

AUGUST 1, 2021 THROUGH JULY 31, 2023

**COMPARISON OF GEORGIA CARE  
MANAGEMENT ORGANIZATION  
ENCOUNTER DATA TO CASH  
DISBURSEMENTS FOR  
PEACH STATE HEALTH PLAN**



**SEPTEMBER 21, 2023**





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The Department of Community Health (DCH) engaged Myers and Stauffer LC to analyze Georgia Families encounter data that has been submitted by the care management organizations (CMO) to Georgia's fiscal agent contractor (FAC), Gainwell Technologies (formerly DXC Technology), and complete a comparison of the encounters to cash disbursement journals (CDJ) provided by each CMO. For purposes of this analysis, "encounter data" are claims that have been paid by CMOs or delegated vendors (e.g., dental, vision, and pharmacy) to health care providers that have rendered health care services to members enrolled with the CMO.

Myers and Stauffer LC receives encounter data on a weekly basis from the FAC in a standardized data extract. This data extract contains paid and denied CMO institutional, medical (including mental health services, where appropriate), dental, and pharmacy encounters that were submitted by the CMO to the FAC and were subsequently loaded into the Medicaid Management Information System (MMIS).

Myers and Stauffer LC analyzes header reported information of each paid encounter in the MMIS to capture the amount paid on the entire claim. In certain instances, we identify potential duplicate and calculated void encounters and conclude that some of these potential duplicates appear to be partial payments, some are actual duplicate submissions, and some are replacement encounters without a matching void when the encounter data is compared to the CDJ submissions.

Once the potential duplicate and calculated void encounters have been identified, we adjust the encounter totals to reflect the actual payment made (i.e. removing the duplicate payment amounts from our analysis). The net encounter total is then used for the reconciliation analysis and compared to the CMO submitted CDJs based on common fields, such as CMO identification number (ID), CMO paid date, and specific delegated vendor criteria.

Our work was performed in accordance with American Institute of Certified Public Accountants (AICPA) professional standards for consulting engagements. We were not engaged to, nor did we perform, an audit, examination, or review services; accordingly, we express no opinion or conclusion related to the procedures performed or the information and documentation we reviewed. In addition, our engagement was not specifically designed for, and should not be relied on, to disclose errors, fraud, or other illegal acts that may exist.

The results of our engagement and this report are intended only for the internal use of the Georgia Department of Community Health (DCH), and should not be used for any other purpose.



## Peach State Health Plan Encounter and CDJ Comparison



### SUMMARY

DCH requested that, for this study, we review the CMO's entire plan, each delegated vendor, and fee-for-service (non-vendor) paid encounters to determine if the paid encounters meet the state contract minimum completeness requirement of **99 percent** when compared to the CDJ files that are submitted by the CMO. The encounters and CDJ files utilized in this study met the following criteria:

- Encounters were paid within the reporting period of August 1, 2021 through July 31, 2023;
- CDJ transactions had payment dates within the reporting period of August 1, 2021 through July 31, 2023;
- Encounters were received and accepted by the FAC and transmitted to Myers and Stauffer LC through September 4, 2023

**Table A — Peach State Health Plan Cumulative Completion Totals and Percentages**

Description	Entire Plan	Fee-for-Service (Non-Vendor)	Delegated Vendor			
			CVS Health (Pharmacy Benefits)	Envolve Dental (Dental Services)	Envolve Vision (Vision Services)	Peach State Behavioral Health
<b>Encounter Total (FAC reported)</b>	<b>\$4,382,192,452</b>	<b>\$3,138,076,837</b>	<b>\$650,912,747</b>	<b>\$267,928,296</b>	<b>\$16,612,823</b>	<b>\$308,661,747</b>
<i>Total Encounter Adjustments (\$)</i>	<i>(\$11,569,806)</i>	<i>(\$11,074,836)</i>	<i>(\$35,934)</i>	<i>(\$131,922)</i>	<i>(\$1,592)</i>	<i>(\$325,523)</i>
<i>Total Encounter Adjustments (%)</i>	<i>-0.26%</i>	<i>-0.35%</i>	<i>0.00%</i>	<i>-0.04%</i>	<i>0.00%</i>	<i>-0.10%</i>
<b>Net Encounter Total</b>	<b>\$4,370,622,646</b>	<b>\$3,127,002,001</b>	<b>\$650,876,814</b>	<b>\$267,796,374</b>	<b>\$16,611,232</b>	<b>\$308,336,225</b>
<b>CDJ Total</b>	<b>\$4,400,821,806</b>	<b>\$3,153,975,434</b>	<b>\$651,591,386</b>	<b>\$268,782,993</b>	<b>\$16,659,180</b>	<b>\$309,812,814</b>
<i>Variance</i>	<i>(\$30,199,161)</i>	<i>(\$26,973,432)</i>	<i>(\$714,572)</i>	<i>(\$986,618)</i>	<i>(\$47,948)</i>	<i>(\$1,476,590)</i>
<b>Completion (%)</b>	<b>99.31%</b>	<b>99.14%</b>	<b>99.89%</b>	<b>99.63%</b>	<b>99.71%</b>	<b>99.52%</b>
<b>Contract Min. Completeness Requirement (%)</b>	<b>99.00%</b>					



## Peach State Health Plan Encounter and CDJ Comparison



### ENCOUNTER DATA ANALYSIS

For this study, Myers and Stauffer analyzes the encounter data that is submitted by the CMOs to the FAC’s subcontracted data warehouse vendor, Gainwell Technologies, and loaded into the FAC MMIS. Encounters submitted by any CMO that were rejected by the FAC for errors in submission or other reasons are not transmitted to Myers and Stauffer.

Furthermore, Myers and Stauffer analyzes the encounter data from the FAC MMIS and makes the following adjustments. Table B below outlines the impact of applying these encounter analysis adjustments to the encounter paid amounts, when compared to the raw data received.

1. The payment amounts associated with denied encounters are identified as zero dollars in the encounter reconciliation analysis since they bear no impact on cash disbursements.
2. We identified potential duplicate encounters using our encounter review logic. Based on a comparison to the CDJ files, we noted some of these potential duplicates appear to be partial payments, some are actual duplicate submissions, and some are replacement encounters without a matching void. At the direction of DCH, we have attempted to adjust our totals to reflect the actual payment made and have removed duplicate payment amounts from our analysis. Lists of these potential duplicates, noted in previous reports, were provided to Peach State for examination. We have reviewed Peach State Health Plan’s disputed duplicate response files submitted to us prior to August 5, 2023. The accepted responses have been incorporated into the analysis for this report. Responses requiring further explanation have not been added to this report and will be resubmitted to the CMO.

Table B — Myers and Stauffer LC’s Adjustments to Peach State Health Plan Encounters			
Description	Encounter Count	Paid Amount	Paid Amount (% of Total*)
<b>Total Encounter Amount (FAC Reported)</b>	<b>34,510,181</b>	<b>\$4,382,192,452</b>	<b>100.00%</b>
<i>Adjustment Type</i>			
<i>Denied</i>	<i>(629,090)</i>	<i>\$688</i>	<i>0.00%</i>
<i>Calculated Void</i>	<i>(1,254)</i>	<i>(\$39,257)</i>	<i>0.00%</i>
<i>Duplicate</i>	<i>(17,517)</i>	<i>(\$11,531,236)</i>	<i>-0.26%</i>
<i>Total Adjustments Made</i>	<i>(647,861)</i>	<i>(\$11,569,806)</i>	<i>-0.26%</i>
<b>Net Encounter Amounts</b>	<b>33,862,320</b>	<b>\$4,370,622,646</b>	<b>99.74%</b>

\* - Percentage ratios are rounded down for each adjustment type and may not add up to the total percentage of adjustments made for this reporting period. Please see data analysis assumption number 7 on page 17 for further explanation.



During this analysis, Myers and Stauffer identified potential data issues that may impact the completion percentages for specific delegated vendors and/or fee-for-service (non-vendor).

Please reference Tables 1 through 6 starting on page 8 for Peach State's entire plan, delegated vendor, and fee-for-service (non-vendor) reconciliation period tables for detailed reconciliation totals, completion percentages, and encounter analysis adjustments.

**Data issues and notes that currently may not impact compliance:**

1. **Fee-for-Service (non-vendor) (Table 2):** The Fee-for-Service cumulative completion percentage is in compliance; however, we noted instances of missing encounter sequences causing some months to be understated. We identified a large number of missing encounter records that appear to be affecting the paid dates of July 20, 2022; September 7, 2022; October 12, 2022; December 24, 2022; February 20, 2023; and April 24, 2023 most significantly. This issue has caused a significant impact to most months since July 2022 as well as the cumulative completion percentage. Additionally, the inflated January 2023 monthly completion percentage appears to be impacted by CDJ records with differing payment dates than their associated encounters.
  - We noted inflated claim adjustment reason code values on the encounters. This can potentially cause the payment amounts to be overstated and/or incorrectly reflected on zero dollar paid claims.
  - We noted instances of inflated and understated monthly completion percentages in some months (November 2022, January 2023, and July 2023). Occurrences of both missing encounter sequences and possible mismatched paid dates were identified. We observed instances of missing encounter sequences in the data, causing payments to be allocated to different months between the encounter and CDJ sources. For instance, missing encounter sequences seems to be overstating the November 2022 completion percentage and potentially impacting surrounding months.

➤ **We recommend Peach State continue to work with DCH and the FAC to submit missing encounters and resolve any encounter submission issues.**
2. **CVS Health (Table 3):** Instances of inflated monthly completion percentages are noted for many months of the reporting period; however, the overall CVS Health cumulative completion percentage is in compliance. These occurrences appear to be due to missing encounter sequences, including voids, when compared to the CDJ transactions (e.g., the original payment and void for a claim is missing from the encounters, but the subsequent adjustment/payment was submitted).
  - **We recommend Peach State continue to work with CVS Health to submit any outstanding encounters.**
3. **Envolve Dental (Table 4):** The Envolve Dental cumulative completion percentage is in compliance. However, we noted high or low monthly completion percentages for five of the report months. We noted potentially missing encounter sequences (including voids) and mismatched paid dates which may be causing the monthly completion percentage variances. Encounter voids and resubmissions were made by Envolve Dental to correct for a majority of the encounters impacted by the issues historically.
  - Additionally, we identified a large number of missing encounters for paid dates in August 2022 and November 2022.



## Peach State Health Plan Encounter and CDJ Comparison

- *The missing encounters issue was first noted in the May 2017 encounter reconciliation report.*
  - **We recommend Peach State continue to work with Envolve Dental to (re)submit and resolve any outstanding encounter issues.**
4. **Peach State Behavioral Health (Table 6):** The Peach State Behavioral Health cumulative completion percentage is in compliance, but we noted a large number of missing encounter records, including voids, appear to be affecting a few months (e.g., May 2022, April 2023, and July 2023).
- *The missing encounter sequence issue was first noted in the May 2019 encounter reconciliation report.*
  - **We recommend Peach State continue to work with DCH and the FAC to (re)submit missing/misallocated CDJ and encounter records and to resolve the issues.**



Peach State Health Plan Encounter and CDJ Comparison



**PEACH STATE HEALTH PLAN ENTIRE PLAN  
MONTHLY TABLE**

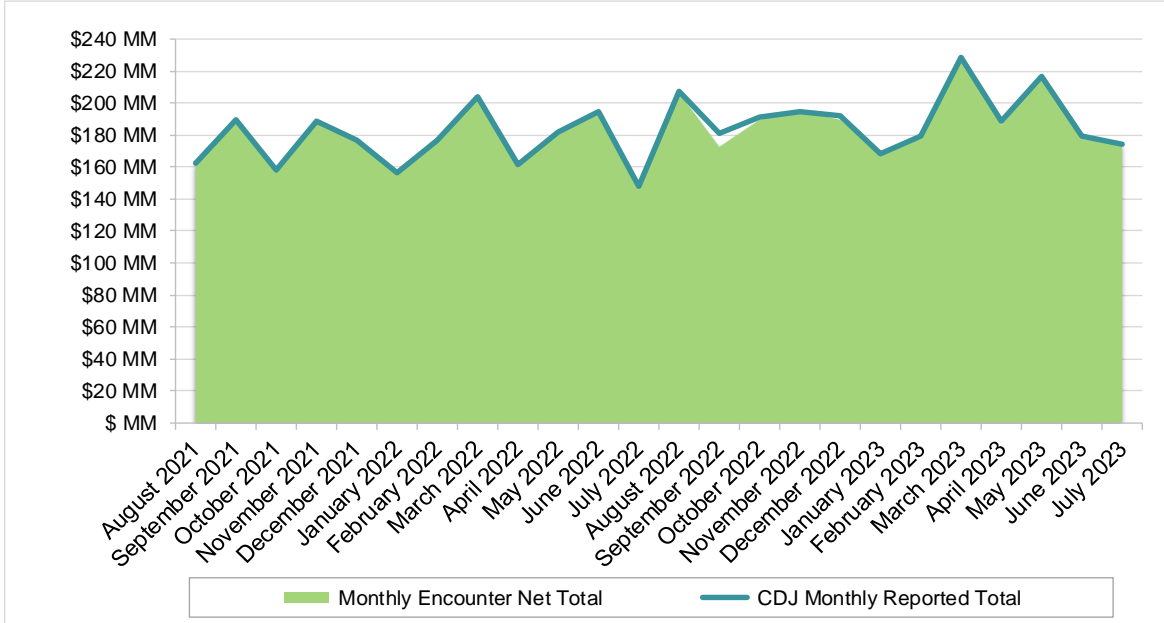
Table 1 — PSHP (Entire Plan)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
August 2021	\$161,855,923	(\$311,936)	-0.19%	\$161,543,987	\$162,465,335	(\$921,348)	99.43%
September 2021	\$189,347,254	(\$292,316)	-0.15%	\$189,054,938	\$189,776,529	(\$721,591)	99.61%
October 2021	\$157,598,510	(\$232,162)	-0.14%	\$157,366,348	\$157,921,114	(\$554,766)	99.64%
November 2021	\$188,287,383	(\$317,192)	-0.16%	\$187,970,192	\$188,754,664	(\$784,472)	99.58%
December 2021	\$176,223,371	(\$252,897)	-0.14%	\$175,970,474	\$176,818,006	(\$847,532)	99.52%
January 2022	\$155,914,047	(\$256,177)	-0.16%	\$155,657,870	\$156,551,676	(\$893,805)	99.42%
February 2022	\$175,977,667	(\$499,874)	-0.28%	\$175,477,793	\$176,756,103	(\$1,278,310)	99.27%
March 2022	\$203,901,595	(\$426,495)	-0.20%	\$203,475,099	\$204,454,213	(\$979,114)	99.52%
April 2022	\$160,871,906	(\$405,853)	-0.25%	\$160,466,053	\$161,183,746	(\$717,693)	99.55%
May 2022	\$181,774,984	(\$599,444)	-0.32%	\$181,175,540	\$181,794,421	(\$618,881)	99.65%
June 2022	\$193,986,880	(\$498,408)	-0.25%	\$193,488,471	\$194,781,912	(\$1,293,441)	99.33%
July 2022	\$145,844,156	(\$392,971)	-0.26%	\$145,451,185	\$147,904,861	(\$2,453,676)	98.34%
August 2022	\$207,334,221	(\$529,360)	-0.25%	\$206,804,862	\$207,455,713	(\$650,851)	99.68%
September 2022	\$173,554,596	(\$532,021)	-0.30%	\$173,022,575	\$181,089,278	(\$8,066,703)	95.54%
October 2022	\$190,362,271	(\$552,928)	-0.29%	\$189,809,343	\$191,612,339	(\$1,802,996)	99.05%
November 2022	\$196,315,224	(\$330,398)	-0.16%	\$195,984,826	\$194,690,174	\$1,294,651	100.66%
December 2022	\$190,125,215	(\$398,549)	-0.20%	\$189,726,666	\$191,860,289	(\$2,133,623)	98.88%
January 2023	\$170,094,723	(\$573,165)	-0.33%	\$169,521,558	\$167,991,441	\$1,530,117	100.91%
February 2023	\$177,945,521	(\$423,105)	-0.23%	\$177,522,416	\$179,574,225	(\$2,051,809)	98.85%
March 2023	\$227,841,857	(\$647,670)	-0.28%	\$227,194,187	\$228,536,755	(\$1,342,568)	99.41%
April 2023	\$187,087,099	(\$541,905)	-0.28%	\$186,545,194	\$188,375,106	(\$1,829,912)	99.02%
May 2023	\$215,764,304	(\$807,190)	-0.37%	\$214,957,114	\$216,490,836	(\$1,533,722)	99.29%
June 2023	\$178,850,448	(\$757,018)	-0.42%	\$178,093,430	\$179,461,357	(\$1,367,928)	99.23%
July 2023	\$175,333,296	(\$990,771)	-0.56%	\$174,342,525	\$174,521,713	(\$179,189)	99.89%
<b>Cumulative Totals</b>	<b>\$4,382,192,452</b>	<b>(\$11,569,806)</b>	<b>-0.26%</b>	<b>\$4,370,622,646</b>	<b>\$4,400,821,806</b>	<b>(\$30,199,161)</b>	<b>99.31%</b>
							<i>State Contract Minimum Completeness Percentage Requirement</i>
							99.00%



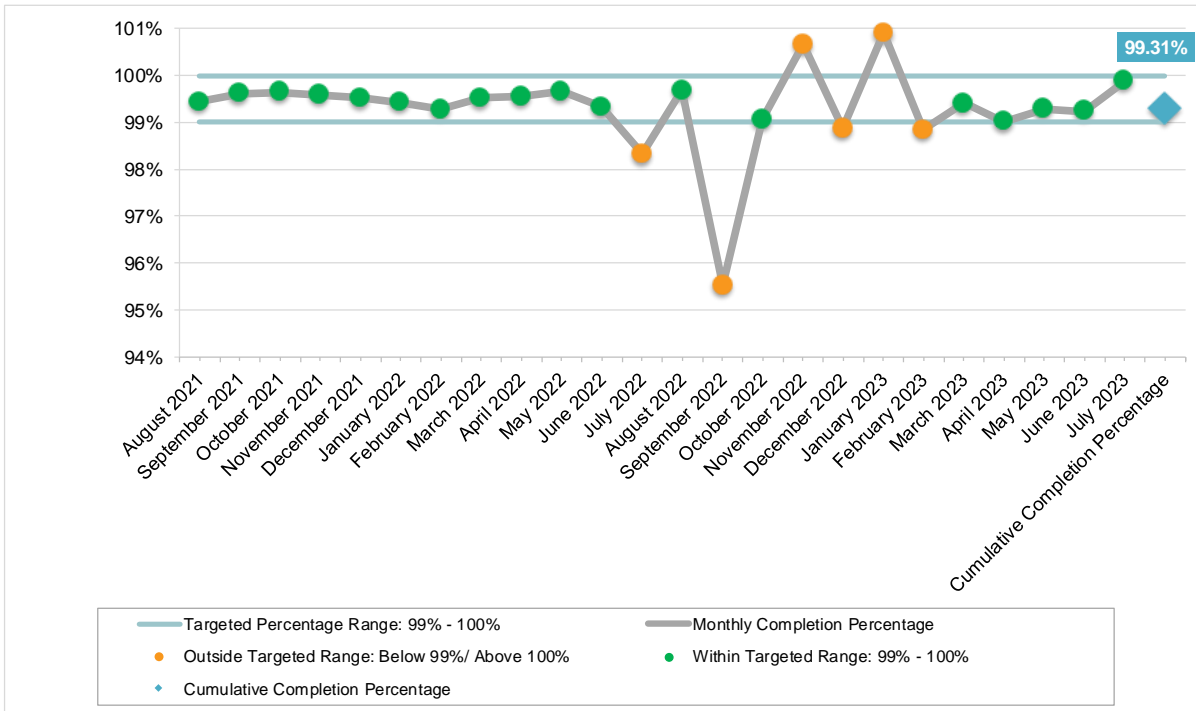


**PEACH STATE HEALTH PLAN  
SUMMARY REPORTING CHARTS**

**Chart 1. Monthly CDJ totals and encounter submissions for Peach State Health Plan’s entire plan**



**Chart 2. Peach State Health Plan’s monthly encounter submissions expressed as a percentage of payments submitted to the FAC to reported CMO monthly CDJ payments for the entire plan**



Peach State Health Plan Encounter and CDJ Comparison



**PEACH STATE HEALTH PLAN FEE-FOR-SERVICE (NON-VENDOR)  
MONTHLY TABLE**

**Table 2 — PSHP Fee-for-Service (Non-Vendor)**

<b>Paid Month</b>	<b>Monthly Encounter Total (FAC Reported)</b>	<b>Monthly Encounter Total (Adjustments)</b>	<b>Percentage of Encounters Adjusted</b>	<b>Monthly Encounter Net Total</b>	<b>CDJ Monthly Reported Total</b>	<b>Monthly Variance</b>	<b>Monthly Completion Percentage</b>
August 2021	\$116,647,362	(\$305,126)	-0.26%	\$116,342,236	\$117,138,664	(\$796,428)	99.32%
September 2021	\$140,388,803	(\$287,614)	-0.20%	\$140,101,189	\$140,722,107	(\$620,919)	99.55%
October 2021	\$110,555,045	(\$223,853)	-0.20%	\$110,331,193	\$110,870,990	(\$539,797)	99.51%
November 2021	\$143,078,120	(\$310,590)	-0.21%	\$142,767,530	\$143,497,127	(\$729,597)	99.49%
December 2021	\$123,531,736	(\$243,780)	-0.19%	\$123,287,957	\$124,118,857	(\$830,901)	99.33%
January 2022	\$115,200,548	(\$250,398)	-0.21%	\$114,950,149	\$115,615,327	(\$665,178)	99.42%
February 2022	\$129,343,710	(\$491,687)	-0.38%	\$128,852,023	\$130,152,670	(\$1,300,647)	99.00%
March 2022	\$145,866,128	(\$406,311)	-0.27%	\$145,459,817	\$146,327,181	(\$867,364)	99.40%
April 2022	\$114,103,558	(\$384,672)	-0.33%	\$113,718,886	\$114,279,174	(\$560,288)	99.50%
May 2022	\$132,526,899	(\$572,121)	-0.43%	\$131,954,779	\$132,591,892	(\$637,113)	99.51%
June 2022	\$141,093,591	(\$490,635)	-0.34%	\$140,602,956	\$141,685,504	(\$1,082,548)	99.23%
July 2022	\$102,140,946	(\$376,243)	-0.36%	\$101,764,703	\$104,234,437	(\$2,469,733)	97.63%
August 2022	\$151,384,211	(\$517,678)	-0.34%	\$150,866,533	\$151,242,309	(\$375,776)	99.75%
September 2022	\$121,088,575	(\$500,325)	-0.41%	\$120,588,250	\$128,476,922	(\$7,888,672)	93.85%
October 2022	\$135,981,116	(\$521,488)	-0.38%	\$135,459,628	\$137,109,565	(\$1,649,937)	98.79%
November 2022	\$138,900,908	(\$306,312)	-0.22%	\$138,594,596	\$136,895,338	\$1,699,258	101.24%
December 2022	\$136,440,721	(\$369,355)	-0.27%	\$136,071,367	\$138,141,524	(\$2,070,157)	98.50%
January 2023	\$121,770,224	(\$540,010)	-0.44%	\$121,230,214	\$119,587,044	\$1,643,170	101.37%
February 2023	\$125,820,492	(\$388,258)	-0.30%	\$125,432,234	\$127,246,075	(\$1,813,842)	98.57%
March 2023	\$159,279,228	(\$609,129)	-0.38%	\$158,670,099	\$159,825,024	(\$1,154,925)	99.27%
April 2023	\$132,394,743	(\$517,890)	-0.39%	\$131,876,853	\$133,549,941	(\$1,673,088)	98.74%
May 2023	\$152,551,381	(\$788,054)	-0.51%	\$151,763,327	\$153,201,854	(\$1,438,528)	99.06%
June 2023	\$123,303,364	(\$718,543)	-0.58%	\$122,584,821	\$123,769,537	(\$1,184,716)	99.04%
July 2023	\$124,685,429	(\$954,765)	-0.76%	\$123,730,664	\$123,696,370	\$34,293	100.02%
<b>Cumulative Totals</b>	<b>\$3,138,076,837</b>	<b>(\$11,074,836)</b>	<b>-0.35%</b>	<b>\$3,127,002,001</b>	<b>\$3,153,975,434</b>	<b>(\$26,973,432)</b>	<b>99.14%</b>
							<b>State Contract Minimum Completeness Percentage Requirement</b>
							99.00%

Peach State Health Plan Encounter and CDJ Comparison



**PEACH STATE HEALTH PLAN CVS HEALTH  
MONTHLY TABLE**

**Table 3 — PSHP CVS Health (Pharmacy Benefits)**

<b>Paid Month</b>	<b>Monthly Encounter Total (FAC Reported)</b>	<b>Monthly Encounter Total (Adjustments)</b>	<b>Percentage of Encounters Adjusted</b>	<b>Monthly Encounter Net Total</b>	<b>CDJ Monthly Reported Total</b>	<b>Monthly Variance</b>	<b>Monthly Completion Percentage</b>
August 2021	\$23,034,995	(\$942)	0.00%	\$23,034,052	\$23,110,181	(\$76,129)	99.67%
September 2021	\$26,891,478	(\$46)	0.00%	\$26,891,432	\$26,963,044	(\$71,612)	99.73%
October 2021	\$23,214,053	(\$278)	0.00%	\$23,213,775	\$23,208,661	\$5,114	100.02%
November 2021	\$22,998,732	(\$289)	0.00%	\$22,998,443	\$23,033,542	(\$35,099)	99.84%
December 2021	\$28,537,849	(\$212)	0.00%	\$28,537,638	\$28,560,421	(\$22,783)	99.92%
January 2022	\$21,092,024	(\$816)	0.00%	\$21,091,209	\$21,167,769	(\$76,560)	99.63%
February 2022	\$23,346,379	(\$83)	0.00%	\$23,346,296	\$23,338,025	\$8,271	100.03%
March 2022	\$29,831,565	(\$258)	0.00%	\$29,831,307	\$29,903,207	(\$71,900)	99.75%
April 2022	\$23,513,884	(\$17)	0.00%	\$23,513,867	\$23,606,851	(\$92,984)	99.60%
May 2022	\$24,136,372	(\$706)	0.00%	\$24,135,665	\$24,127,124	\$8,542	100.03%
June 2022	\$28,117,790	(\$103)	0.00%	\$28,117,687	\$28,262,668	(\$144,980)	99.48%
July 2022	\$22,410,902	(\$1,319)	0.00%	\$22,409,583	\$22,362,297	\$47,286	100.21%
August 2022	\$31,210,743	(\$1,822)	0.00%	\$31,208,921	\$31,259,764	(\$50,843)	99.83%
September 2022	\$26,236,498	(\$8,204)	-0.03%	\$26,228,293	\$26,013,466	\$214,828	100.82%
October 2022	\$28,015,774	(\$1,878)	0.00%	\$28,013,896	\$28,060,717	(\$46,821)	99.83%
November 2022	\$34,674,984	(\$3,619)	-0.01%	\$34,671,365	\$34,728,639	(\$57,275)	99.83%
December 2022	\$27,088,270	(\$370)	0.00%	\$27,087,900	\$27,082,047	\$5,853	100.02%
January 2023	\$25,926,240	(\$192)	0.00%	\$25,926,049	\$25,961,284	(\$35,235)	99.86%
February 2023	\$27,694,335	(\$4,122)	-0.01%	\$27,690,213	\$27,795,412	(\$105,199)	99.62%
March 2023	\$36,261,084	(\$2,381)	0.00%	\$36,258,703	\$36,326,039	(\$67,336)	99.81%
April 2023	\$28,862,333	(\$5,751)	-0.01%	\$28,856,582	\$28,846,025	\$10,557	100.03%
May 2023	\$34,972,232	(\$1,058)	0.00%	\$34,971,174	\$34,962,918	\$8,255	100.02%
June 2023	\$27,953,419	(\$871)	0.00%	\$27,952,548	\$27,994,476	(\$41,928)	99.85%
July 2023	\$24,890,813	(\$597)	0.00%	\$24,890,216	\$24,916,811	(\$26,596)	99.89%
<b>Cumulative Totals</b>	<b>\$650,912,747</b>	<b>(\$35,934)</b>	<b>0.00%</b>	<b>\$650,876,814</b>	<b>\$651,591,386</b>	<b>(\$714,572)</b>	<b>99.89%</b>
							<i>State Contract Minimum Completeness Percentage Requirement</i>
							99.00%

Peach State Health Plan Encounter and CDJ Comparison



**PEACH STATE HEALTH PLAN ENVOLVE DENTAL  
MONTHLY TABLE**

**Table 4 — PSHP Envolve Dental (Dental)**

<b>Paid Month</b>	<b>Monthly Encounter Total (FAC Reported)</b>	<b>Monthly Encounter Total (Adjustments)</b>	<b>Percentage of Encounters Adjusted</b>	<b>Monthly Encounter Net Total</b>	<b>CDJ Monthly Reported Total</b>	<b>Monthly Variance</b>	<b>Monthly Completion Percentage</b>
August 2021	\$11,561,084	(\$1,515)	-0.01%	\$11,559,569	\$11,561,901	(\$2,332)	99.97%
September 2021	\$10,047,879	(\$1,462)	-0.01%	\$10,046,417	\$10,055,535	(\$9,118)	99.90%
October 2021	\$12,481,965	(\$4,760)	-0.03%	\$12,477,205	\$12,467,785	\$9,419	100.07%
November 2021	\$10,632,581	(\$3,919)	-0.03%	\$10,628,663	\$10,648,681	(\$20,018)	99.81%
December 2021	\$10,782,076	(\$3,167)	-0.02%	\$10,778,909	\$10,713,890	\$65,019	100.60%
January 2022	\$9,187,324	(\$2,211)	-0.02%	\$9,185,113	\$9,200,219	(\$15,106)	99.83%
February 2022	\$10,889,476	(\$2,730)	-0.02%	\$10,886,746	\$10,845,654	\$41,093	100.37%
March 2022	\$13,136,950	(\$2,042)	-0.01%	\$13,134,907	\$13,143,074	(\$8,166)	99.93%
April 2022	\$10,505,422	(\$957)	0.00%	\$10,504,464	\$10,528,105	(\$23,641)	99.77%
May 2022	\$11,377,166	(\$5,016)	-0.04%	\$11,372,149	\$11,411,003	(\$38,854)	99.65%
June 2022	\$11,125,254	(\$2,091)	-0.01%	\$11,123,162	\$11,184,158	(\$60,995)	99.45%
July 2022	\$9,870,708	(\$2,000)	-0.02%	\$9,868,708	\$9,926,916	(\$58,208)	99.41%
August 2022	\$11,462,412	(\$3,310)	-0.02%	\$11,459,102	\$11,628,292	(\$169,190)	98.54%
September 2022	\$11,885,022	(\$5,540)	-0.04%	\$11,879,482	\$11,978,878	(\$99,396)	99.17%
October 2022	\$11,852,511	(\$11,756)	-0.09%	\$11,840,755	\$11,951,191	(\$110,436)	99.07%
November 2022	\$10,268,027	(\$6,466)	-0.06%	\$10,261,561	\$10,640,168	(\$378,607)	96.44%
December 2022	\$10,819,674	(\$9,912)	-0.09%	\$10,809,761	\$10,818,753	(\$8,991)	99.91%
January 2023	\$10,122,365	(\$18,910)	-0.18%	\$10,103,455	\$10,120,400	(\$16,945)	99.83%
February 2023	\$11,288,451	(\$12,873)	-0.11%	\$11,275,579	\$11,311,998	(\$36,419)	99.67%
March 2023	\$13,287,901	(\$17,164)	-0.12%	\$13,270,737	\$13,278,838	(\$8,101)	99.93%
April 2023	\$10,914,458	(\$5,589)	-0.05%	\$10,908,869	\$10,920,102	(\$11,233)	99.89%
May 2023	\$11,579,337	(\$7,228)	-0.06%	\$11,572,109	\$11,585,890	(\$13,780)	99.88%
June 2023	\$11,496,851	(\$986)	0.00%	\$11,495,864	\$11,500,622	(\$4,758)	99.95%
July 2023	\$11,353,402	(\$317)	0.00%	\$11,353,086	\$11,360,942	(\$7,856)	99.93%
<b>Cumulative Totals</b>	<b>\$267,928,296</b>	<b>(\$131,922)</b>	<b>-0.04%</b>	<b>\$267,796,374</b>	<b>\$268,782,993</b>	<b>(\$986,618)</b>	<b>99.63%</b>
							<b>State Contract Minimum Completeness Percentage Requirement</b>
							99.00%

Peach State Health Plan Encounter and CDJ Comparison



**PEACH STATE HEALTH PLAN ENVOLVE VISION  
MONTHLY TABLE**

Table 5 — PSHP Envolv Vision (Vision)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
August 2021	\$672,596	\$0	0.00%	\$672,596	\$674,104	(\$1,508)	99.77%
September 2021	\$761,411	\$0	0.00%	\$761,411	\$761,887	(\$476)	99.93%
October 2021	\$610,299	\$0	0.00%	\$610,299	\$610,652	(\$353)	99.94%
November 2021	\$581,526	\$0	0.00%	\$581,526	\$581,926	(\$399)	99.93%
December 2021	\$669,018	\$0	0.00%	\$669,018	\$669,953	(\$934)	99.86%
January 2022	\$620,499	\$0	0.00%	\$620,499	\$621,994	(\$1,495)	99.75%
February 2022	\$611,204	\$0	0.00%	\$611,204	\$611,971	(\$766)	99.87%
March 2022	\$866,504	\$0	0.00%	\$866,504	\$867,557	(\$1,053)	99.87%
April 2022	\$667,141	\$0	0.00%	\$667,141	\$668,186	(\$1,044)	99.84%
May 2022	\$606,054	\$0	0.00%	\$606,054	\$606,713	(\$659)	99.89%
June 2022	\$692,094	\$0	0.00%	\$692,094	\$692,829	(\$735)	99.89%
July 2022	\$646,010	(\$40)	0.00%	\$645,970	\$646,893	(\$923)	99.85%
August 2022	\$677,231	\$0	0.00%	\$677,231	\$678,183	(\$952)	99.85%
September 2022	\$832,557	(\$80)	0.00%	\$832,477	\$833,392	(\$916)	99.89%
October 2022	\$704,523	(\$52)	0.00%	\$704,471	\$706,804	(\$2,333)	99.66%
November 2022	\$604,883	\$0	0.00%	\$604,883	\$606,800	(\$1,916)	99.68%
December 2022	\$680,809	(\$70)	-0.01%	\$680,739	\$681,844	(\$1,105)	99.83%
January 2023	\$512,048	\$0	0.00%	\$512,048	\$512,370	(\$322)	99.93%
February 2023	\$717,605	(\$98)	-0.01%	\$717,508	\$719,536	(\$2,028)	99.71%
March 2023	\$925,366	\$0	0.00%	\$925,366	\$933,124	(\$7,758)	99.16%
April 2023	\$772,032	\$0	0.00%	\$772,032	\$781,353	(\$9,321)	98.80%
May 2023	\$691,636	\$0	0.00%	\$691,636	\$696,070	(\$4,434)	99.36%
June 2023	\$832,658	(\$1,252)	-0.15%	\$831,407	\$834,424	(\$3,017)	99.63%
July 2023	\$657,118	\$0	0.00%	\$657,118	\$660,617	(\$3,499)	99.47%
<b>Cumulative Totals</b>	<b>\$16,612,823</b>	<b>(\$1,592)</b>	<b>0.00%</b>	<b>\$16,611,232</b>	<b>\$16,659,180</b>	<b>(\$47,948)</b>	<b>99.71%</b>
							<i>State Contract Minimum Completeness Percentage Requirement</i>
							99.00%

Peach State Health Plan Encounter and CDJ Comparison



**PEACH STATE HEALTH PLAN BEHAVIORAL HEALTH MONTHLY TABLE**

Table 6 — PSHP Behavioral Health							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
August 2021	\$9,939,886	(\$4,352)	-0.04%	\$9,935,534	\$9,980,485	(\$44,951)	99.54%
September 2021	\$11,257,684	(\$3,195)	-0.02%	\$11,254,489	\$11,273,956	(\$19,467)	99.82%
October 2021	\$10,737,147	(\$3,271)	-0.03%	\$10,733,876	\$10,763,026	(\$29,150)	99.72%
November 2021	\$10,996,424	(\$2,394)	-0.02%	\$10,994,030	\$10,993,388	\$642	100.00%
December 2021	\$12,702,692	(\$5,738)	-0.04%	\$12,696,953	\$12,754,886	(\$57,933)	99.54%
January 2022	\$9,813,652	(\$2,752)	-0.02%	\$9,810,900	\$9,946,367	(\$135,467)	98.63%
February 2022	\$11,786,898	(\$5,374)	-0.04%	\$11,781,523	\$11,807,784	(\$26,260)	99.77%
March 2022	\$14,200,448	(\$17,884)	-0.12%	\$14,182,564	\$14,213,195	(\$30,631)	99.78%
April 2022	\$12,081,902	(\$20,207)	-0.16%	\$12,061,695	\$12,101,430	(\$39,736)	99.67%
May 2022	\$13,128,494	(\$21,601)	-0.16%	\$13,106,893	\$13,057,690	\$49,203	100.37%
June 2022	\$12,958,151	(\$5,580)	-0.04%	\$12,952,572	\$12,956,754	(\$4,182)	99.96%
July 2022	\$10,775,590	(\$13,369)	-0.12%	\$10,762,221	\$10,734,319	\$27,903	100.25%
August 2022	\$12,599,624	(\$6,550)	-0.05%	\$12,593,074	\$12,647,163	(\$54,089)	99.57%
September 2022	\$13,511,945	(\$17,872)	-0.13%	\$13,494,073	\$13,786,620	(\$292,547)	97.87%
October 2022	\$13,808,346	(\$17,753)	-0.12%	\$13,790,593	\$13,784,063	\$6,530	100.04%
November 2022	\$11,866,422	(\$14,001)	-0.11%	\$11,852,421	\$11,819,230	\$33,192	100.28%
December 2022	\$15,095,741	(\$18,842)	-0.12%	\$15,076,899	\$15,136,121	(\$59,222)	99.60%
January 2023	\$11,763,846	(\$14,054)	-0.11%	\$11,749,793	\$11,810,343	(\$60,551)	99.48%
February 2023	\$12,424,637	(\$17,754)	-0.14%	\$12,406,883	\$12,501,204	(\$94,322)	99.24%
March 2023	\$18,088,278	(\$18,995)	-0.10%	\$18,069,282	\$18,173,730	(\$104,448)	99.42%
April 2023	\$14,143,532	(\$12,674)	-0.08%	\$14,130,858	\$14,277,685	(\$146,827)	98.97%
May 2023	\$15,969,719	(\$10,850)	-0.06%	\$15,958,868	\$16,044,104	(\$85,236)	99.46%
June 2023	\$15,264,156	(\$35,367)	-0.23%	\$15,228,789	\$15,362,299	(\$133,510)	99.13%
July 2023	\$13,746,534	(\$35,092)	-0.25%	\$13,711,441	\$13,886,972	(\$175,531)	98.73%
<b>Cumulative Totals</b>	<b>\$308,661,747</b>	<b>(\$325,523)</b>	<b>-0.10%</b>	<b>\$308,336,225</b>	<b>\$309,812,814</b>	<b>(\$1,476,590)</b>	<b>99.52%</b>
							<i>State Contract Minimum Completeness Percentage Requirement</i>
							99.00%



## APPENDIX A – DEFINITIONS AND ACRONYMS

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The following terms are used throughout this document:

- **Care Management Organization (CMO)** – A private organization that has entered into a risk-based contractual arrangement with the Georgia Department of Community Health (DCH) to obtain and finance care for enrolled Medicaid or PeachCare for Kids® members. CMOs receive a per capita or capitation claim payment from DCH for each enrolled member. Effective July 1, 2017, four CMOs were operating in the state of Georgia during the reconciliation period. They were Amerigroup Community Care (Amerigroup or AMG), CareSource (CS), Peach State Health Plan (PSHP), and WellCare of Georgia (WellCare or WCG). Effective May 1, 2021 Peach State and WellCare merged.
- **Cash Disbursement Journal (CDJ) Monthly Reported Total** – The sum of all payments from a CMO or delegated vendor to service providers for a given month as reported by the CMO to DCH.
- **Department of Community Health (DCH)** – The agency in charge of overseeing the health services for the citizens of the state of Georgia.
- **Fiscal Agent Contractor (FAC)** – A contractor selected to design, develop, and maintain the claims processing system, Medicaid Management Information System (MMIS); Gainwell Technologies, formerly DXC Technology, became the effective FAC on November 1, 2010.
- **Gainwell Technologies**– State fiscal agent contractor effective November 1, 2010, formerly known as DXC Technology (DXC).
- **Medicaid Management Information System (MMIS)** – The claims processing system used by the FAC to adjudicate Georgia Medicaid and PeachCare for Kids® claims. CMO submitted encounters are loaded into this system and assigned a unique claim identifier.
- **Monthly Completion Percentage** – The percentage of the monthly encounter net total in relation to the CDJ monthly reported total.
- **Monthly Encounter Net Total** – The sum of the encounter submissions for a given month incorporating the Myers and Stauffer LC encounter data adjustments made to the encounter submissions stored in the FAC’s encounter data warehouse.
- **Monthly Encounter Total (Adjustments)** – The sum of all Myers and Stauffer LC adjustments for a given month that were removed from the encounter submissions stored in the FAC’s encounter data warehouse.
- **Monthly Encounter Total (FAC Reported)** – The sum of all encounter submissions for a given month stored in the FAC’s encounter data warehouse.
- **Monthly Variance** – The difference between the monthly encounter net total and the CDJ monthly reported total.





## APPENDIX B – ANALYSIS

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Encounters from institutional, medical, and pharmacy service types were combined on like data fields. We analyzed the header reported information of each encounter to capture the amount paid on the entire claim. Encounter totals were calculated by summarizing the data by the CMO paid date, CMO identification number (ID), and specific delegated vendor criteria. Each CMO submitted cash disbursement was summarized by paid date, CMO ID, and specific delegated vendor criteria to create a matching table. These matching tables were combined using common fields and were used to produce the results.

Based on criteria provided by the FAC and/or the CMO, we identified the **Peach State Health Plan** encounters as follows:

- ❖ ***Peach State - Behavioral Health Services***
  - Patient account number field contains 'GH'.
  
- ❖ ***Engolve Dental - Dental Services***
  - Dental claim type of 'D'.
  - Patient account number field contains 'DH' in the third and fourth positions.
  
- ❖ ***Engolve Vision - Vision Services***
  - Patient account number field contains 'OC' in the third and fourth positions.
  
- ❖ ***Peach State Health Plan - Fee-for-Service (Non-Vendor)***
  - All other plan submitted encounters that do not meet the listed criteria.
  
- ❖ ***CVS Health - Pharmacy Benefits***
  - Pharmacy claim types of 'P' and 'Q'.
  - Dates of service from September 1, 2016 through July 31, 2019 and from November 1, 2020.







**APPENDIX C – DATA  
ANALYSIS ASSUMPTIONS**

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1. There are instances where the monthly completion percentages in the entire plan, delegated vendor, and/or fee-for-service (non-vendor) completion monthly tables exceeded 100 percent during some months of the reporting period. These overstated monthly completion rates may be due to certain claim voids and replacements that were absent from the encounter data, but were accounted for in the CDJ. Also, duplicate records may have existed in the encounter data that we were unable to identify and remove. Additionally, CDJ payment dates may not have matched the payment dates that were reported in the encounter data.
2. Since CDJ files submitted by the plans and their delegated vendors are not separated by Georgia Families region, the data does not permit providing region-specific information for any CMO.
3. When the CMO submits an adjustment encounter, the FAC's encounter processing system automatically creates a void for the original (replaced) encounter. These system-generated voids bear the same paid date as the original encounter. At the direction of DCH, and in order to more accurately reconcile to the cash payments, we have attempted to match these voids' paid dates to the adjustment dates.
4. Instances were noted where a record's transaction type implied a specific sign valuation for the CMO paid amount (e.g., a void implied that the amount should be negative). However, the data submitted for these records did not accurately reflect the correct sign valuation. Where possible, these CDJ and/or encounter payment amounts were adjusted to reflect the expected sign of the payment in accordance with the transaction type.
5. We instructed the CMOs to exclude referral fees, management fees, and other non-encounter related fees from the CDJ data that is submitted to Myers and Stauffer LC. We reviewed the CDJs for these payments and removed them from the analysis when they were identified.
6. Separately itemized interest expenses are excluded from the CDJ and encounter totals when the interest amounts are included in the CMO paid amounts on the encounters and/or CDJ transaction amounts.
7. Percentage ratios noted in this report are rounded down. The sum of the percentages may not add up to the percentage sum total (Tables A and B).
8. At the direction of DCH, we have removed RX Advance from the encounter reconciliation for its last few months of run-out since CVS Health became the pharmacy services delegated vendor on November 1, 2020. RX Advance's CDJ and encounter data have been excluded from Peach State's entire plan completion percentages (Tables A, B, and 1), as well as from the delegated vendor analysis section.
9. Opportunities for improving the encounter reconciliation process have been identified during the analysis of the encounter data and cash disbursement journals, as well as frequent interactions with the CMOs, their delegated vendors, DCH, and its FAC. While we have attempted to account for these situations, other potential issues within the data may exist that have not yet been identified which may require us to restate prior reports or modify reconciliation processes in the future.

