



STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE
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NASHVILLE, TENNESSEE 37243-5065
615-741-6007

BILL HASLAM
GOVERNOR

JULIE MIX McPEAK
COMMISSIONER

MEMORANDUM

TO: Commissioner John Dreyzehner MD MPH, Department of Health
Fiscal Review Committee

CC: Commissioner Larry Martin, Department of Finance & Administration
Justin P. Wilson, Comptroller
Darin J. Gordon, Deputy Commissioner, TennCare Bureau
Selection Panel for TennCare Reviewers

FROM: Commissioner Julie Mix McPeak

DATE: May 16, 2014

RE: Report of Requests for Independent Review Pursuant to the TennCare Prompt Pay
Act, Tenn. Code Ann. § 56-32-126(b)(5)

Please find attached the Annual Report of Requests for TennCare Independent Reviews for calendar year 2013.

Pursuant to the TennCare Prompt Pay Act, Tenn. Code Ann. § 56-32-126(b)(5), the Commissioner of Commerce and Insurance shall report to the Department of Health and to the Joint Fiscal Review Committee the number of requests for TennCare claims review filed for each health maintenance organization operating a TennCare line of business during the prior calendar year and the general outcome of these independent review requests. The Commissioner shall also report the name of any provider whose claim denial is upheld in more than fifty percent (50%) of submitted claim reviews as well as the number of claim reviews lost by that provider.

If you have any questions, please contact Assistant Commissioner Lisa Jordan, TennCare Division, at (615) 741-2677

Enclosure

cc: Lisa R Jordan, Assistant Commissioner, TennCare Division
John Mattingly, Examinations Director, TennCare Division
Patricia L Newton, Compliance Manager, TennCare Division
Gregory Hawkins, Examinations Manager, TennCare Division
TennCare Examiners
Keith Gaither, Director of Managed Care Operations, TennCare Bureau



**STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE
TENNCARE DIVISION**
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(615) 741-2677

May 1, 2014

**Annual Report to the Department of Health & Fiscal Review Committee
Of Requests for Independent Review of TennCare Claims Denial
For Calendar Year 2013**

Pursuant to Tenn. Code Ann. § 56-32-126(b)(5):

Number of requests for Independent Review of TennCare claims denial filed for each TennCare Managed Care Organizations during the 2013 calendar year:

Name of MCO	Number of Requests	Out-Come Of Each Request* (See term descriptions on next page)
<u>AMERIGROUP Tennessee, Inc.</u>	<u>14</u>	Ineligible: 5 Decision for MCC: 1 Decision for Provider: 2 Decision for Provider & MCC (Partial): 2 Settled for Provider: 4
<u>UnitedHealthcare Plan of the River Valley</u> (UnitedHealthcare Community Plan/AmeriChoice)	<u>275</u>	Ineligible: 34 Decision for MCC: 81 Decision for Provider: 27 Decision for Provider & MCC (Partial): 10 Pending: 40 Referred to TCB: 51 Rescinded: 2 Settled for Provider: 29 Settled for Provider & MCC: 1
<u>Volunteer State Health Plan</u> (BlueCare & TennCareSelect)	<u>47</u>	Ineligible: 4 Decision for MCC: 6 Decision for Provider: 4 Decision for MCC & Provider (Partial): 2 Pending: 6 Referred to TCB: 22 Settled for Provider: 3

Name of provider whose claim denial is upheld in more than fifty percent (50%) of the Independent review requests, as well as the number of claim reviews lost by that provider:

Covenant: Methodist Med Ctr of Oak Ridge 2

Heritage Med Ctr 3

***Description of Outcome Information:**

Ineligible- The independent review request did not meet the statutory guidelines for eligibility. The providers are notified of their ineligible status and are given the opportunity to correct the deficiencies.

Decision for MCC - The Independent Reviewer found that the Provider claim was properly denied by the MCO.

Pending – Waiting for Reviewer action.

Decision for Provider- The Independent Reviewer found that the Provider claim should be paid by the MCO.

Decision for MCC & Provider- The Independent Reviewer found that the claim should be partially paid by the MCO.

Referred to TCB – Awaiting Medical Assistance Review by Physician

Settled - The MCO and Provider agreed to a dispute resolution before the Independent Reviewer rendered a decision.