

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 |
| Nursing Facility/HCBS | 5/31/2024 | 93% | 94.4% | No |

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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 |
| ECF | 5/31/2024 | 98% | 99.9% | Yes |

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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 |
| Nursing Facility/HCBS | 5/31/2024 | 96% | 99.9% | Yes |

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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

| | | | | |
|-----|------------|------|--------|------------|
| 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 |
| ECF | 5/31/2024 | 99% | 100.0% | Yes |

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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 |
| Nursing Facility/HCBS | 5/31/2024 | 100% | 100.0% | Yes |

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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 |
| ECF | 5/31/2024 | 100% | 100.0% | Yes |

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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

| Claim Type | For the Month Ended | Clean Claims | Clean Claims | Compliance? |
|-----------------------|---------------------|--------------|--------------|-------------|
| 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 |
| Nursing Facility/HCBS | 5/31/2024 | 98% | 99.1% | No |