Organization

Region(s): All

Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
Medical	1/31/2023	94%	100.0%	<b>Yes</b>
Medical	2/28/2023	98%	100.0%	<b>Yes</b>
Medical	3/31/2023	99%	99.9%	<b>Yes</b>
Medical	4/30/2023	96%	99.9%	<b>Yes</b>
Medical	5/31/2023	95%	100.0%	<b>Yes</b>
Medical	6/30/2023	95%	99.9%	<b>Yes</b>
Medical	7/31/2023	92%	99.8%	<b>Yes</b>
Medical	8/31/2023	99%	100.0%	<b>Yes</b>
Medical	9/30/2023	97%	100.0%	<b>Yes</b>
Medical	10/31/2023	94%	99.9%	<b>Yes</b>
Medical	11/30/2023	93%	99.9%	<b>Yes</b>
Medical	12/31/2023	94%	99.9%	<b>Yes</b>
Medical	1/31/2024	96%	100.0%	<b>Yes</b>
Medical	2/29/2024	96%	99.5%	<b>Yes</b>
Medical	3/31/2024	98%	98.8%	<b>No</b>
Medical	4/30/2024	94%	99.1%	<b>No</b>



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

**Volunteer State Health Plan, Inc., d/b/a BlueCare**

Processor Verida (formerly Southeastrans)

Region(s): All

Non Emergency Transportation	1/31/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	2/28/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	3/31/2023	99%	100.0%	<b>Yes</b>
Non Emergency Transportation	4/30/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	5/31/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	6/30/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	7/31/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	8/31/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	9/30/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	10/31/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	11/30/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	12/31/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	1/31/2024	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	2/29/2024	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	3/31/2024	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	4/30/2024	100%	100.0%	<b>Yes</b>

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

**Volunteer State Health Plan, Inc., d/b/a TennCare Select**

Processor Affiliate Organization

Region(s): All

Claim Types	For the Month Ended	Clean Claims	All Claims	Compliance?
Medical	1/31/2023	92%	99.9%	<b>Yes</b>
Medical	2/28/2023	98%	100.0%	<b>Yes</b>
Medical	3/31/2023	99%	100.0%	<b>Yes</b>
Medical	4/30/2023	96%	100.0%	<b>Yes</b>
Medical	5/31/2023	95%	100.0%	<b>Yes</b>
Medical	6/30/2023	95%	100.0%	<b>Yes</b>
Medical	7/31/2023	92%	100.0%	<b>Yes</b>
Medical	8/31/2023	99%	100.0%	<b>Yes</b>
Medical	9/30/2023	97%	100.0%	<b>Yes</b>
Medical	10/31/2023	93%	100.0%	<b>Yes</b>
Medical	11/30/2023	93%	100.0%	<b>Yes</b>
Medical	12/31/2023	94%	100.0%	<b>Yes</b>
Medical	1/31/2024	97%	100.0%	<b>Yes</b>
Medical	2/29/2024	95%	99.8%	<b>Yes</b>
Medical	3/31/2024	97%	99.5%	<b>Yes</b>
Medical	4/30/2024	90%	98.3%	<b>No</b>

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

**Volunteer State Health Plan, Inc., d/b/a TennCare Select**

Processor Verida (formerly Southeastrans)

Region(s): All

Non Emergency Transportation	1/31/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	2/28/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	3/31/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	4/30/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	5/31/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	6/30/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	7/31/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	8/31/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	9/30/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	10/31/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	11/30/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	12/31/2023	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	1/31/2024	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	2/29/2024	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	3/31/2024	100%	100.0%	<b>Yes</b>
Non Emergency Transportation	4/30/2024	100%	100.0%	<b>Yes</b>