

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

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

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

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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.

Processor

Region(s): All

Dental	1/31/2023	99%	99.9%	Yes
Dental	2/28/2023	100%	100.0%	Yes
Dental	3/31/2023	100%	100.0%	Yes
Dental	4/30/2023	100%	100.0%	Yes
Dental	5/31/2023	99%	100.0%	Yes
Dental	6/30/2023	100%	100.0%	Yes
Dental	7/31/2023	100%	100.0%	Yes
Dental	8/31/2023	100%	100.0%	Yes
Dental	9/30/2023	100%	100.0%	Yes
Dental	10/31/2023	100%	100.0%	Yes
Dental	11/30/2023	100%	100.0%	Yes
Dental	12/31/2023	100%	100.0%	Yes
Dental	1/31/2024	99%	100.0%	Yes
Dental	2/29/2024	100%	100.0%	Yes
Dental	3/31/2024	99%	100.0%	Yes
Dental	4/30/2024	99%	99.9%	Yes
Dental	5/31/2024	99%	100.0%	Yes

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

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 Affiliate Organization

Region(s): All

Medical	1/31/2023	100%	100.0%	Yes
Medical	2/28/2023	100%	100.0%	Yes
Medical	3/31/2023	100%	100.0%	Yes
Medical	4/30/2023	100%	100.0%	Yes
Medical	5/31/2023	100%	100.0%	Yes
Medical	6/30/2023	100%	100.0%	Yes
Medical	7/31/2023	100%	100.0%	Yes
Medical	8/31/2023	100%	100.0%	Yes
Medical	9/30/2023	100%	100.0%	Yes
Medical	10/31/2023	100%	100.0%	Yes
Medical	11/30/2023	100%	100.0%	Yes
Medical	12/31/2023	100%	100.0%	Yes
Medical	1/31/2024	99%	100.0%	Yes
Medical	2/29/2024	99%	100.0%	Yes
Medical	3/31/2024	90%	99.9%	Yes
Medical	4/30/2024	97%	99.7%	Yes
Medical	5/31/2024	99%	99.8%	Yes

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

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?

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%	Yes
Medical	2/28/2023	98%	100.0%	Yes
Medical	3/31/2023	99%	99.9%	Yes
Medical	4/30/2023	96%	99.9%	Yes
Medical	5/31/2023	95%	100.0%	Yes
Medical	6/30/2023	95%	99.9%	Yes
Medical	7/31/2023	92%	99.8%	Yes
Medical	8/31/2023	99%	100.0%	Yes
Medical	9/30/2023	97%	100.0%	Yes
Medical	10/31/2023	94%	99.9%	Yes
Medical	11/30/2023	93%	99.9%	Yes
Medical	12/31/2023	94%	99.9%	Yes
Medical	1/31/2024	96%	100.0%	Yes
Medical	2/29/2024	96%	99.5%	Yes
Medical	3/31/2024	98%	98.8%	No
Medical	4/30/2024	94%	99.1%	No
Medical	5/31/2024	93%	99.1%	No

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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?

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

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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?

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%	Yes
Medical	2/28/2023	98%	100.0%	Yes
Medical	3/31/2023	99%	100.0%	Yes
Medical	4/30/2023	96%	100.0%	Yes
Medical	5/31/2023	95%	100.0%	Yes
Medical	6/30/2023	95%	100.0%	Yes
Medical	7/31/2023	92%	100.0%	Yes
Medical	8/31/2023	99%	100.0%	Yes
Medical	9/30/2023	97%	100.0%	Yes
Medical	10/31/2023	93%	100.0%	Yes
Medical	11/30/2023	93%	100.0%	Yes
Medical	12/31/2023	94%	100.0%	Yes
Medical	1/31/2024	97%	100.0%	Yes
Medical	2/29/2024	95%	99.8%	Yes
Medical	3/31/2024	97%	99.5%	Yes
Medical	4/30/2024	90%	98.3%	No
Medical	5/31/2024	89%	98.4%	No

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