

TennCare Oversight Division of the Tennessee Department of Commerce and Insurance
 Prompt Pay Compliance Summary for Processed Electronic Nursing Facility/HCBS and ECF Claims

The HMO's contract with the TennCare Bureau include additional prompt pay claims processing requirements for the CHOICES program. The additional CHOICES requirements apply to electronically submitted nursing facility claims/HCBS claims and Employment Community First (ECF) claims.

TennCare Contractual Requirements Only	90%	99.5%		
	14 Day	21 Day		
Claim Type	For the Month Ended	Clean Claims	Clean Claims	Compliance?

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

Region(s): All

Nursing Facility/HCBS	1/31/2023	100%	100.0%	Yes
Nursing Facility/HCBS	2/28/2023	100%	100.0%	Yes
Nursing Facility/HCBS	3/31/2023	99%	99.6%	Yes
Nursing Facility/HCBS	4/30/2023	100%	99.9%	Yes
Nursing Facility/HCBS	5/31/2023	99%	99.7%	Yes
Nursing Facility/HCBS	6/30/2023	99%	99.9%	Yes
Nursing Facility/HCBS	7/31/2023	100%	100.0%	Yes
Nursing Facility/HCBS	8/31/2023	100%	99.9%	Yes
Nursing Facility/HCBS	9/30/2023	100%	99.9%	Yes
Nursing Facility/HCBS	10/31/2023	99%	100.0%	Yes
Nursing Facility/HCBS	11/30/2023	100%	99.7%	Yes
Nursing Facility/HCBS	12/31/2023	100%	99.7%	Yes
Nursing Facility/HCBS	1/31/2024	99%	99.6%	Yes
Nursing Facility/HCBS	2/29/2024	99%	99.9%	Yes
Nursing Facility/HCBS	3/31/2024	100%	99.9%	Yes
Nursing Facility/HCBS	4/30/2024	100%	99.6%	Yes

The HMO's contract with the TennCare Bureau include additional prompt pay claims processing requirements for the CHOICES program. The additional CHOICES requirements apply to electronically submitted nursing facility claims/HCBS claims and Employment Community First (ECF) claims.

TennCare Contractual Requirements Only

90%
14 Day

99.5%
21 Day

Claim Type For the Month Ended Clean Claims Clean Claims Compliance?

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

Region(s): All

ECF	1/31/2023	100%	100.0%	Yes
ECF	2/28/2023	99%	99.0%	Yes
ECF	3/31/2023	100%	99.9%	Yes
ECF	4/30/2023	100%	99.8%	Yes
ECF	5/31/2023	99%	99.8%	Yes
ECF	6/30/2023	94%	98.0%	Yes
ECF	7/31/2023	99%	99.0%	Yes
ECF	8/31/2023	100%	100.0%	Yes
ECF	9/30/2023	100%	100.0%	Yes
ECF	10/31/2023	100%	99.7%	Yes
ECF	11/30/2023	100%	99.9%	Yes
ECF	12/31/2023	100%	100.0%	Yes
ECF	1/31/2024	99%	100.0%	Yes
ECF	2/29/2024	94%	100.0%	Yes
ECF	3/31/2024	98%	99.9%	Yes
ECF	4/30/2024	90%	99.8%	Yes

The HMO's contract with the TennCare Bureau include additional prompt pay claims processing requirements for the CHOICES program. The additional CHOICES requirements apply to electronically submitted nursing facility claims/HCBS claims and Employment Community First (ECF) claims.

TennCare Contractual Requirements Only

90%
14 Day

99.5%
21 Day

Claim Type For the Month Ended Clean Claims Clean Claims Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Region(s): All

Nursing Facility/HCBS	1/31/2023	100%	99.9%	Yes
Nursing Facility/HCBS	2/28/2023	100%	100.0%	Yes
Nursing Facility/HCBS	3/31/2023	100%	100.0%	Yes
Nursing Facility/HCBS	4/30/2023	100%	99.9%	Yes
Nursing Facility/HCBS	5/31/2023	100%	100.0%	Yes
Nursing Facility/HCBS	6/30/2023	100%	99.9%	Yes
Nursing Facility/HCBS	7/31/2023	100%	99.9%	Yes
Nursing Facility/HCBS	8/31/2023	100%	100.0%	Yes
Nursing Facility/HCBS	9/30/2023	98%	99.5%	Yes
Nursing Facility/HCBS	10/31/2023	98%	99.2%	No
Nursing Facility/HCBS	11/30/2023	100%	100.0%	Yes
Nursing Facility/HCBS	12/31/2023	100%	100.0%	Yes
Nursing Facility/HCBS	1/31/2024	93%	98.1%	No
Nursing Facility/HCBS	2/29/2024	98%	99.7%	Yes
Nursing Facility/HCBS	3/31/2024	99%	99.9%	Yes
Nursing Facility/HCBS	4/30/2024	97%	99.7%	Yes

The HMO's contract with the TennCare Bureau include additional prompt pay claims processing requirements for the CHOICES program. The additional CHOICES requirements apply to electronically submitted nursing facility claims/HCBS claims and Employment Community First (ECF) claims.

TennCare Contractual Requirements Only

90%
14 Day

99.5%
21 Day

Claim Type For the Month Ended Clean Claims Clean Claims Compliance?

UnitedHealthcare Plans of the River Valley, Inc.

Region(s): All

Claim Type	For the Month Ended	Clean Claims	Clean Claims	Compliance?
ECF	1/31/2023	80%	94.4%	No
ECF	2/28/2023	100%	100.0%	Yes
ECF	3/31/2023	100%	100.0%	Yes
ECF	4/30/2023	100%	100.0%	Yes
ECF	5/31/2023	100%	100.0%	Yes
ECF	6/30/2023	100%	100.0%	Yes
ECF	7/31/2023	100%	100.0%	Yes
ECF	8/31/2023	100%	99.9%	Yes
ECF	9/30/2023	98%	99.8%	Yes
ECF	10/31/2023	98%	98.9%	No
ECF	11/30/2023	100%	100.0%	Yes
ECF	12/31/2023	100%	100.0%	Yes
ECF	1/31/2024	96%	99.1%	No
ECF	2/29/2024	98%	99.9%	Yes
ECF	3/31/2024	100%	99.9%	Yes
ECF	4/30/2024	96%	99.2%	No

The HMO's contract with the TennCare Bureau include additional prompt pay claims processing requirements for the CHOICES program. The additional CHOICES requirements apply to electronically submitted nursing facility claims/HCBS claims and Employment Community First (ECF) claims.

TennCare Contractual Requirements Only

90%
14 Day

99.5%
21 Day

Claim Type For the Month Ended Clean Claims Clean Claims Compliance?

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

Region(s): All

Nursing Facility/HCBS	1/31/2023	100%	100.0%	Yes
Nursing Facility/HCBS	2/28/2023	100%	100.0%	Yes
Nursing Facility/HCBS	3/31/2023	100%	100.0%	Yes
Nursing Facility/HCBS	4/30/2023	100%	100.0%	Yes
Nursing Facility/HCBS	5/31/2023	99%	100.0%	Yes
Nursing Facility/HCBS	6/30/2023	100%	100.0%	Yes
Nursing Facility/HCBS	7/31/2023	100%	100.0%	Yes
Nursing Facility/HCBS	8/31/2023	99%	100.0%	Yes
Nursing Facility/HCBS	9/30/2023	100%	100.0%	Yes
Nursing Facility/HCBS	10/31/2023	99%	100.0%	Yes
Nursing Facility/HCBS	11/30/2023	98%	100.0%	Yes
Nursing Facility/HCBS	12/31/2023	100%	100.0%	Yes
Nursing Facility/HCBS	1/31/2024	100%	100.0%	Yes
Nursing Facility/HCBS	2/29/2024	100%	100.0%	Yes
Nursing Facility/HCBS	3/31/2024	100%	100.0%	Yes
Nursing Facility/HCBS	4/30/2024	100%	100.0%	Yes

The HMO's contract with the TennCare Bureau include additional prompt pay claims processing requirements for the CHOICES program. The additional CHOICES requirements apply to electronically submitted nursing facility claims/HCBS claims and Employment Community First (ECF) claims.

TennCare Contractual Requirements Only

90%
14 Day

99.5%
21 Day

Claim Type For the Month Ended Clean Claims Clean Claims Compliance?

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

Region(s): All

ECF	1/31/2023	100%	100.0%	Yes
ECF	2/28/2023	100%	100.0%	Yes
ECF	3/31/2023	100%	100.0%	Yes
ECF	4/30/2023	100%	100.0%	Yes
ECF	5/31/2023	100%	100.0%	Yes
ECF	6/30/2023	100%	100.0%	Yes
ECF	7/31/2023	100%	100.0%	Yes
ECF	8/31/2023	99%	100.0%	Yes
ECF	9/30/2023	100%	100.0%	Yes
ECF	10/31/2023	98%	100.0%	Yes
ECF	11/30/2023	100%	99.9%	Yes
ECF	12/31/2023	100%	99.9%	Yes
ECF	1/31/2024	100%	100.0%	Yes
ECF	2/29/2024	100%	100.0%	Yes
ECF	3/31/2024	100%	100.0%	Yes
ECF	4/30/2024	100%	100.0%	Yes

The HMO's contract with the TennCare Bureau include additional prompt pay claims processing requirements for the CHOICES program. The additional CHOICES requirements apply to electronically submitted nursing facility claims/HCBS claims and Employment Community First (ECF) claims.

TennCare Contractual Requirements Only

90%
14 Day

99.5%
21 Day

Claim Type For the Month Ended Clean Claims Clean Claims Compliance?

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

Region(s): All

Nursing Facility/HCBS	1/31/2023	92%	100.0%	Yes
Nursing Facility/HCBS	2/28/2023	100%	100.0%	Yes
Nursing Facility/HCBS	3/31/2023	100%	100.0%	Yes
Nursing Facility/HCBS	4/30/2023	100%	100.0%	Yes
Nursing Facility/HCBS	5/31/2023	100%	100.0%	Yes
Nursing Facility/HCBS	6/30/2023	100%	100.0%	Yes
Nursing Facility/HCBS	7/31/2023	100%	100.0%	Yes
Nursing Facility/HCBS	8/31/2023	100%	100.0%	Yes
Nursing Facility/HCBS	9/30/2023	100%	100.0%	Yes
Nursing Facility/HCBS	10/31/2023	100%	100.0%	Yes
Nursing Facility/HCBS	11/30/2023	100%	100.0%	Yes
Nursing Facility/HCBS	12/31/2023	100%	100.0%	Yes
Nursing Facility/HCBS	1/31/2024	100%	100.0%	Yes
Nursing Facility/HCBS	2/29/2024	97%	100.0%	Yes
Nursing Facility/HCBS	3/31/2024	100%	100.0%	Yes
Nursing Facility/HCBS	4/30/2024	100%	100.0%	Yes