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Sanction Description	State Cd	Agency	EntityDesc	Fine Amount	Paid Date	Pay Amount	Status Description
Auto assignment enrollment cap sanction from 7/07 through 12/07 for grievance issues. Immediately implemented a corrective action plan that resulted in the lifting of the sanction early.	AZ	AHCCCS	Arizona Physicians IPA, Inc.	Enroll. Suspend	7/1/2007		12/1/2007
Evercare Selects failure to comply with the requirements delineated by AHCCCS for Marketing outreach & incentives.	AZ	Arizona HealthCare Cost Containment System (AHCCCS)	Evercare of AZ, Inc.	\$5,000.00	9/9/2008	\$5,000.00	3 Paid/Distributed
March 2007 Anticipated Pended Encounter Sanction	AZ	Arizona HealthCare Cost Containment System (AHCCCS)	Arizona Physicians IPA, Inc. (APIPA)	\$1,025.00	9/30/2008	\$0.00	4 Overturned
Pended encounter data; state may waive the sanction, but formal notification of waiver not yet received.	AZ	Arizona HealthCare Cost Containment System (AHCCCS)	Evercare of AZ, Inc.	\$239,000.00	9/30/2008	\$0.00	4 Overturned
AHCCCS sanction for late filing of claims dashboard	AZ	Arizona HealthCare Cost Containment System (AHCCCS)	Arizona Physicians IPA, Inc. (APIPA)	\$5,000.00	1/5/2010	\$0.00	4 Overturned
Use of denial reason "not medically necessary" insufficient reason	AZ	Arizona HealthCare Cost Containment System (AHCCCS)	Arizona Physicians IPA, Inc. (APIPA)	\$10,000.00	7/1/2010	\$10,000.00	3 Paid/Distributed
failed to meet minimum required performance measure	AZ	Arizona HealthCare Cost Containment System (AHCCCS)	Arizona Physicians IPA, Inc. (APIPA)	\$50,000.00	7/1/2010	\$50,000.00	3 Paid/Distributed
Violated marketing requirements outlined in C.5 of contract.	DC	Department of Health Care Finance	Unison Health Plan of the Capital Area, Inc.	\$500.00	5/18/2010		3 Paid/Distributed
Failure of UHPCA to comply with EPSDT participant ratio of 80% for all eligible enrollees listed in the attached CMS-416 EPSDT report for fiscal year 2009.	DC	Department of Health Care Finance	Unison Health Plan of the Capital Area, Inc.	\$44,955.00	6/29/2010	\$44,955.00	3 Paid/Distributed
Failure to assure each high-risk newborn receive a home visit from a RN with 48 hours of discharge	DC	Department of Health Care Finance	Unison Health Plan of the Capital Area, Inc.	\$67,500.00			5 Under Appeal
Deficient Medical Records - \$6,000, Case Mgmt Records - \$93,150; We have provided comprehensive responses to the state addressing the identified deficiencies and we are awaiting state determination of what fines are warranted	FL	Agency for Healthcare Administration	United Healthcare of Florida, Inc.	\$99,150.00	7/6/2007	\$0.00	4 Overturned
Claims Aging Report was submitted 3 days late at a rate of \$200 per day	FL	Agency for Healthcare Administration	United Healthcare of Florida, Inc.	\$600.00	4/16/2008	\$600.00	3 Paid/Distributed
The plan was 1 day late in filing the audited financial statement.	FL	Agency for Healthcare Administration	United Healthcare of Florida, Inc.	\$200.00	5/14/2008	\$200.00	3 Paid/Distributed
Late submission of disease management program and P&Ps, per Amendment 6 to reform contract section VIII.B.6.a-d. \$200/day for 7 days.	FL	Agency for Healthcare Administration	United Healthcare of Florida, Inc.	\$1,400.00	7/30/2008	\$1,400.00	3 Paid/Distributed
Upon settlement between UHC FL and AHCA, the health plan has agreed to pay a \$5000 fine for the Child Health Check Up participation rate of less than the 80% goal.	FL	Agency for Healthcare Administration	United Healthcare of Florida, Inc.	\$5,000.00	5/5/2009	\$5,000.00	3 Paid/Distributed
Audited Financial Statement and AHCA template was 1 day late due to a delay in receiving the reports from Corporate Finance.	FL	Agency for Healthcare Administration	United Healthcare of Florida, Inc.	\$200.00	5/14/2009	\$200.00	3 Paid/Distributed
United was fined \$2,500 as a result of not meeting the overall 30 day ratio of 90% of claims paid and \$2,500 for not meeting the overall 90 day ratio of 99% of claims paid.	FL	Agency for Healthcare Administration	United Healthcare of Florida, Inc.	\$5,000.00	5/27/2009	\$0.00	4 Overturned
2nd Quarter Claims Aging Report was submitted 4 days late. An extension was requested prior to submission, but denied.	FL	Agency for Healthcare Administration	United Healthcare of Florida, Inc.	\$800.00	5/27/2009	\$0.00	4 Overturned
The report was submitted 1 day late.	FL	Agency for Healthcare Administration	United Healthcare of Florida, Inc.	\$200.00	3/16/2010	\$200.00	3 Paid/Distributed
AHCA has indicated that a CAP and fine are to be submitted within 10 calendar days of receipt, due to non-compliance in authorization determinations for Speech Therapy.	FL	Agency for Healthcare Administration		\$1,305,000.00			5 Under Appeal
GA AMC failed to meet the contractual compliance standards" Standard #17 Call center staff must be GA licensed RNs...In Nov and Dec 2007, there were six incidents of non-GA licensed RNs taking nurseline calls.	GA	Department of Community Health	United Healthcare Services, Inc.	\$4,000.00	4/10/2008	\$4,000.00	3 Paid/Distributed
The state found that PY1 weighted percentages for each clinical metric at risk and the improvement standards were not met for 13 of the 16 metrics. GA AMC is appealing this finding r/t disputed results and baselines.	GA	Department of Community Health	United Healthcare Services, Inc.	\$2,605,295.58	8/18/2009	\$1,623,993.70	3 Paid/Distributed

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Failure to process certain claims within time limitations specified in Section 3224-a of Insurance Law;	NY	Department of Insurance	AmeriChoice of New York, Inc.	\$79,000.00	3/12/2009	\$79,000.00	3 Paid/Distributed
Failure to produce paid claims data for CY 2002 and 2003	NY	State Department of Health	AmeriChoice of New York, Inc.	\$24,000.00	12/17/2009	\$24,000.00	3 Paid/Distributed
Temporary suspension of auto-assignment to the Medicaid program pursuant to contract terms for not meeting performance standard.	OH	Dept. of Jobs and Family Services	Unison Health Plan of Ohio, Inc.	Enroll. Suspend	12/1/2009		12/1/2009
Failure to meet the provider panel requirements in the regions for which Unison Healthcare of Ohio, Inc. (Unison) holds a Provider Agreement.	OH	Ohio Department of Job and Family Services (ODJFS)	Unison Health Plan of Ohio, Inc.	\$2,000.00	3/3/2010	\$2,000.00	3 Paid/Distributed
Provider Panel noncompliance for CFC-Wayne County Orthopedists, ABD Allen County and Hancock County Orthopedists and ABD Van Wert County PCP Capacity	OH	Ohio Department of Job and Family Services (ODJFS)	Unison Health Plan of Ohio, Inc.	\$4,000.00	4/5/2010	\$4,000.00	3 Paid/Distributed
Late submission of inquiry response	OH	Ohio Department of Job and Family Services (ODJFS)	Unison Health Plan of Ohio, Inc.	\$100.00	8/16/2010	\$100.00	3 Paid/Distributed
Records either incomplete or missing information	OH	Ohio Department of Job and Family Services (ODJFS)	Unison Health Plan of Ohio, Inc.	\$42,000.00	9/9/2010	\$40,000.00	3 Paid/Distributed
Records either incomplete or missing information	OH	Ohio Department of Job and Family Services (ODJFS)	Unison Health Plan of Ohio, Inc.	\$42,000.00	9/9/2010	\$40,000.00	3 Paid/Distributed
Late submission of required items	OH	Ohio Department of Job and Family Services (ODJFS)	Unison Health Plan of Ohio, Inc.	\$800.00	9/10/2010	\$800.00	3 Paid/Distributed
Insufficient information for grievance identification and failure to report member grievances.	OH	Ohio Department of Job and Family Services (ODJFS)	Unison Health Plan of Ohio, Inc.	\$5,000.00	9/23/2010	\$5,000.00	3 Paid/Distributed
ID cards were mailed out late due to difficulty in processing 834 file	OH	Ohio Department of Job and Family Services (ODJFS)	Unison Health Plan of Ohio, Inc.	\$10,000.00	9/23/2010	\$10,000.00	3 Paid/Distributed
Minimum panel requirements not met for Hancock County Hospital	OH	Ohio Department of Job and Family Services (ODJFS)	Unison Health Plan of Ohio, Inc.	\$1,000.00	9/23/2010	\$1,000.00	3 Paid/Distributed
Plan must submit fully executed Medicaid addenda with subcontracts	OH	Ohio Department of Job and Family Services (ODJFS)	Unison Health Plan of Ohio, Inc.	\$10,000.00	10/27/2010	\$10,000.00	3 Paid/Distributed
Failure to resolve grievances and appeals in a timely manner	OH	Ohio Department of Job and Family Services (ODJFS)		\$10,000.00	12/8/2010	\$10,000.00	3 Paid/Distributed
Hancock County Hospital-ABD	OH	Ohio Department of Job and Family Services (ODJFS)	Unison Health Plan of Ohio, Inc.	\$1,000.00	12/22/2010	\$1,000.00	3 Paid/Distributed
ID cards were mailed out late due to difficulty in processing 834 file	OH	Ohio Department of Job and Family Services (ODJFS)	Unison Health Plan of Ohio, Inc.	\$10,000.00	2/22/2011	\$10,000.00	3 Paid/Distributed
Failure to meet minimum panel requirements	OH	Ohio Department of Job and Family Services (ODJFS)	Unison Health Plan of Ohio, Inc.	\$1,000.00	2/28/2011	\$1,000.00	3 Paid/Distributed
Grievances and Appeals were not resolved within required timeframes.	OH	Ohio Department of Job and Family Services (ODJFS)	Unison Health Plan of Ohio, Inc.	\$10,000.00			2 Assessed
Failure to meet the provider panel requirements in the regions for which UnitedHealthcare Community Plan of Ohio, Inc. (UCP) holds a Provider Agreement.	OH	Ohio Department of Job and Family Services (ODJFS)	Unison Health Plan of Ohio, Inc.	\$1,000.00			2 Assessed
Utilization Review Audit-no verbal notifications/late notices.	PA	Department of Health	AmeriChoice of Pennsylvania, Inc.	\$9,500.00	3/10/2008	\$9,500.00	3 Paid/Distributed
Audit of complaints and grievances; payable 3/16/09	PA	Department of Health	AmeriChoice of Pennsylvania, Inc.	\$3,250.00	2/1/2009	\$3,250.00	3 Paid/Distributed
September Claims processed out of compliance	PA	Department of Public Welfare	AmeriChoice of Pennsylvania, Inc.	\$1,000.00	4/29/2010	\$0.00	4 Overturned
Claims not processed in accordance with requirements	PA	Department of Public Welfare	AmeriChoice of Pennsylvania, Inc.	\$3,000.00	4/29/2010	\$3,000.00	3 Paid/Distributed
December 2009 claims not in accordance with requirements	PA	Department of Public Welfare	AmeriChoice of Pennsylvania, Inc.	\$3,000.00	2/25/2011	\$3,000.00	3 Paid/Distributed
Inpatient claims not processed in accordance with standards	PA	Department of Public Welfare	AmeriChoice of Pennsylvania, Inc.	\$10,000.00			2 Assessed
Inpatient claims not processed in accordance with timeframes	PA	Department of Public Welfare	AmeriChoice of Pennsylvania, Inc.	\$4,000.00			2 Assessed
Inpatient claims not processed in accordance with timeframes	PA	Department of Public Welfare	AmeriChoice of Pennsylvania, Inc.	\$2,000.00			2 Assessed
Inpatient claims not processed in accordance with timeframes	PA	Department of Public Welfare	AmeriChoice of Pennsylvania, Inc.	\$0.00			4 Overturned
Claims processing out of compliance	PA	Department of Public Welfare	AmeriChoice of Pennsylvania, Inc.	\$2,000.00		\$2,000.00	2 Assessed
Claims not processed in accordance with requirements	PA	Department of Public Welfare	AmeriChoice of Pennsylvania, Inc.	\$3,000.00		\$3,000.00	2 Assessed
Claims not processed in accordance with requirements	PA	Department of Public Welfare	AmeriChoice of Pennsylvania, Inc.	\$1,000.00		\$1,000.00	2 Assessed
Claims not processed timely.	PA	Department of Public Welfare	AmeriChoice of Pennsylvania, Inc.	\$3,000.00		\$0.00	4 Overturned
August 2010 claims not processed on time.	PA	Department of Public Welfare	AmeriChoice of Pennsylvania, Inc.	\$10,000.00			2 Assessed
Claims not processed in accordance with regulatory requirements	PA	Department of Public Welfare	AmeriChoice of Pennsylvania, Inc.	\$10,000.00			2 Assessed
Claims not processed in accordance with requirements	PA	Department of Public Welfare	AmeriChoice of Pennsylvania, Inc.	\$1,000.00			2 Assessed
claims not processed in accordance with requirements	PA	Department of Public Welfare	Unison Health Plan of Pennsylvania, Inc.	\$1,667.00			2 Assessed

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Continuation of Benefits Letter Not Compliant	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	1/4/2008	\$500.00	3 Paid/Distributed
Late Report ORR CT and MRI Scan Report ID 352493	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$100.00	2/1/2008	\$100.00	3 Paid/Distributed
Late Deliverable CRA 2-26 Prohibition of Illegal Immigrants Tracking #08-009	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$700.00	2/1/2008	\$700.00	3 Paid/Distributed
Late Report CT and MRI Scan Report	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$100.00	2/1/2008	\$100.00	3 Paid/Distributed
Late deliverable - Prohibition of Illegal Immigrants	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$700.00	2/1/2008	\$700.00	3 Paid/Distributed
Initial Denial Letter not compliant	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	3/7/2008	\$500.00	3 Paid/Distributed
Failure to Achieve Benchmark - Provider Enrollment File 4th quarter 2007-Phone Survey	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$25,000.00	5/2/2008	\$25,000.00	3 Paid/Distributed
Initial Denial Letter Not Compliant	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	7/3/2008	\$500.00	3 Paid/Distributed
Deficient Deliverable Referral Provider Listing 4Q07	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$5,000.00	7/3/2008	\$5,000.00	3 Paid/Distributed
Late Deliverable 2007 Annual Report of Essential Hospital Services	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$6,000.00	7/3/2008	\$6,000.00	3 Paid/Distributed
Late response to ORR	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$100.00	7/3/2008	\$100.00	3 Paid/Distributed
Medical Records not complete due to fax issue	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,000.00	8/1/2008	\$1,000.00	3 Paid/Distributed
COB ORR not received	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$3,000.00	8/1/2008	\$3,000.00	3 Paid/Distributed
Initial Denial Letter Not Compliant	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	9/5/2008	\$500.00	3 Paid/Distributed
Initial Denial Letter not compliant	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	9/5/2008	\$500.00	3 Paid/Distributed
Ownership and Disclosure Audit - Year end June 2007	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$5,000.00	9/5/2008	\$5,000.00	3 Paid/Distributed
Initial denial letter deficient	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	11/4/2008	\$500.00	3 Paid/Distributed
Initial Grier Denial Letter deficient	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	11/7/2008	\$500.00	3 Paid/Distributed
Initial Grier Denial Letter deficient	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	11/7/2008	\$500.00	3 Paid/Distributed
Denial Letter non compliant	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	11/7/2008	\$500.00	3 Paid/Distributed
Defective Notice of Adverse Action	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	11/7/2008	\$500.00	3 Paid/Distributed
Defective Notice of Adverse Action	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	11/7/2008	\$500.00	3 Paid/Distributed
Initial Denial Letter not compliant	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	1/1/2009	\$500.00	3 Paid/Distributed
Deficient Corrective Action Plan, 4th quarter 2007 GEO Access Analysis	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$2,000.00	1/1/2009	\$2,000.00	3 Paid/Distributed
Initial Grier Denial letter deficient	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	1/1/2009	\$500.00	3 Paid/Distributed
Initial Grier Denial letter deficient	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	1/1/2009	\$500.00	3 Paid/Distributed
Incomplete Response to Appeal	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	1/1/2009	\$500.00	3 Paid/Distributed
ORR response incomplete. 12/29/08 date of occurrence.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,500.00	1/7/2009	\$0.00	4 Overturned

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Late standing deliverable - Audited Financial Statements	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$15,500.00	2/6/2009	\$15,500.00	3 Paid/Distributed
Appeals/COB Response Incomplete -	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	2/6/2009	\$500.00	3 Paid/Distributed
Untimely ORR response	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$100.00	2/6/2009	\$100.00	3 Paid/Distributed
Initial denial letter deficient	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	2/6/2009	\$500.00	3 Paid/Distributed
MCO change ORR not received	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$100.00	2/6/2009	\$100.00	3 Paid/Distributed
Initial Denial Letter deficient	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	2/6/2009	\$500.00	3 Paid/Distributed
MCC Reconsideration form incorrectly completed when submitted	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	2/6/2009	\$500.00	3 Paid/Distributed
MCC Reconsideration form incorrectly completed when submitted	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,000.00	2/6/2009	\$1,000.00	3 Paid/Distributed
Untimely Response	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$300.00	2/6/2009	\$300.00	3 Paid/Distributed
Incomplete Response to Appeal	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	2/6/2009	\$500.00	3 Paid/Distributed
Incomplete Response to Appeal	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	2/6/2009	\$500.00	3 Paid/Distributed
Defective notice of adverse action	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	2/6/2009	\$500.00	3 Paid/Distributed
Late proof of compliance	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	2/6/2009	\$500.00	3 Paid/Distributed
Late response to an on request report	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$100.00	2/6/2009	\$100.00	3 Paid/Distributed
Late proof of compliance	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,000.00	2/6/2009	\$1,000.00	3 Paid/Distributed
Late Standing Deliverable - Monthly Enrollment/Capitation Payment reconciliation Report	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	2/6/2009	\$500.00	3 Paid/Distributed
Late Standing Deliverable - Quarterly Member Enrollment/Capitation Payment report (4th Quarter 2007)	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$5,400.00	2/6/2009	\$5,400.00	3 Paid/Distributed
Late Deliverable - Emergency Department Threshold Report	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$200.00	2/6/2009	\$200.00	3 Paid/Distributed
Defective notice of adverse action	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	2/6/2009	\$500.00	3 Paid/Distributed
Initial Denial Letter deficient	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	2/6/2009	\$500.00	3 Paid/Distributed
Untimely	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$100.00	2/6/2009	\$100.00	3 Paid/Distributed
2/9/09 Appeal/COB Response Incomplete	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	2/10/2009	\$0.00	4 Overturned
Response for a standard medical appeal was incomplete. \$500/day until receipt of acceptable response.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	2/20/2009	\$0.00	4 Overturned
Failure to provide approved services -	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$44,279.00	3/6/2009	\$44,279.00	3 Paid/Distributed
No copy of Auth in ORR/AHR	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	3/11/2009	\$0.00	4 Overturned
Item/service approved was not the same item/service requested	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	3/19/2009	\$0.00	4 Overturned
Covered Medically Necessary Alternative Amount Not offered in letter to member.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	3/27/2009	\$0.00	4 Overturned
Based on interpretation of AmeriChoice we believe form was correct when submitted with appeal	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$3,500.00	3/30/2009	\$0.00	4 Overturned

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Defective notice	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	4/6/2009	\$0.00	4 Overturned
Response did not include copies of all pertinent medical records.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	4/8/2009	\$0.00	4 Overturned
Failed to give 10 day notice before service would end to enrollee.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	4/9/2009	\$0.00	4 Overturned
Cited legal policy incorrect.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	4/17/2009	\$0.00	4 Overturned
Missing copies of all pertinent Med records (Dr. order).	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	4/23/2009	\$0.00	4 Overturned
Missing copies of all pertinent records.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$4,500.00	4/23/2009	\$0.00	4 Overturned
Incorrect Prescriber Identified - Incorrect provider name listed in initial denial letter.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	4/28/2009	\$0.00	4 Overturned
Defective notice	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/1/2009	\$500.00	3 Paid/Distributed
Untimely response of an acceptable CAP pertaining to GeoAccess Analysis Letters dated 1/16/2009 and 2/5/2009.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$3,000.00	5/1/2009	\$3,000.00	3 Paid/Distributed
Untimely ORR Response -	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/1/2009	\$500.00	3 Paid/Distributed
Defective notice -	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/1/2009	\$500.00	3 Paid/Distributed
Incomplete Reconsideration Response	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/1/2009	\$500.00	3 Paid/Distributed
Untimely ORR Response	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/1/2009	\$500.00	3 Paid/Distributed
Untimely ORR Response	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,500.00	5/1/2009	\$1,500.00	3 Paid/Distributed
Incomplete Reconsideration Response	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/1/2009	\$500.00	3 Paid/Distributed
Untimely ORR Response	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$700.00	5/1/2009	\$0.00	4 Overturned
Untimely submission of monthly Provider Enrollment File for West TN (due 3/5/09; delivered 3/6/09)	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$100.00	5/1/2009	\$100.00	3 Paid/Distributed
Untimely delivery of monthly Provider Enrollment File for Middle TN (due 3/5/09, delivered 3/6/09)	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$100.00	5/1/2009	\$100.00	3 Paid/Distributed
Untimely submission of 2008Q4 Mental Health case Management Report for West TN (due 1/30/09, delivered 2/5/09)	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$600.00	5/1/2009	\$0.00	4 Overturned
Untimely delivery of 2008Q4 Middle TN Quality Update Report (due 1/30/09, delivered 2/5/09)	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$600.00	5/1/2009	\$600.00	3 Paid/Distributed
Late Deliverable - submission of quarterly TENNderCare report	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$400.00	5/1/2009	\$400.00	3 Paid/Distributed
Cited Legal Policy basis incorrect - Incorrect citations used due to staff member using old template that was saved to personal folder.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,000.00	5/1/2009	\$0.00	4 Overturned
Bureau states that doctor's order not provided - Disputing, order was provided.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,500.00	5/5/2009	\$0.00	4 Overturned
Notice did not contain member's right to obtain copies of guidelines.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/8/2009	\$0.00	4 Overturned
Untimely MCC Response	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/21/2009	\$0.00	4 Overturned
Appeal Response Deficient/Incomplete-Initial Denial Notice Not Sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/29/2009	\$0.00	4 Overturned
Letter was sent with incorrect citations.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	6/5/2009	\$500.00	3 Paid/Distributed

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Failure to comply with delivery timeframe to enrollees - was to occur by 4/30/08; occurred 6/26/08	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$5,000.00	6/5/2009	\$0.00	4 Overturned
Defective notice of adverse action	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	6/5/2009	\$500.00	3 Paid/Distributed
Defective notice of adverse action	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	6/5/2009	\$500.00	3 Paid/Distributed
Failure to achieve benchmark - 1Q08 Phone Survey	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$25,000.00	6/5/2009	\$25,000.00	3 Paid/Distributed
Late deliverable of annual audit of business transactions	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$15,500.00	6/5/2009	\$15,500.00	3 Paid/Distributed
Doctor's order not attached to appeal submission.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	6/10/2009	\$0.00	4 Overturned
OCCP shows East Transportation member satisfaction survey report as past due. Listed as annual and due on 3/30/09.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$3,700.00	6/26/2009	\$0.00	4 Overturned
OCCP shows West Transportation member satisfaction survey report as past due. Listed as annual and due on 3/30/09.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$3,600.00	6/26/2009	\$0.00	4 Overturned
OCCP shows West 4th quarter 2008 quarterly member newsletter as past due. Listed as annual and due on 1/30/09.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$5,000.00	6/26/2009	\$0.00	4 Overturned
PIP CAP due 5/28/09. Denied. Liquidated Damages of \$500/day to apply until CAP accepted.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,000.00	7/2/2009	\$1,000.00	3 Paid/Distributed
1Q09 GeoAccess CAP Accepted. \$500/day recommended from May 19th-May 22, 2009.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$2,000.00	7/2/2009	\$2,000.00	3 Paid/Distributed
Provider enrollment file rejected.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,500.00	7/2/2009	\$1,500.00	3 Paid/Distributed
Liquidated damages due to Incomplete Reconsideration Response and Defective Notice Resulting in liquidated damages due to an Incomplete Reconsideration Response and Defective Notice.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	7/2/2009	\$500.00	3 Paid/Distributed
This deliverable was due on December 3, 2008 and was received on December 17, 2008.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,400.00	7/2/2009	\$1,400.00	3 Paid/Distributed
For the 18 week milestone, AmeriChoice West was noted to have several deficiencies. Psychiatric Inpatient Hospital, Neurosurgery, and Acute Hospital Care.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$90,000.00	7/2/2009	\$90,000.00	3 Paid/Distributed
During the 2nd Quarter 2008 Phone Survey, AmeriChoice Middle was noted to have several deficiencies.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$25,000.00	7/2/2009	\$5,000.00	3 Paid/Distributed
Did not provide an alternative or discussion of the alternative with the provider.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$3,000.00	7/2/2009	\$500.00	3 Paid/Distributed
\$500 per calendar day each day the corrected notice is late (5 days).	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$2,500.00	7/2/2009	\$2,500.00	3 Paid/Distributed
Untimely VFD ORR response.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,500.00	7/2/2009	\$1,500.00	3 Paid/Distributed
Untimely ORR Response VFD	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,000.00	7/2/2009	\$1,000.00	3 Paid/Distributed
Incomplete Reconsideration Response	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	7/2/2009	\$500.00	3 Paid/Distributed
Incomplete Reconsideration Response	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	7/2/2009	\$500.00	3 Paid/Distributed
Incomplete ORR Response VFD	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,000.00	7/2/2009	\$1,000.00	3 Paid/Distributed
Failure to Provide Services	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$15,801.00	7/2/2009	\$15,801.00	3 Paid/Distributed
Failure to Provide Services	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,539.05	7/2/2009	\$1,539.05	3 Paid/Distributed
Failure to Provide Services	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$20,929.00	7/2/2009	\$7,533.00	3 Paid/Distributed

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Untimely Orr Response R&B	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,500.00	7/2/2009	\$1,500.00	3 Paid/Distributed
MCC reconsideration was incorrectly marked as not based on medical necessity prongs.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	7/2/2009	\$500.00	3 Paid/Distributed
Initial denial letter did not include dialogue with provider.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	7/2/2009	\$500.00	3 Paid/Distributed
Benefit limit appeal received and responded to on a MN template.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	7/2/2009	\$500.00	3 Paid/Distributed
Prescriber Not Identified.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	7/2/2009	\$500.00	3 Paid/Distributed
Cited legal policy not correct and Unmet Medical Necessity Criteria (Prongs) not identified.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	7/2/2009	\$500.00	3 Paid/Distributed
Cited legal or policy basis incorrect.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	7/2/2009	\$500.00	3 Paid/Distributed
Cited legal or policy incorrect.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	7/2/2009	\$500.00	3 Paid/Distributed
Cited legal or policy incorrect.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	7/2/2009	\$500.00	3 Paid/Distributed
Incorrect citation.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	7/2/2009	\$500.00	3 Paid/Distributed
Resulting in liquidated damages due to an Untimely VFD ORR response.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	7/2/2009	\$500.00	3 Paid/Distributed
Resulting in liquidated damages due to an Untimely VFD ORR response.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	7/2/2009	\$500.00	3 Paid/Distributed
Untimely Response to appeal	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,000.00	7/2/2009	\$1,000.00	3 Paid/Distributed
Resulting in liquidated damages due to an Untimely VFD ORR response	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,000.00	7/2/2009	\$500.00	3 Paid/Distributed
Resulting in liquidated damages due to a Incomplete VFD ORR response.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,500.00	7/2/2009	\$1,500.00	3 Paid/Distributed
Resulting in liquidated damages due to an Untimely VFD ORR response.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	7/2/2009	\$500.00	3 Paid/Distributed
Health plan noted to have several deficiencies	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$5,000.00	7/2/2009	\$5,000.00	3 Paid/Distributed
Failure to Provide a Timely CAP Response due to untimely Provider File	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$3,000.00	7/2/2009	\$3,000.00	3 Paid/Distributed
Untimely ORR Response VFD	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	7/2/2009	\$500.00	3 Paid/Distributed
Untimely ORR Response R&B	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,500.00	7/2/2009	\$1,500.00	3 Paid/Distributed
AmeriChoice (East) failed to achieve a 90% accuracy rate for telephone numbers, provider address, and panel status.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$15,000.00	7/2/2009	\$15,000.00	3 Paid/Distributed
AmeriChoice (Middle) of Tennessee failed to submit a complete response.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$12,500.00	7/2/2009	\$12,500.00	3 Paid/Distributed
During the 3rd Quarter 2008 Phone Survey, AmeriChoice Middle was noted to have several deficiencies.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$25,000.00	7/2/2009	\$25,000.00	3 Paid/Distributed
An acceptable CAP response was not received until January 20, 2009 for the following items: Prenatal, Obstetric, Allergy & Immunology, and Health Departments.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$10,500.00	7/2/2009	\$10,500.00	3 Paid/Distributed
2009 Annual Quality Survey (AQS) Plan of Correction (POC) process required that by July 9, 2009	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$2,000.00	7/22/2009	\$0.00	4 Overturned
2009 Annual Quality Survey (AQS) Plan of Correction (POC) process required that by July 9, 2009	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$2,000.00	7/22/2009	\$0.00	4 Overturned
Service Type not consistent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	7/23/2009	\$0.00	4 Overturned

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Provider Enrollment File due June 5. Rejected. Duplicate TennCare ID for Primary Location.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$750.00	7/30/2009	\$0.00	4 Overturned
June Provider Enrollment - This deliverable was due on June 5, 2009 and was received on June 8, 2009	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$750.00	7/30/2009	\$0.00	4 Overturned
The due date for this report was June 29, 2009 by 2:00pm CST, however an extension was granted until June 30, 2009. A response was not received until July 1, 2009	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$100.00	7/30/2009	\$0.00	4 Overturned
The due date for this report was June 29, 2009 by 2:00pm CST, however an extension was granted until June 30, 2009. A response was not received until July 1, 2009.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$100.00	7/30/2009	\$0.00	4 Overturned
The due date for this report was June 29, 2009 by 2:00pm CST, however an extension was granted until June 30, 2009. A response was not received until July 1, 2009.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$100.00	7/30/2009	\$0.00	4 Overturned
Incorrect Usage of Medical Necessity Prongs-Prong A not used.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	8/4/2009	\$0.00	4 Overturned
Fax error. All pages did not transmit.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,000.00	8/4/2009	\$1,000.00	3 Paid/Distributed
Denial letter did not clearly identify services being denied in all areas required on template.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	8/4/2009	\$500.00	3 Paid/Distributed
Appeal contained a bill but letter did not contain reimbursement information.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	8/4/2009	\$500.00	3 Paid/Distributed
Specific unmet criteria not identified.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	8/4/2009	\$500.00	3 Paid/Distributed
Resulting in liquidated damages due to an Incomplete Reconsideration Response	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,000.00	8/4/2009	\$0.00	4 Overturned
Resulting in liquidated damages due to an Untimely Reconsideration Response	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,000.00	8/4/2009	\$1,000.00	3 Paid/Distributed
A response was due on February 17, 2009. However, the Corrective Action Plan was not accepted until March 11, 2009.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$10,500.00	8/4/2009	\$10,500.00	3 Paid/Distributed
West 4Q08 PDV Survey - Failure to meet a 90% accuracy rate for phone numbers.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$25,000.00	8/4/2009	\$25,000.00	3 Paid/Distributed
AmeriChoice East was noted to have several deficiencies	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$25,000.00	8/7/2009	\$25,000.00	3 Paid/Distributed
Denial letter for out of network provider used only exclusion criteria.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	8/11/2009	\$0.00	4 Overturned
Failure to provide approved HH/PDN services	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$2,296.00	8/14/2009	\$1,148.00	3 Paid/Distributed
2/18/09, Failure to provide a 10 day notice grievance letter.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	8/17/2009	\$0.00	4 Overturned
Order not legible	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	8/20/2009	\$0.00	4 Overturned
Denied based on no doctor's order for non-covered DME item.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	8/28/2009	\$0.00	4 Overturned
Letter denied based on provider not licensed	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	8/31/2009	\$0.00	4 Overturned
Discharge order not included	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	9/17/2009	\$0.00	4 Overturned
Order not signed by Doctor	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,000.00	9/17/2009	\$0.00	4 Overturned
Difficulties with new process - For approvals, appeal coordinator	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	9/30/2009	\$0.00	4 Overturned
Appeal contained a bill but letter did not contain reimbursement information.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	10/2/2009	\$500.00	3 Paid/Distributed
Initial denial letter did not contain documentation of dialogue with provider	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	10/2/2009	\$500.00	3 Paid/Distributed

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TN-130-09-S, Missing required language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	10/2/2009	\$500.00	3 Paid/Distributed
TN-131-09-S, Missing required language, incorrect service type	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	10/2/2009	\$500.00	3 Paid/Distributed
TN-132-09-S, Wrong use of medical necessity prongs	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,000.00	10/2/2009	\$500.00	3 Paid/Distributed
Fax was incorrectly denoted as incomplete and therefore not assigned to an appeal coordinator for a response	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,500.00	10/2/2009	\$1,500.00	3 Paid/Distributed
This member's provider sent AmeriChoice a provider initiated discharge for a PIN letter on July 9th. Due to known fax issues we did not receive request until 8AM July 10th.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	10/2/2009	\$500.00	3 Paid/Distributed
Denial letter for out of network provider used only medical necessity criteria.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	10/2/2009	\$500.00	3 Paid/Distributed
Fax received by AmeriChoice but file was not renamed to identify it. It was not printed off or tasked to the coordinator to work.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$2,000.00	10/2/2009	\$2,000.00	3 Paid/Distributed
Fax received by AmeriChoice but file was incorrectly renamed as a duplicate fax. This was due to the Appeal Specialist having multiple files open on his computer and transposing the file naming.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	10/2/2009	\$500.00	3 Paid/Distributed
Service was approved on the last day of the appeal and member could not be reached to establish an appointment for delivery of wheelchair	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	10/2/2009	\$500.00	5 Under Appeal
Panniculectomy denied based on cosmetic exclusion when medical necessity citations were required	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	10/2/2009	\$500.00	3 Paid/Distributed
Not to treat and diagnose used as denial reason with no records to refer to. Bureau insists that to use this prong must have records	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$3,500.00	10/8/2009	\$0.00	4 Overturned
18 week milestone, AmeriChoice East was noted to have several deficiencies.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$30,000.00	10/12/2009	\$0.00	4 Overturned
No Dr. order included in response.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	10/19/2009	\$0.00	4 Overturned
Grier notice not sent.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	10/19/2009	\$0.00	4 Overturned
Initial letter did not contain an alternative	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	11/5/2009	\$0.00	4 Overturned
West 4Q08 Claims Payment Accuracy result is 95.49% which is 1.51 percentage points below benchmark resulting in assessment of \$5,000 in damages.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$5,000.00	11/6/2009	\$5,000.00	3 Paid/Distributed
Middle 1Q09 Claims Payment Accuracy result is 95% which is 2 full percentage points below benchmark resulting in assessment of \$10,000 in damages.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$10,000.00	11/6/2009	\$10,000.00	3 Paid/Distributed
West 1Q09 Claims Payment Accuracy result is 94.23% which is 2.77 percentage points below benchmark resulting in assessment of \$10,000 in damages.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$10,000.00	11/6/2009	\$10,000.00	3 Paid/Distributed
East 2Q09 Claims Payment Accuracy result is 95.57% which is 1.43 percentage points below benchmark resulting in assessment of \$5,000 in damages.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$5,000.00	11/6/2009	\$5,000.00	3 Paid/Distributed
West 2Q09 Claims Payment Accuracy result is 95.07% which is 1.93 percentage points below benchmark resulting in assessment of \$5,000 in damages.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$5,000.00	11/6/2009	\$5,000.00	3 Paid/Distributed
Provider payment recon 3-10.i.6.b- Notice rec'd 2/12/07	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$300.00	11/20/2009	\$0.00	4 Overturned
Weekly Checks 3-10.h2(b)- Late Submission. Sanction rec'd 2/13/07	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$300.00	11/20/2009	\$0.00	4 Overturned
Appeal Response untimely due to system fax issue	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,000.00	11/20/2009	\$0.00	4 Overturned
Failure to provide PDN services as directed	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$3,500.00	11/20/2009	\$0.00	4 Overturned

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Appeal Response Untimely	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$9,500.00	11/20/2009	\$0.00	4 Overturned
Deficient ORR- Marketing Billboards. The fine is 600 per day.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$600.00	11/20/2009	\$0.00	4 Overturned
500 a day effective 7/17/07. Contract Review CAP received 7/16/07 is still deficient. 4.20.2.2.7	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	11/20/2009	\$0.00	4 Overturned
4.20.2- Report was due 7/27/07 and did not include behavioral health information.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$100.00	11/20/2009	\$0.00	4 Overturned
Untimely ORR- Appeal Response	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	11/20/2009	\$0.00	4 Overturned
Missed Home Health Shifts	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$15,000.00	11/20/2009	\$0.00	4 Overturned
Initial Denial Letter not compliant	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	11/20/2009	\$0.00	4 Overturned
TN-133-09-S, Medical records/doctor's order missing	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$0.00	11/20/2009	\$0.00	4 Overturned
Recon form marked as initial review when it should have been marked as a concurrent review. Form was corrected and submitted prior to due date so no damages will be assessed	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$0.00	11/20/2009	\$0.00	4 Overturned
Medical records/doctor's order missing	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	11/25/2009	\$0.00	4 Overturned
Request for AFO was reviewed against foot orthotic criteria. Letter did not address requested service of AFO	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	12/4/2009	\$500.00	3 Paid/Distributed
Failure to Meet Performance Standards	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$25,000.00	12/4/2009	\$25,000.00	3 Paid/Distributed
Failure to Meet Performance Standards	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$120,000.00	12/4/2009	\$120,000.00	3 Paid/Distributed
Failure to Meet Performance Standards	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$85,000.00	12/4/2009	\$85,000.00	3 Paid/Distributed
Middle 4Q08 Claims Payment Accuracy result is 86.35% which is 10+ full percentage points below benchmark resulting in assessment of \$50,000 in damages.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$50,000.00	12/4/2009	\$50,000.00	3 Paid/Distributed
Middle 3Q09 PDV Survey yielded results of 83.6% for invalid phone and 78.7 for invalid addresses. Result is \$10,000 in recommended liquidated damages (\$5,000 per occurrence).	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$10,000.00	12/24/2009	\$10,000.00	3 Paid/Distributed
Proof of authorization or service missing	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$3,000.00	1/7/2010	\$0.00	4 Overturned
West 3Q09 PDV Survey yielded results of 82.5% for invalid phone and 83.9% for invalid addresses. Result is \$10,000 in recommended liquidated damages (\$5,000 per occurrence).	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$10,000.00	1/8/2010	\$10,000.00	3 Paid/Distributed
East 3Q09 PDV Survey yielded results of 80.2% for invalid phone and 82.3% for invalid address. Result is \$10,000 in recommended liquidated damages (\$5,000 per occurrence).	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$10,000.00	1/8/2010	\$10,000.00	3 Paid/Distributed
Missing required language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	2/5/2010	\$500.00	3 Paid/Distributed
Medical Necessity Prongs did not contain legal citation numbers	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	2/5/2010	\$500.00	3 Paid/Distributed
Citations missing or incorrect	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	2/5/2010	\$500.00	3 Paid/Distributed
Stated as late for Nov 30, 2009 reporting period	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$200.00	2/12/2010	\$0.00	4 Overturned
stated as late for Nov 30, 2009 reporting period	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$100.00	2/12/2010	\$0.00	4 Overturned

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Medical records/doctor's order missing	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	3/5/2010	\$500.00	3 Paid/Distributed
Information not sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	3/10/2010	\$0.00	4 Overturned
Incorrect Usage of Medical Necessity Prongs	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	3/17/2010	\$0.00	4 Overturned
Medical records/doctors order missing	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	3/26/2010	\$0.00	4 Overturned
Information not sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,500.00	3/30/2010	\$500.00	3 Paid/Distributed
Below benchmark	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$325,000.00	3/30/2010	\$0.00	4 Overturned
Below benchmark.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$325,000.00	3/30/2010	\$0.00	4 Overturned
Below benchmark	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$325,000.00	3/30/2010	\$0.00	4 Overturned
Reconsideration form questions incorrectly answered	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	4/2/2010	\$500.00	3 Paid/Distributed
Information Not Sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	4/2/2010	\$500.00	3 Paid/Distributed
Citations missing or incorrect	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	4/2/2010	\$500.00	3 Paid/Distributed
Medical records/doctor's order missing	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,000.00	4/2/2010	\$1,000.00	3 Paid/Distributed
Citations missing or incorrect	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/7/2010	\$500.00	3 Paid/Distributed
4Q09 PDV Survey - East - yield results of 77.6% invalid phone and 86% invalid address	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$10,000.00	5/7/2010	\$10,000.00	3 Paid/Distributed
PDV Survey - Middle - yield results of 82.1% invalid phone and 85.4% invalid address	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$10,000.00	5/7/2010	\$10,000.00	3 Paid/Distributed
yield results of 81.3% invalid phone and 87.3% invalid address	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$10,000.00	5/7/2010	\$10,000.00	3 Paid/Distributed
COB Criteria Incorrectly Identified	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/7/2010	\$500.00	3 Paid/Distributed
Citations missing or incorrect	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/7/2010	\$500.00	3 Paid/Distributed
Citations missing or incorrect	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/7/2010	\$500.00	3 Paid/Distributed
Medical records/doctor's order missing	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,000.00	5/7/2010	\$1,000.00	3 Paid/Distributed
Missing Required Language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/7/2010	\$500.00	3 Paid/Distributed
Identify Provider missing or incorrect	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/7/2010	\$500.00	3 Paid/Distributed
Medical records/doctor's order missing	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/7/2010	\$500.00	3 Paid/Distributed
Missing Required language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/7/2010	\$500.00	3 Paid/Distributed
COB Criteria Incorrectly Identified	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/7/2010	\$500.00	3 Paid/Distributed
Missing Required Language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/7/2010	\$500.00	3 Paid/Distributed
Information not Sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$2,000.00	5/7/2010	\$2,000.00	3 Paid/Distributed
Missing Required Language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/7/2010	\$500.00	3 Paid/Distributed

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COB Criteria Incorrectly Identified	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/7/2010	\$500.00	3 Paid/Distributed
Citations missing or incorrect	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/7/2010	\$500.00	3 Paid/Distributed
Proof of Service	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$100.00	5/7/2010	\$100.00	3 Paid/Distributed
Information not sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/7/2010	\$500.00	3 Paid/Distributed
Information not sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/12/2010	\$0.00	4 Overturned
Form Not Completed	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/28/2010	\$0.00	4 Overturned
Missing Required Language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	6/1/2010	\$0.00	4 Overturned
Incomplete ORR - missing pertinent medical records (no dr. order for home health aide, 35 hrs/week)	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	6/4/2010	\$0.00	4 Overturned
Missing Required Language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	6/4/2010	\$500.00	3 Paid/Distributed
Missing Required Language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	6/4/2010	\$500.00	3 Paid/Distributed
Information Unavailable	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	6/4/2010	\$500.00	3 Paid/Distributed
PDV Survey	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$10,000.00	6/4/2010	\$10,000.00	3 Paid/Distributed
PDV Survey	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$35,000.00	6/4/2010	\$35,000.00	3 Paid/Distributed
PDV Survey	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$15,000.00	6/4/2010	\$15,000.00	3 Paid/Distributed
Missing Required Language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	6/4/2010	\$500.00	3 Paid/Distributed
Information Not Sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	6/4/2010	\$500.00	3 Paid/Distributed
Missing Required Language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	6/4/2010	\$500.00	3 Paid/Distributed
Citations missing or incorrect	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	6/4/2010	\$500.00	3 Paid/Distributed
Missing Required Language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	6/4/2010	\$500.00	3 Paid/Distributed
Missing Required Language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	6/4/2010	\$500.00	3 Paid/Distributed
Missing Required Language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	6/4/2010	\$500.00	3 Paid/Distributed
Missing Required Language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,000.00	6/4/2010	\$1,000.00	3 Paid/Distributed
Missing Required Language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	6/4/2010	\$500.00	3 Paid/Distributed
Information not sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	6/4/2010	\$500.00	3 Paid/Distributed
Missing Required Language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	6/4/2010	\$500.00	3 Paid/Distributed
Identify Provider missing or incorrect	TN	Department of Finance and Administration - Bureau of TennCare	Unison Health Plan of Tennessee, Inc.	\$500.00	6/4/2010	\$500.00	3 Paid/Distributed
Missing Required Language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	6/4/2010	\$500.00	3 Paid/Distributed
Missing Required Language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	6/4/2010	\$500.00	3 Paid/Distributed

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Missing Required Language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	6/4/2010	\$500.00	3 Paid/Distributed
Form not completed	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	6/4/2010	\$500.00	3 Paid/Distributed
Null Rpt	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$300.00	6/4/2010	\$300.00	3 Paid/Distributed
Null Rpt	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$300.00	6/4/2010	\$300.00	3 Paid/Distributed
Null Rpt	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$300.00	6/4/2010	\$300.00	3 Paid/Distributed
Claims Payment Accuracy	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$15,000.00	6/4/2010	\$15,000.00	3 Paid/Distributed
Citations missing or incorrect	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	6/7/2010	\$0.00	4 Overturned
Medical records/doctor's order missing	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	6/7/2010	\$0.00	4 Overturned
Medical records/doctor's order missing	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	6/7/2010	\$0.00	4 Overturned
Medical records/doctor's order missing	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	6/7/2010	\$0.00	4 Overturned
AmeriChoice received the appeal on 8/27/2009 and forwarded it to TennCare on 9/22/2009. Damages will be assessed from the 6th day to the date received by TennCare (9/2/2009-9/22/2009)	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$10,500.00	7/2/2010	\$10,500.00	3 Paid/Distributed
AmeriChoice received the appeal on 7/8/2009 and forwarded it to TennCare on 7/17/2009. Damages will be assessed from the 6th day to the date received by TennCare (7/14/2009-7/17/2009)	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$2,000.00	7/2/2010	\$2,000.00	3 Paid/Distributed
AmeriChoice received the appeal on 7/18/2009 and forwarded it to TennCare on 7/24/2009. Damages will be assessed from the 6th day to the date received by TennCare (7/24/2009-7/24/2009).	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	7/2/2010	\$500.00	3 Paid/Distributed
Missing Required Language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	7/2/2010	\$500.00	3 Paid/Distributed
Missing Required Language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	7/2/2010	\$500.00	3 Paid/Distributed
Citations missing or incorrect	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	7/2/2010	\$500.00	3 Paid/Distributed
Form incorrect	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	7/2/2010	\$500.00	3 Paid/Distributed
Proof of Service	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	8/6/2010	\$500.00	3 Paid/Distributed
Proof of Service	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	8/6/2010	\$500.00	3 Paid/Distributed
Incorrect Usage of Medical Necessity Prong	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	8/6/2010	\$500.00	3 Paid/Distributed
Medical Records/Doctor's order missing	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	8/6/2010	\$500.00	3 Paid/Distributed
Missing or Inappropriate alternative	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	8/6/2010	\$500.00	3 Paid/Distributed
Incorrect Template Used	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	8/6/2010	\$500.00	3 Paid/Distributed
Information Not Sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$2,000.00	8/6/2010	\$2,000.00	3 Paid/Distributed
Medical records/doctor's order missing	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	8/6/2010	\$500.00	3 Paid/Distributed
Alternative service not offered in intial denial letter	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	8/6/2010	\$500.00	3 Paid/Distributed

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Citations missing or incorrect	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	8/6/2010	\$500.00	3 Paid/Distributed
Acceptable provider enrollment file not received by timely on 6/21/10 with CAP	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	8/6/2010	\$500.00	3 Paid/Distributed
ORR response not sent timely	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$100.00	8/6/2010	\$100.00	3 Paid/Distributed
Acceptable provider enrollment file not received by timely on 6/21/10 with CAP	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	8/6/2010	\$500.00	3 Paid/Distributed
Orr response not sent timely	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$100.00	8/6/2010	\$100.00	3 Paid/Distributed
Citations missing or incorrect	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	8/18/2010	\$500.00	3 Paid/Distributed
Missing or Inappropriate Alternative	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	8/18/2010	\$500.00	3 Paid/Distributed
Medical records/doctor's order missing	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	8/18/2010	\$500.00	3 Paid/Distributed
PDV Survey	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$15,000.00	8/23/2010	\$10,000.00	3 Paid/Distributed
PDV Survey	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$15,000.00	9/3/2010	\$15,000.00	3 Paid/Distributed
PDV Survey	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$15,000.00	9/3/2010	\$15,000.00	3 Paid/Distributed
Claims Payment Accuracy	TN	Department of Finance and Administration - Bureau of TennCare	Unison Health Plan of Tennessee, Inc.	\$5,000.00	10/1/2010	\$5,000.00	3 Paid/Distributed
Claims Payment Accuracy	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$5,000.00	10/1/2010	\$5,000.00	3 Paid/Distributed
Information Not Sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$2,000.00	10/6/2010	\$2,000.00	3 Paid/Distributed
Incorrect Usage of Medical Necessity Prongs	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,500.00	10/6/2010	\$1,500.00	3 Paid/Distributed
Home Health Missed Shifts	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	10/16/2010	\$500.00	3 Paid/Distributed
Deficient CAP Notice	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$13,500.00	10/16/2010	\$13,500.00	3 Paid/Distributed
Late ORR	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$200.00	10/16/2010	\$200.00	3 Paid/Distributed
Initial denial letter deficient	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	10/20/2010	\$0.00	4 Overturned
Missing or Inappropriate Alternative	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	11/5/2010	\$500.00	3 Paid/Distributed
Medical records/doctor's order missing	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,500.00	11/5/2010	\$1,500.00	3 Paid/Distributed
Missing Required Language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	11/5/2010	\$500.00	3 Paid/Distributed
Citations missing or incorrect	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	11/5/2010	\$500.00	3 Paid/Distributed
Medical Records/doctor's order missing	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	11/5/2010	\$500.00	3 Paid/Distributed
Deficient CAP	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$13,500.00	11/5/2010	\$13,500.00	3 Paid/Distributed
CAP Deficient	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$13,500.00	11/5/2010	\$13,500.00	3 Paid/Distributed
Late ORR	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$200.00	11/5/2010	\$200.00	3 Paid/Distributed
Late ORR	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$200.00	11/5/2010	\$200.00	3 Paid/Distributed

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Information not sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	12/2/2010	\$500.00	3 Paid/Distributed
cancelled appointments without letters or with gaps in time of which Grier letters were sent for members.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$186,000.00	12/3/2010	\$186,000.00	3 Paid/Distributed
Citations missing or incorrect	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	12/3/2010	\$500.00	3 Paid/Distributed
Missing or Inappropriate Alternative	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	12/3/2010	\$500.00	3 Paid/Distributed
Internal Criteria not sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	12/3/2010	\$500.00	3 Paid/Distributed
defective notice	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	12/3/2010	\$500.00	3 Paid/Distributed
Edifecs rejected ORR - late for 7/30/10 reporting period	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$900.00	12/3/2010	\$900.00	3 Paid/Distributed
Incomplete ORR response	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$200.00	12/3/2010	\$200.00	3 Paid/Distributed
defective notice	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	12/3/2010	\$500.00	3 Paid/Distributed
Citations missing or incorrect	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	12/3/2010	\$500.00	3 Paid/Distributed
Information not sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$39,000.00	12/3/2010	\$39,000.00	3 Paid/Distributed
Form not completed	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$0.00	1/24/2011	\$0.00	4 Overturned
Internal Criteria not sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	1/27/2011	\$0.00	4 Overturned
Information Not Sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	1/27/2011	\$0.00	4 Overturned
Proof of authorization or service missing	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	2/9/2011	\$0.00	4 Overturned
missing required language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	2/11/2011	\$500.00	3 Paid/Distributed
Missing Required Language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	2/14/2011	\$0.00	4 Overturned
Missing Required Language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	2/23/2011	\$0.00	4 Overturned
Medical records/doctor's order missing	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	2/24/2011	\$0.00	4 Overturned
Medical records/doctor's order missing	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	2/27/2011	\$0.00	4 Overturned
Information Not Sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	3/3/2011	\$0.00	4 Overturned
Defective Noctice	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	3/4/2011	\$500.00	3 Paid/Distributed
Missing Required Language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	3/4/2011	\$500.00	3 Paid/Distributed
PDV Survey	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$15,000.00	3/4/2011	\$15,000.00	3 Paid/Distributed
Information not sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	4/21/2011	\$0.00	4 Overturned
1/30/09 - On June 6, 2007, the TennCare Solutions Unit (TSU) notified AmeriChoice (East) of Tennessee that your response to the May 21, 2007 On Request Report (ORR) for reconsideration of the member's medical appeal request was incomplete.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	4/22/2011	\$500.00	3 Paid/Distributed
COB Criteria Incorrectly Identified	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	4/28/2011	\$0.00	4 Overturned

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Member discharged from hospital without required 2-day advance notice	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/6/2011	\$500.00	3 Paid/Distributed
Missing or Inappropriate Alternative	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/6/2011	\$500.00	3 Paid/Distributed
Information Not Sent	TN	Department of Finance and Administration - Bureau of TennCare		\$500.00	5/6/2011	\$500.00	3 Paid/Distributed
Missing Required Language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/6/2011	\$500.00	3 Paid/Distributed
Incorrect Usage of Medical Necessity Prongs	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/6/2011	\$500.00	3 Paid/Distributed
Medical Records/doctor's orders missing	TN	Department of Finance and Administration - Bureau of TennCare		\$500.00	5/6/2011	\$500.00	3 Paid/Distributed
Information Not Sent	TN	Department of Finance and Administration - Bureau of TennCare		\$500.00	5/6/2011	\$500.00	3 Paid/Distributed
Information Not Sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,500.00	5/6/2011	\$1,500.00	3 Paid/Distributed
Information Not Sent	TN	Department of Finance and Administration - Bureau of TennCare	Unison Health Plan of Tennessee, Inc.	\$2,500.00	5/6/2011	\$2,500.00	3 Paid/Distributed
Information Not Sent	TN	Department of Finance and Administration - Bureau of TennCare	Unison Health Plan of Tennessee, Inc.	\$2,000.00	5/6/2011	\$2,000.00	3 Paid/Distributed
Citations missing or incorrect	TN	Department of Finance and Administration - Bureau of TennCare	Unison Health Plan of Tennessee, Inc.	\$500.00	5/6/2011	\$500.00	3 Paid/Distributed
Medical records/doctor's order missing	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/6/2011	\$500.00	3 Paid/Distributed
Internal Criteria not sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/6/2011	\$500.00	3 Paid/Distributed
COB Criteria Incorrectly Identified	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/6/2011	\$500.00	3 Paid/Distributed
Missing required language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/6/2011	\$500.00	3 Paid/Distributed
Information not sent on time	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/6/2011	\$500.00	3 Paid/Distributed
Information not sent on time	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/6/2011	\$500.00	3 Paid/Distributed
Acceptable provider enrollment file not accepted on time.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/6/2011	\$500.00	3 Paid/Distributed
Edifecs rejected encounters	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$100.00	5/6/2011	\$100.00	3 Paid/Distributed
PDV Survey - 4th Qtr 2010	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$15,000.00	5/6/2011	\$15,000.00	3 Paid/Distributed
Provider Data Validation Survey	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$15,000.00	5/6/2011	\$15,000.00	3 Paid/Distributed
Provider Data Validation Survey	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$5,000.00	5/6/2011	\$5,000.00	3 Paid/Distributed
Claims Payment Accuracy	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$20,000.00	5/6/2011	\$20,000.00	3 Paid/Distributed
Claims Payment Accuracy	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$20,000.00	5/6/2011	\$20,000.00	3 Paid/Distributed
Claims Payment Accuracy	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$5,000.00	5/6/2011	\$5,000.00	3 Paid/Distributed
Claims Payment Accuracy	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$10,000.00	5/6/2011	\$10,000.00	3 Paid/Distributed
Provider Data Validation Survey	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$5,000.00	5/6/2011	\$5,000.00	3 Paid/Distributed
Provider Data Validation Survey	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$10,000.00	5/6/2011	\$10,000.00	3 Paid/Distributed

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Approving Services	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$3,000.00	5/6/2011	\$3,000.00	3 Paid/Distributed
Edifecs Rejected encounters	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$100.00	5/6/2011	\$100.00	3 Paid/Distributed
Edifecs Rejected Encounters	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$100.00	5/6/2011	\$100.00	3 Paid/Distributed
monthly provider file not accepted by due date	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/6/2011	\$500.00	3 Paid/Distributed
Citations Missing or Incorrect	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	5/6/2011	\$500.00	3 Paid/Distributed
Prompt Pay	TN	Department of Finance and Administration - Bureau of TennCare	Unison Health Plan of Tennessee, Inc.	\$10,000.00	5/6/2011	\$10,000.00	3 Paid/Distributed
PDV Phone Survey - 4Q07	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$14,000.00			2 Assessed
Deficient CAP - PDV Phone Survey 4Q07	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$14,000.00			2 Assessed
Failure to Provide Approved Services	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$644.00			2 Assessed
Incomplete Response to Appeal	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		\$0.00	4 Overturned
Appeal/COB Response Incomplete	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,000.00			2 Assessed
Initial Grier Denial letter not sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$82,000.00		\$0.00	4 Overturned
Initial Denial Letter deficient	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		\$0.00	4 Overturned
Initial Denial letter deficient	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		\$0.00	4 Overturned
Initial Grier Denial Letter deficient	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		\$0.00	4 Overturned
Initial denial letter deficient	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		\$0.00	4 Overturned
Corrected Initial Grier Denial Letter deficient	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		\$0.00	4 Overturned
Reconsideration Form incorrectly completed	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		\$0.00	4 Overturned
Initial Denial Letter Deficient	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		\$0.00	4 Overturned
Initial Denial Letter deficient	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		\$0.00	4 Overturned
COB response deficient	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$3,000.00		\$0.00	4 Overturned
Incomplete Response to Appeal	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		\$0.00	4 Overturned
Missed Shifts	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$4,240.00			1 Anticipated
liquidated damages are being recommended for your failure to achieve the accuracy rates outlined for data elements reported	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$10,000.00			1 Anticipated
liquidated damages are being recommended for your failure to achieve the accuracy rates outlined for data elements reported	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$10,000.00			1 Anticipated
liquidated damages are being recommended for your failure to achieve the accuracy rates outlined for data elements reported	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$10,000.00			1 Anticipated
TN-134-09-S, Grier denial not sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$21,000.00		\$0.00	4 Overturned

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Damages of \$500 will be assessed due to coordinator using fax number to the ORR Unit instead of the Solutions Unit. Specialist faxing the packet did not verify why it was being sent to different unit than where it was received.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		1 Anticipated
East 1Q09 PDV Survey CAP - Failure to provide an accepted CAP based on failure to provide an accepted provider enrollment file.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$700.00		2 Assessed
Reason for proposed action not based on specific facts personal to the beneficiary.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	\$0.00	4 Overturned
Response faxed to TSU number instead of DSU Number	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,000.00	\$0.00	4 Overturned
Initial denial letter not sent with 10 day advance required timeline	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	\$0.00	4 Overturned
Did not achieve benchmark	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$25,000.00		4 Overturned
Did not achieve benchmark	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$58,500.00	\$0.00	4 Overturned
Initial denial of reimbursement did not specifically list service amount	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		4 Overturned
Exclusion listed without MN criteria reviewed for Cosmetic.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	\$0.00	4 Overturned
Written response sent to dispute damages. TennCare who states damages are on hold and no further action is required at this time.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	\$0.00	4 Overturned
We interpreted the request as skilled nursing but the Bureau interpreted the request as CNA services and therefore deemed the service was incorrectly identified in the appeal response. We stated that this was a reconsideration letter and not the initial	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	\$0.00	4 Overturned
Appeals Unit marked form to say that services were previously reviewed because an appeal response was previously sent. Calls to TennCare advised us to include the last appeal response as our initial review. We interpreted the request as skilled nursing	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$7,500.00	\$0.00	4 Overturned
Based on intepretation of AmeriChoice we believe form was correct when submitted with appeal	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$6,500.00	\$0.00	4 Overturned
Stated that member's request was provided in it's entirety. Must also issue notice of adverse actions for services not approved.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	\$0.00	4 Overturned
Prior auth date was not available from previous MCO	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$3,500.00	\$0.00	4 Overturned
Cited Legal Policy basis incorrect - Incorrect citations used due to staff member using old template that was saved to personal folder.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		1 Anticipated
The Office of Contract Compliance and Performance received the Sanction Notice ORR on 5/6/2009. Please note that this submission was due on 5/5/2009 and liquidated damages will apply for timeliness.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$100.00		2 Assessed
The Office of Contract Compliance and Performance received the Sanction Notice ORR on 5/6/2009. Please note that this submission was due on 5/5/2009 and liquidated damages will apply for timeliness.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$100.00		2 Assessed
The Office of Contract Compliance and Performance received the Sanction Notice ORR on 5/6/2009. Please note that this submission was due on 5/5/2009 and liquidated damages will apply for timeliness.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$100.00		2 Assessed

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On August 2, 2007, the TennCare Solutions Unit (TSU) notified AmeriChoice (Middle) of Tennessee that your response to the July 26, 2007 On Request Report (ORR) for reconsideration of the member's medical appeal request was incomplete.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00			5 Under Appeal
VFD returned to TennCare without completion of the required form. Primary staff on PTO and back up person did not adhere to checkpoint requirements	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00			1 Anticipated
Failure to Meet Performance Standards	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$0.00			4 Overturned
Coordinator did not address all actions taken to ensure continued care for enrollee on the Response Form.	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00			2 Assessed
Information Not Sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00			2 Assessed
Incorrect Usage of Medical Necessity Prongs	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00			5 Under Appeal
Form not completed	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$0.00			4 Overturned
Incorrect Usage of Medical Necessity Prongs	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00			1 Anticipated
Information Not Sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00			1 Anticipated
Incorrect usage of medical necessity	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00			5 Under Appeal
Missing Required Language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00			1 Anticipated
Missing or Inappropriate Alternative	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00			5 Under Appeal
Grier Denial not sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,500.00			1 Anticipated
Medical records/doctor's order missing	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00			4 Overturned
Information Not Sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00			4 Overturned
Citations missing or incorrect	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	\$0.00		4 Overturned
Citations missing or incorrect	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$1,500.00			1 Anticipated
Medical records/doctor's order missing	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	\$0.00		4 Overturned
Missing or Inappropriate Alternative	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$4,000.00			5 Under Appeal
Home Health Missed Shifts	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00			1 Anticipated
Failure to Meed Benchmark	TN	Department of Finance and Administration - Bureau of TennCare	Unison Health Plan of Tennessee, Inc.	\$1,500.00			1 Anticipated
Identify provider missing or incorrect	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$200.00			1 Anticipated
Identify Provider missing or incorrect	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$200.00			1 Anticipated
Identify provider missing or incorrect	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$200.00			1 Anticipated
Incomplete response, missing pictures in response	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00			1 Anticipated
Medical records/doctor's order missing	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	\$0.00		4 Overturned

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Information not sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$100.00	\$0.00	4 Overturned
defective notice	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		1 Anticipated
In correct Usage of Medical Necessity Prongs	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		5 Under Appeal
Citations missing or incorrect	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00	\$0.00	4 Overturned
Citations Missing	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		1 Anticipated
Missing Required Language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		1 Anticipated
missing required language	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		1 Anticipated
defective notice of adverse action	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		2 Assessed
Citations missing or incorrect	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		1 Anticipated
Information Not Sent	TN	Department of Finance and Administration - Bureau of TennCare	Unison Health Plan of Tennessee, Inc.	\$500.00		1 Anticipated
Other - provider too far	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		1 Anticipated
proof of authorization or service missing	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		5 Under Appeal
proof of authorization/service missing	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		5 Under Appeal
citations missing or incorrect	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		2 Assessed
Citations missing or incorrect	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		2 Assessed
Claims Payment Accuracy	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$10,000.00		2 Assessed
Incorrect Usage of Medical Necessity Prongs	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		2 Assessed
Internal Criteria not sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		4 Overturned
Proof of Service	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		1 Anticipated
Proof of Services	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		1 Anticipated
Proof of Services	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		1 Anticipated
Information not sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		4 Overturned
Citations Mission or incorrect	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		2 Assessed
Citations Missing or Incorrect	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		4 Overturned
Medical Records/doctor's orders missing	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		4 Overturned
Prompt Pay	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$10,000.00		2 Assessed
Information not sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		2 Assessed
Proof of Service	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00		1 Anticipated

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Grier Notice Not Sent - Behavioral Health	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00			1 Anticipated
Information Not Sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00			2 Assessed
Information not sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$2,000.00			1 Anticipated
Form Not completed	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$2,000.00			1 Anticipated
Medical records/doctor's order missing	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00			2 Assessed
Incorrect Usage of Medical Necessity	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00			1 Anticipated
Medical Records/doctor's orders missing	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00			4 Overturned
Incorrect Usage of Medical Necessity	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00			2 Assessed
information not sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00			2 Assessed
Information Not Sent	TN	Department of Finance and Administration - Bureau of TennCare	United Healthcare Plan of the River Valley, Inc.	\$500.00			2 Assessed
Enrollment in Star+Plus program suspended due to network adequacy in Travis Service Area.	TX	HHSC	Evercare of Texas, LLC	Enroll. Suspend	3/1/2007		2/1/2008
Underperformance of Claim payment. Claims not paid within 30 days (1/2) - Total Fine = \$70,725.00	TX	Health and Human Services Commission	Evercare of Texas, LLC	\$70,000.00	4/2/2008	\$70,000.00	3 Paid/Distributed
Submission of G files submitted 30 days late (2/2) - Total Fine = \$70,725.00	TX	Health and Human Services Commission	Evercare of Texas, LLC	\$725.00	4/2/2008	\$725.00	3 Paid/Distributed
March 2008 Expiring Individual Services Plans being appealed. Reduced by 20% to \$14, 102.88	TX	Health and Human Services Commission	Evercare of Texas, LLC	\$17,628.60	6/11/2008	\$14,102.88	3 Paid/Distributed
Member without services for 13 days	TX	Health and Human Services Commission	Evercare of Texas, LLC	\$13,000.00	7/2/2008	\$13,000.00	3 Paid/Distributed
9 Members without Service Coordination as required by contract; failure to submit provider files (ICM)	TX	Health and Human Services Commission	Evercare of Texas, LLC	\$97,000.00	9/4/2008	\$97,000.00	3 Paid/Distributed
Service Coordination; Member Access to care; Complaints and Appeals; HHSC appeal fine \$200,140 paid. Waiting HHSC decision on appeal (ICM) Revised Amount \$285,260 balance due \$85,120	TX	Health and Human Services Commission	Evercare of Texas, LLC	\$285,260.00	9/25/2008	\$285,260.00	3 Paid/Distributed
Claims Processing Performance - appealing \$5,180 for interest paid on claims (STARPLUS) - HHSC accepted appeal fine \$16,860 paid	TX	Health and Human Services Commission	Evercare of Texas, LLC	\$22,040.00	11/12/2008	\$22,040.00	3 Paid/Distributed
Underperformance Acute Appealed Claims adjudicated within 30 days performance was 92.31% (216 out of 234 claims) standard is 98%	TX	Health and Human Services Commission	Evercare of Texas, LLC	\$5,000.00	12/29/2008	\$5,000.00	3 Paid/Distributed
Underperformance behavioral health clean claims adjudicated within 30 days 93.91% (648 out of 690 claims) Performance standard is 98%	TX	Health and Human Services Commission	Evercare of Texas, LLC	\$5,000.00	12/29/2008	\$5,000.00	3 Paid/Distributed
\$9,000 in sanctions for late provider directories is being appealed.	TX	Department of Insurance	Evercare of Texas, LLC	\$9,000.00	12/31/2008	\$9,000.00	3 Paid/Distributed
Required reporting not met;- Contact Patricia Hatfield for more information	TX	Health and Human Services Commission	Evercare of Texas, LLC	\$25,450.00	12/31/2008	\$25,450.00	3 Paid/Distributed
UBH claims payment \$67,500; Provider complaint reported inaccurate and late for third and fourth quarter \$42,900 (STARPLUS)	TX	Health and Human Services Commission	Evercare of Texas, LLC	\$110,400.00	1/6/2009	\$110,400.00	3 Paid/Distributed
Enrollment in ICM program suspended due to operational issues.	TX	HHSC	Evercare of Texas, LLC	Enroll. Suspend	2/1/2009		5/31/2009
3 cases of non-response on the part of Evercare (ICM)	TX	Health and Human Services Commission	Evercare of Texas, LLC	\$37,500.00	2/4/2009	\$37,500.00	3 Paid/Distributed
Continued failure to meet deadlines , performance standards, re-leveling ICM members, overdue ICM member complaints, (ICM)	TX	Health and Human Services Commission	Evercare of Texas, LLC	\$163,750.00	2/19/2009	\$163,750.00	3 Paid/Distributed
57 ISP changes not processed or submitted to the ICM support Unit (ICM)	TX	Health and Human Services Commission	Evercare of Texas, LLC	\$34,420.00	2/19/2009	\$34,420.00	3 Paid/Distributed

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Network Inadequacies in the Travis Service Area – lack of PCPs. Total fine amount = \$645,890.22, which was broken out as follows: \$322,945.11 = TX HHS - \$161,472.55 = The Seton Fund - \$161,472.56 = project Access Travis County Medical Society Foundat	TX	Health and Human Services Commission	Evercare of Texas, LLC	\$322,945.00	2/19/2009	\$322,945.00	3 Paid/Distributed
1/3 payment of a total \$645, 890 for for liquidated Damages due to network inadequacy issues in the Travis Service Delivery area. Paid to the Seton Fund, per the TX HHSC requirements.	TX	Health and Human Services Commission	Evercare of Texas, LLC	\$161,473.00	3/4/2009	\$161,473.00	3 Paid/Distributed
1/3 payment of a total \$645, 890 for liquidated Damages due to network inadequacy issues in the Travis Service Delivery area. Paid to the Seton Fund, per the TX HHSC requirements.	TX	Health and Human Services Commission	Evercare of Texas, LLC	\$161,473.00	3/4/2009	\$161,473.00	3 Paid/Distributed
Claims Processing Performance - adjudication of claims within 30 days; behavioral health hotline not answered within 30 seconds.(STARPLUS)	TX	Health and Human Services Commission	Evercare of Texas, LLC	\$62,000.00	3/5/2009	\$62,000.00	3 Paid/Distributed
PCP Error Percentage Benchmark	TX	Health and Human Services Commission	Evercare of Texas, LLC	\$5,025.00	6/10/2009	\$5,025.00	3 Paid/Distributed
Findings for SFY09 2nd quarter - Deliverable requirements not met	TX	Health and Human Services Commission	Evercare of Texas, LLC	\$3,675.00	6/12/2009	\$3,675.00	3 Paid/Distributed
MAO, MFP, initial & reassessments, etc. for ICM	TX	Health and Human Services Commission	Evercare of Texas, LLC	\$576,215.00	9/30/2009	\$511,135.00	3 Paid/Distributed
Non compliance with performance standards	TX	Health and Human Services Commission	Evercare of Texas, LLC	\$23,825.00	12/29/2009	\$23,825.00	3 Paid/Distributed
Nueces SDA - Untimely submission and inaccurate information for Vision Claims Lag	TX	Health and Human Services Commission		\$1,700.00	4/15/2010	\$1,700.00	3 Paid/Distributed
Harris SDA Acute Appeal Claims - adjudicated claims underperformance within 30 days	TX	Health and Human Services Commission	Evercare of Texas, LLC	\$13,500.00	7/1/2010	\$10,000.00	3 Paid/Distributed
Harris SDA - LTC Appeal Claims - adjudicated claims underperformance within 30 days	TX	Health and Human Services Commission		\$2,500.00	7/1/2010	\$2,500.00	3 Paid/Distributed
Harris SDA - Member appeals resolved within 30 days	TX	Health and Human Services Commission		\$500.00	7/1/2010	\$500.00	3 Paid/Distributed
Nueces SDA - Member appeals resolved within 30 days	TX	Health and Human Services Commission		\$500.00	7/1/2010	\$500.00	3 Paid/Distributed
Charges for Overweight Directories for 2008 and 2009	TX	Health and Human Services Commission	Evercare of Texas, LLC	\$1,629.69	7/16/2010	\$1,629.69	3 Paid/Distributed
Travis Acute Appeal Claims – adjudicated claims underperformance within 30 days	TX	Health and Human Services Commission		\$2,500.00	9/30/2010	\$2,500.00	3 Paid/Distributed
Harris Acute Appeal Claims – adjudicated claims underperformance within 30 days	TX	Health and Human Services Commission		\$12,500.00	9/30/2010	\$12,500.00	3 Paid/Distributed
Travis Behavioral Health Clean Claims - adjudicated claims underperformance within 30 days	TX	Health and Human Services Commission		\$2,500.00	9/30/2010	\$2,500.00	3 Paid/Distributed
Harris LTC Clean Claims - adjudicated claims underperformance within 30 days	TX	Health and Human Services Commission		\$2,500.00	9/30/2010	\$2,500.00	3 Paid/Distributed
harris LTC Appealed Claims - adjudicated claims underperformance within 30 days	TX	Health and Human Services Commission		\$5,000.00	9/30/2010	\$5,000.00	3 Paid/Distributed
Harris Member Appeals resolved within 30 days, 96.74% instead of 98%. 3 of 92 appeals out of compliance	TX	Health and Human Services Commission		\$500.00	9/30/2010	\$500.00	3 Paid/Distributed
CHIP Member and Behavioral Hotline Non-Compliance	TX	Health and Human Services Commission	United Healthcare of Texas, Inc.	\$200.00	10/2/2010	\$400.00	3 Paid/Distributed
STAR Acute Appealed Claims	TX	Health and Human Services Commission	Evercare of Texas, LLC	\$5,000.00	10/2/2010	\$2,500.00	3 Paid/Distributed
STAR Behavioral Health Clean Claims	TX	Health and Human Services Commission	Evercare of Texas, LLC	\$2,500.00	10/2/2010	\$2,500.00	3 Paid/Distributed
Underperformance for total dollars billed for outpatient out-of-network services	TX	Health and Human Services Commission	Evercare of Texas, LLC	\$5,200.00	10/2/2010	\$5,200.00	3 Paid/Distributed
Harris SDA - Acute Appealed Claims - adjudicated claims underperformance within 30 days	TX	Health and Human Services Commission		\$7,500.00	2/24/2011	\$7,500.00	3 Paid/Distributed
Travis SDA - BH Clean Claims - adjudicated claims underperformance within 30 days	TX	Health and Human Services Commission		\$5,000.00	2/24/2011	\$5,000.00	3 Paid/Distributed
Nueces SDA - BH Clean Claims adjudicated claims underperformance within 30 days	TX	Health and Human Services Commission		\$5,000.00	2/24/2011	\$5,000.00	3 Paid/Distributed

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Voluntary Marketing Suspension - PHC and Citrus plans in TX and also SecureHorizons and Evercare San Antonio plans sold by WellMed and its affiliates (PHC and Citrus plans are still available for enrollment via Medicare.gov; SecureHorizons and Evercare San Antonio plans are still available for sale through non-WellMed agents, including Medicare.gov and uhcmedicareolutions.com)
Travis SDA - member appeals resolved within 30 days
Failure to complete 2009 Member Assessment for PAS

TX	CMS	Physician's Health Choice of TX, LLC and Citrus Health Care Inc.	Enroll. Suspend	5/1/2011	In progress
TX	Health and Human Services Commission		\$50.00		2 Assessed
TX	Health and Human Services Commission		\$50,000.00		5 Under Appeal