

**DEPARTMENT OF COMMUNITY HEALTH  
GEORGIA FAMILIES**

**MEDICAID CARE MANAGEMENT  
ORGANIZATIONS ACT  
COMPLIANCE MONITORING**



**ANALYSES OF HOSPITAL STATISTICAL AND  
REIMBURSEMENT (HS&R) REPORT SUBMISSIONS**

**QUARTER 2: APRIL THROUGH JUNE 2013**

**OCTOBER 1, 2013**





# TABLE OF CONTENTS

Project Background .....	3
Objective .....	4
Methodology .....	5
Assumptions and Limitations .....	6
Analytical Findings .....	7
Summary .....	8
Recommendations .....	9
Exhibits .....	10





## PROJECT BACKGROUND

The Medicaid Care Management Organizations Act (the “Act”) requires the Care Management Organizations (CMOs) to provide a Hospital Statistical and Reimbursement (HS&R) report within 30 (thirty) days upon request of a provider. Specifically, O.C.G.A. 33-21A-11 states:

*Upon request by a hospital provider related to a specific fiscal year, a care management organization shall, within 30 days of the request, provide that hospital with an HS&R report for the requested fiscal year. Any care management organization which violates this Code section by not providing the requested report within 30 days shall be subject to a penalty of \$1,000.00 per day, starting on the thirty-first day after the request and continuing until the report is provided. It is the intent of the General Assembly that such penalty be collected by the Department of Community Health and deposited into the Indigent Care Trust Fund created pursuant to Code Section 31-8-152. A care management organization shall not reduce the funding available for health care services for members as a result of payment of such penalties.*

Additionally, the CMOs must submit a list of the requested HS&R reports to the Department of Community Health (“the Department” or DCH) no later than thirty days following the calendar quarter period.





## OBJECTIVE

As requested by the Department, Myers and Stauffer LC (Myers and Stauffer) tested the information included on the quarterly HS&R reports submitted by the CMOs in response to the Act for the quarter beginning April 1, 2013 and ending June 30, 2013 (“Quarter 2”). We attempted to confirm the information reported by the CMOs to demonstrate their compliance with the HS&R reporting requirements of the Act.

The quarterly HS&R reports the CMOs submit to the Department contain the following data: the identification of hospitals that requested HS&R reports including location, name of report requestor, date the HS&R report(s) were requested, the date the CMO released the report to the hospital or requestor, and other related information.

Using the HS&R reports provided by each CMO, we attempted to confirm no less than five report requests for each respective CMO. The Methodology section below provides an overview of how we analyzed the data on the quarterly reports.



## METHODOLOGY

In order to perform this analysis, we utilized the quarterly reports submitted to DCH by each of the CMOs. The report for Amerigroup Community Care (AGP) was obtained via upload to our secure FTP site on August 8, 2013. Peach State Health Plan's (PSHP) report was obtained via upload to our secure FTP site on August 9, 2013. The report for WellCare of Georgia (WellCare) was obtained by accessing their web portal on August 8, 2013. For Quarter 2, 60 HS&R reports were reported by the CMOs and can found in Exhibit A of this report.

In accordance with the confirmation process approved by DCH, Myers and Stauffer requests confirmation of the CMO-reported request and release dates from providers when the CMO-reported release date is 20 days or greater from the CMO-reported request date. With DCH's approval, HS&R reports were randomly selected for AGP, PSHP, and WellCare to contact providers for confirmation of the dates reported by the CMOs.

Telephone calls or e-mails regarding 21 HS&R reports were initiated on August 16, 2013 and completed on August 27, 2013. Providers were asked to provide the date they requested the HS&R report and the date the CMO provided notification that the report was available.

A maximum of three attempts per provider were performed in an effort to acquire data for this analysis.

Once the data was collected, we analyzed the results and performed follow-up communication as necessary. Provider responses were compared with the dates reported on each CMO's quarterly report.



## ASSUMPTIONS AND LIMITATIONS

The assumptions and limitations summarized below should be noted when reviewing this report.

- Our procedures were not designed to identify instances where a CMO may have failed to include a provider's request for an HS&R report in the CMO's report to DCH. However, had instances occurred where a provider stated they requested an HS&R report from a CMO that was not included in the CMO's report to DCH, Myers and Stauffer would have communicated with the respective CMO to confirm the information obtained from the provider.
- If instances occurred where a provider stated they received a requested HS&R report from a CMO after 20 days and that report was originally excluded from our confirmation process, we would have communicated with the respective CMO to confirm the information obtained from the provider.
- Myers and Stauffer accepted a verbal or an email confirmation for information received from providers.
- As instructed by the Department, if the due date of the report, 30 days after the report was requested, fell on a Saturday or Sunday, the next business day was assumed to be the due date for purposes of this analysis.





## ANALYTICAL FINDINGS

This section provides a summary of our findings. Detailed findings can be found in Exhibit B.

**Table I. Total Report Counts per CMO**

CMO	Number of Reports Requested, According to CMO or Provider	Number of Reports Released 20 or More Days After Request, According to CMO or Provider	Number of Reports included in Analyses	Provider in Agreement with CMO-Reported Dates	Provider Disagreed with CMO-Reported Dates
Amerigroup	27	0	7	7 (100.0%)	0 (0.0%)
PSHP	7*	3	7	4 (57.0%)	3 (43.0%)
WellCare	26	0	7	7 (100.0%)	0 (0.0%)
<b>Total</b>	<b>60</b>	<b>3</b>	<b>21</b>	<b>18 (86.0%)</b>	<b>3 (14.0%)</b>

\*The number of HS&R report requests reported to DCH by PSHP differs from Amerigroup and WellCare due to the omission of all other report requests (i.e. Detailed OP Claims Reports) from the quarterly HS&R Report.

As illustrated in the table above, we have included the total number of reports each respective CMO reported to the Department for Quarter 2. The findings indicate that for 86 percent (18 of 21) of the HS&R reports, the providers were able to confirm the information reported by the CMO.

**Table II. Length of Time between Request and Release Dates for HS&R Reports, as reported per CMO**

CMO	Days Between Request and Release Dates		
	Minimum	Average	Maximum
Amerigroup	0.0	2.0	11.0
PSHP	7.0	16.6	27.0
WellCare	0.0	1.1	5

The statistics included in Table II are based on the dates provided within the CMO quarterly reports. Although the dates given to Myers and Stauffer by the providers were considered in the analysis, documentation provided by the CMOs was used to confirm the dates reported to DCH by the CMOs.



## SUMMARY

### **AMERIGROUP**

For Quarter 2, Myers and Stauffer did not identify any HS&R reports released by Amerigroup to a provider that was greater than 30 days. There were no HS&R reports released greater than 20 days from the date of the request. Seven providers, representing seven HS&R report requests, were contacted. The request and release dates reported by the CMO were confirmed.

### **PEACH STATE HEALTH PLAN**

For Quarter 2, Myers and Stauffer did not identify any HS&R reports released by Peach State Health Plan to a provider that was greater than 30 days. There were three HS&R reports to providers that were 20 days or greater. Four providers, representing seven HS&R report requests, were contacted. One provider, representing three HS&R requests, was unable to confirm the CMO's reported request and release dates. The request and release dates reported by the CMO were confirmed for the four remaining report requests.

### **WELLCARE**

For Quarter 2, Myers and Stauffer did not identify any HS&R reports released by WellCare to a provider that were greater than 30 days. There were no HS&R reports released greater than 20 days from the date of the request. Seven providers, representing seven HS&R report requests, were contacted. The request and release dates reported by the CMO were confirmed.

### **SUMMARY OF POTENTIAL PENALTIES**

Based on the findings above, it does not appear that any penalties for late HS&R reports should be assessed by DCH for the quarter beginning April 1, 2013 and ending June 30, 2013.





## RECOMMENDATIONS

We make the following recommendations to the Department and CMOs based on our findings after analyzing the Quarter 2, 2013 HS&R report:

- The Department may wish to require PSHP to report all Detailed report requests in addition to the Summary HS&R report requests with their quarterly HS&R report submission.
- DCH may wish to require that each CMO include the following information, such as type of report being requested (i.e. Summary HS&R Report and/or Detailed Report, etc.), in the quarterly HS&R reports submitted to the Department.



# EXHIBITS



**Exhibit A**

**CMO Name:** AMERIGROUP  
**Reporting Date:** 7/1/2013  
**Reporting Period:** 4/1/2013- 6/30/2013

Hospital Name	Location	Date Report Requested	Date Report	Requestor's Name	Comments	TAT	Notes
Upson Regional Medical Center	Thomaston	4/3/2013	4/3/2013	Joanne Peoples	Request by Email	0	Summary Report Provided
Grady Memorial Hospital	Atlanta	4/3/2013	4/8/2013	Steven Smith	Request by Email	5	Detailed Report Provided
CHOA @ Egleston	Atlanta	4/4/2013	4/15/2013	Sherry Cameron	Request by Email	11	Summary Report Provided
CHOA @ Scottish Rite	Atlanta	4/4/2013	4/15/2013	Sherry Cameron	Request by Email	11	Summary Report Provided
CHOA @ Hughes Spalding	Atlanta	4/4/2013	4/15/2013	Sherry Cameron	Request by Email	11	Detailed & Summary Reports Provided
Grady Memorial Hospital	Atlanta	4/4/2013	4/4/2013	Rhonda Birenbaum	Request by Email	0	Summary Report Provided
St. Mary's Hospital of Athens	Athens	4/4/2013	4/5/2013	Ben Arrington	Request by Email	1	Detailed Report Provided
University Hospital	Augusta	4/5/2013	4/5/2013	Sheri Poole	Request by Email	0	Detailed & Summary Reports Provided
Grady Memorial Hospital	Atlanta	4/5/2013	4/8/2013	Rhonda Birenbaum	Request by Email	3	Detailed & Summary Reports Provided
CHOA @ Hughes Spalding	Atlanta	4/5/2013	4/8/2013	Rhonda Birenbaum	Request by Email	3	Detailed & Summary Reports Provided
CHOA @ Hughes Spalding	Atlanta	4/5/2013	4/8/2013	Rhonda Birenbaum	Request by Email	3	Detailed & Summary Reports Provided
Jefferson Hospital	Louisville	4/9/2013	4/9/2013	Deborah Pate	Request by Email	0	Detailed Report Provided
Candler County Hospital	Metter	4/11/2013	4/11/2013	Cindy Bierschenk	Request by Email	0	Summary Report Provided
Mayo Clinic Health System in Waycross	Waycross	4/16/2013	4/16/2013	Brian Cocciolo	Request by Email	0	Summary Report Provided
Jefferson Hospital	Louisville	4/17/2013	4/17/2013	Deborah Pate	Request by Email	0	Summary Report Provided
Optim Medical Center-Tattnall	Reidsville	4/23/2013	4/23/2013	Angela Myers	Request by Email	0	Summary Report Provided
Northridge Medical Center	Commerce	4/23/2013	4/24/2013	Tawnia Justice	Request by Email	1	Summary Report Provided
Hamilton Medical Center		4/24/2013	4/24/2013	Casey Wilburn	Request by Email	0	Detailed Report Provided
Newton Medical Center	Covington	4/24/2013	4/25/2013	Troy Brooks	Request by Email	1	Summary Report Provided
University Hospital	Augusta	4/24/2013	4/25/2013	Sheri Poole	Request by Email	1	Summary Report Provided
University Hospital McDuffie	Thomson	4/29/2013	4/29/2013	Sheri Poole	Request by Email	0	Summary Report Provided
St. Mary's Hospital of Athens	Athens	5/6/2013	5/6/2013	Hal Mixon	Request by Email	0	Summary Report Provided
Colquitt Regional Medical Center	Moultrie	5/15/2013	5/16/2013	Julie Bhavnani	Request by Email	1	Detailed Report Provided
Appling Healthcare System	Baxley	6/4/2013	6/5/2013	Barbara Pettis	Request by Email	1	Detailed Report Provided
Will Memorial Hospital	Washington	6/13/2013	6/13/2013	Christina Payne	Request by Email	0	Summary Report Provided
Memorial Hospital and Manor	Bainbridge	6/14/2013	6/14/2013	Jeremy Sapp	Request by Email	0	Summary Report Provided
Hutcheson Medical Center	Ft. Oglethorpe	6/19/2013	6/19/2013	Jennifer Cameron	Request by Email	0	Detailed Report Provided

**Exhibit A**

**Hospital Statistical & Reimbursement Report  
Quarterly Report**

**Peach State Health Plan**

**Reporting Date: 7/30/2013**

**Reporting Period: April 1, 2013 thru June 30, 2013**

	<b>Hospital Name</b>	<b>Location</b>	<b>Date Report Requested</b>	<b>Date Report Released</b>	<b>Requestor's Name</b>
1	Candler County Hospital	Georgia	4/11/2013	5/8/2013	Cindy Bierschenk
2	Clearview Regional Medical Center	Georgia	4/16/2013	4/23/2013	Michael Agardi
3	East Georgia Medical Center	Georgia	4/16/2013	4/23/2013	Michael Agardi
4	Barrow Regional Medical Center	Georgia	4/16/2013	4/23/2013	Michael Agardi
5	Mayo Clinic Health System	Georgia	4/16/2013	5/10/2013	Brian Cocciolo
6	Tattnall Hospital	Georgia	4/23/2013	5/20/2013	Shae Foy
7	Phoebe Sumter Hospital	Georgia	6/4/2013	6/21/2013	Justin Hall

**Exhibit A**  
**Hospital Statistical and Reimbursement Report**  
**Quarterly Report**

**CMO Name:** Wellcare  
**Reporting Date:**  
**Reporting Period:** Q2 - 2013

Hospital Name:	Location	Date Report Requested	Date Report	Requester's Name
Upson Regional Medical Center	801 W GORDON ST, Thomaston, GA 30286	4/3/2013	4/3/2013	Joanne Peoples
Grady Health System	80 JESSE HILL JR DR SE, Atlanta, GA 30303	4/3/2013	4/3/2013	Steven Smith
CHOA @ Egleston	1405 CLIFTON RD NE, ATLANTA, GA, 303221060	4/4/2013	4/4/2013	Sherry Cameron
CHOA @ Scottish Rite	1001 JOHNSON FERRY RD NE, ATLANTA, GA, 303421605	4/4/2013	4/4/2013	Sherry Cameron
CHOA @ Hughes Spalding	35 JESSE HILL JR DR SE, ATLANTA, GA, 30303	4/4/2013	4/4/2013	Sherry Cameron
St Mary's Health System	1230 BAXTER ST, ATHENS, GA, 306063712	4/4/2013	4/5/2013	Ben Arrington
University Hospital	1350 WALTON WAY, AUGUSTA, GA, 309012629	4/5/2013	4/5/2013	Sheri Poole
Grady Health System	80 JESSE HILL JR DR SE, ATLANTA, GA, 303033031	4/5/2013	4/8/2013	Rhonda Birenbaum
CHOA @ Hughes Spalding	35 JESSE HILL JR DR SE, ATLANTA, GA, 30303	4/5/2013	4/8/2013	Rhonda Birenbaum
Jefferson Hospital	1067 PEACHTREE ST, LOUISVILLE, GA, 30434	4/9/2013	4/9/2013	Deborah Pate
Mayo Clinic Health System Waycross	1900 TEBEAU STREET, WAYCROSS, GA, 31501	4/16/2013	4/16/2013	Brian Cocciolo
Flint River	509 SUMTER ST, MONTEZUMA, GA, 310631733	4/19/2013	4/22/2013	Lynn Mitchell
Ty Cobb Regional Medical Center	521 FRANKLIN SPRINGS ST, ROYSTON, GA 30662	4/19/2013	4/23/2013	Lynn Cheramie
Hamilton Medical Center	1200 MEMORIAL DR, DALTON, GA, 307202529	4/24/2013	4/24/2013	Casey Wilburn
University Hospital	1350 WALTON WAY, AUGUSTA, GA, 309012629	4/24/2013	4/25/2013	Sheri Poole
Northridge Medical	70 MEDICAL CENTER DR, Commerce, GA 305291078	4/25/2013	4/26/2013	Tawnia Justice
McDuffie County Regional Hospital	521 W HILL ST, Thomson, GA 308242199	4/29/2013	4/30/2013	Sheri Poole
St Mary's Health System	1230 BAXTER ST, ATHENS, GA, 306063712	5/6/2013	5/6/2013	Hal Mixon
Candler County Hospital	400 CEDAR ST, METTER, GA 304393338	5/14/2013	5/14/2013	Cindy Bierschenk
Stewart Webster Hospital	580 ALSTON ST, Richland, GA 318256012	5/14/2013	5/14/2013	Sharon Temprano
Colquitt Regional Medical Center	3131 S MAIN ST, Moultrie, GA 317686925	5/15/2013	5/20/2013	Julie Bhavnani
Berrien Hospital (SGMC)	1221 E MCPHERSON AVE, NASHVILLE, GA 316392326	5/23/2013	5/28/2013	Jennifer Meeler
Appling Hospital	163 E TOLLISON ST, Baxley, GA 315130120	6/4/2013	6/5/2013	Barbara Pettis (Draffin & Tucker)
Phoebe Sumter Medical Center	126 HWY 280 W, Americus, GA 317198645	6/4/2013	6/5/2013	Justin Hall (Draffin & Tucker)
Wills Memorial Hospital	120 GORDON ST, Washington, GA 306731602	6/13/2013	6/13/2013	Christina Payne (Draffin & Tucker)
Memorial Hospital and Manor	1500 E SHOTWELL ST, Bainbridge, GA 398194256	6/14/2013	6/14/2013	Jeremy Sapp

**Exhibit B**

**All Inclusive Provider List  
AMGP, PSHP, WellCare  
Quarter 2 (April 1st - June 30th) 2013**

Requestor's Name	Hospital Name	Comment Category	AGP Report #1							PSHP Report #1							WellCare Report #1						
			CMO-reported Request Date	CMO-reported Release Date	Provider-reported Request Date	Provider-reported Release Date	CMO-reported Number of Days Between Request and Receipt	Provider-reported Number of Days Between Request and Receipt	Dates Validated	CMO-reported Request Date	CMO-reported Release Date	Provider-reported Request Date	Provider-reported Release Date	CMO-reported Number of Days Between Request and Receipt	Provider-reported Number of Days Between Request and Receipt	Dates Validated	CMO-reported Request Date	CMO-reported Release Date	Provider-reported Request Date	Provider-reported Release Date	CMO-reported Number of Days Between Request and Receipt	Provider-reported Number of Days Between Request and Receipt	Dates Validated
Angela Myers	Optim Medical Center-	7	4/23/2013	4/23/2013	4/23/2013	4/23/2013	0	0	Y														
Barbara Pettis (Draffin & Tucker)	Appling Healthcare System		6/4/2013	6/5/2013			1										6/4/2013	6/5/2013			1		
Ben Arrington	St. Mary's Hospital of Athens		4/4/2013	4/5/2013			1										4/4/2013	4/5/2013			1		
Brian Cociolo	Mayo Clinic Health System in Waycross	7	4/16/2013	4/16/2013	41380	4/16/2013	0	0	Y	4/16/2013	5/10/2013	4/16/2013	5/10/2013	24	24	Y	4/16/2013	4/16/2013	4/16/2013	4/16/2013	0	0	Y
Casey Wilburn	Hamilton Medical Center		4/24/2013	4/24/2013			0										4/24/2013	4/24/2013			0		
Christina Payne (Draffin & Tucker)	Will Memorial Hospital	7	6/13/2013	6/13/2013	6/13/2013	6/13/2013	0	0	Y								6/13/2013	6/13/2013	6/13/2013	6/13/2013	0	0	Y
Cindy Bierschenk	Candler County Hospital	7	4/11/2013	4/11/2013	4/11/2013	4/11/2013	0	0	Y	4/11/2013	5/8/2013	4/11/2013	5/8/2013	27	27	Y	5/14/2013	5/14/2013	5/14/2013	5/14/2013	0	0	Y
Deborah Pate	Jefferson Hospital		4/9/2013	4/9/2013			0										4/9/2013	4/9/2013			0		
Deborah Pate	Jefferson Hospital		4/17/2013	4/17/2013			0																
Hal Mixon	St. Mary's Hospital of Athens	7	5/6/2013	5/6/2013	5/6/2013	5/6/2013	0	0	Y								5/6/2013	5/6/2013	5/6/2013	5/6/2013	0	0	Y
Jennifer Cameron	Hutcheson Medical Center		6/19/2013	6/19/2013			0																
Jennifer Meeler	Berrien Hospital (SGMC)																5/23/2013	5/28/2013			5		
Jeremy Sapp	Memorial Hospital and Manor	7	6/14/2013	6/14/2013	41439	6/14/2013	0	0	Y								6/14/2013	6/14/2013	6/14/2013	6/14/2013	0	0	Y
Joanne Peoples	Upson Regional Medical Center		4/3/2013	4/3/2013			0										4/3/2013	4/3/2013			0		
Julie Bhavnani	Colquitt Regional Medical Center		5/15/2013	5/16/2013			1										5/15/2013	5/20/2013			5		
Justin Hall (Draffin & Tucker)	Phoebe Sumter Medical Center	7								6/4/2013	6/21/2013	6/4/2013	6/21/2013	17	17	Y	6/4/2013	6/5/2013	6/4/2013	6/5/2013	1	1	Y
Lynn Cheramie	Ty Cobb Regional Medical Center																4/19/2013	4/23/2013			4		
Lynn Mitchell	Flint River																4/19/2013	4/22/2013			3		
Michael Agardi	Clearview Regional Medical Center	8, 14								4/16/2013	4/23/2013	4/16/2013	4/23/2013	7	7	N							
Michael Agardi	East Georgia Medical Center	8, 14								4/16/2013	4/23/2013	4/16/2013	4/23/2013	7	7	N							
Michael Agardi	Barrow Regional Medical Center	8, 14								4/16/2013	4/23/2013	4/16/2013	4/23/2013	7	7	N							
Rhonda Birenbaum	Grady Memorial Hospital		4/4/2013	4/4/2013			0																
Rhonda Birenbaum	Grady Memorial Hospital		4/5/2013	4/8/2013			3										4/5/2013	4/8/2013			3		
Rhonda Birenbaum	CHOA @ Hughes Spalding		4/5/2013	4/8/2013			3										4/5/2013	4/8/2013			3		
Rhonda Birenbaum	CHOA @ Hughes Spalding		4/5/2013	4/8/2013			3																
Shae Foy	Tattnall Hospital	7								4/23/2013	5/20/2013	4/23/2013	5/20/2013	27	27	Y							
Sharon Temprano	Stewart Webster Hospital																5/14/2013	5/14/2013			0		
Sheri Poole	University Hospital		4/5/2013	4/5/2013			0										4/5/2013	4/5/2013			0		
Sheri Poole	University Hospital		4/24/2013	4/25/2013			1										4/24/2013	4/25/2013			1		
Sheri Poole	University Hospital		4/29/2013	4/29/2013			0										4/29/2013	4/30/2013			1		
Sherry Cameron	CHOA @ Egleston		4/4/2013	4/15/2013			11										4/4/2013	4/4/2013			0		
Sherry Cameron	CHOA @ Scottish Rite		4/4/2013	4/15/2013			11										4/4/2013	4/4/2013			0		
Sherry Cameron	CHOA @ Hughes Spalding		4/4/2013	4/15/2013			11										4/4/2013	4/4/2013			0		
Steven Smith	Grady Memorial Hospital		4/3/2013	4/8/2013			5										4/3/2013	4/3/2013			0		

**Exhibit B**

Requestor's Name	Hospital Name	Comment Category	AGP Report #1							PSHP Report #1							WellCare Report #1						
			CMO-reported Request Date	CMO-reported Release Date	Provider-reported Request Date	Provider-reported Release Date	CMO-reported Number of Days Between Request and Receipt	Provider-reported Number of Days Between Request and Receipt	Dates Validated	CMO-reported Request Date	CMO-reported Release Date	Provider-reported Request Date	Provider-reported Release Date	CMO-reported Number of Days Between Request and Receipt	Provider-reported Number of Days Between Request and Receipt	Dates Validated	CMO-reported Request Date	CMO-reported Release Date	Provider-reported Request Date	Provider-reported Release Date	CMO-reported Number of Days Between Request and Receipt	Provider-reported Number of Days Between Request and Receipt	Dates Validated
Tawnia Justice	Northridge Medical Center	7	4/23/2013	4/24/2013	4/23/2013	4/24/2013	1	1	Y														
Troy Brooks	Newton Medical Center		4/24/2013	4/25/2013			1																

Min: 0.0  
 Max: 11.0  
 Ave: 2.0

Min: 7.0  
 Max: 27.0  
 Ave: 16.6

Min: 0.0  
 Max: 5.0  
 Ave: 1.1

**Exhibit C**

<b>Comment Categories Key</b>			
<b>1</b>	Provider stated dissatisfaction with data on report, such as missing and/or inaccurate data, format of report, incorrect reporting periods, etc.	<b>9</b>	Not able to get into contact with provider.
<b>2</b>	Provider stated reports on DCH website were used instead of requested CMO reports.	<b>10</b>	Provider stated a request was submitted to the CMO that was not found on the CMO report; provider gave request/release dates.
<b>3</b>	Provider had to request corrected report from CMO.	<b>11</b>	Provider unsure of exact dates, but did not think dates differed from dates provided by CMO.
<b>4</b>	Request outside of audit period.	<b>12</b>	Provider only able to provide partial or no information about HS&R report request and receipt.
<b>5</b>	Requested CMO report(s) was not received.	<b>13</b>	Provider did not know or did not provide exact dates reported by CMO, but provider stated report was provided in a timely manner.
<b>6</b>	Provider indicated this facility did not request HS&R reports from CMOs.	<b>14</b>	Provider-reported dates differ from CMO-reported dates, but the request was reported by the CMO.
<b>7</b>	Dates reported by CMO were confirmed.	<b>15</b>	Provider received inaccurate report such as missing, incorrect, or invalid data.
<b>8</b>	Provider disagreed with dates reported by CMO, but provider could not provide evidence supporting the disagreement.		