

**DEPARTMENT OF COMMUNITY HEALTH
GEORGIA FAMILIES**

**MEDICAID CARE MANAGEMENT
ORGANIZATIONS ACT
COMPLIANCE MONITORING**



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

QUARTER 3: JULY THROUGH SEPTEMBER 2013

JANUARY 22, 2014





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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 July 1, 2013 and ending September 30, 2013 ("Quarter 3"). 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 by accessing their web portal on October 30, 2013. Peach State Health Plan's (PSHP) report was obtained via email on November 1, 2013. The report for WellCare of Georgia (WellCare) was obtained by accessing their web portal on November 1, 2013. For Quarter 3, 153 HS&R reports were reported by the CMOs and can be 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 42 HS&R reports were initiated on November 6, 2013 and completed on November 12, 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	63	0	14	14 (100%)	0 (0%)
PSHP	19*	14	14	10 (60%)	4 (40%)
WellCare	71	0	14	14 (100%)	0 (0%)
Total	153	14	42	38 (90.5%)	4 (9.5%)

*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 3. The findings indicate that for 90.5 percent (38 of 42) of the HS&R reports, the providers were able to confirm the information reported by the CMO. We identified three reports where the release date submitted by the provider was inconsistent with the release date reported by the CMO and one report that the provider stated they never received. In these cases, the CMO submitted documentation to support the reported release dates. None of these discrepancies resulted in a release date in excess of the Act's 30-day provision.

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	.8	3
PSHP	19	23.4	29
WellCare	0	1.4	7

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 3, 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. Eight providers, representing fourteen HS&R report requests, were contacted. The request and release dates reported by the CMO were confirmed.

PEACH STATE HEALTH PLAN

For Quarter 3, 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 fourteen HS&R reports to providers that were 20 days or greater. Five providers, representing fourteen HS&R report requests, were contacted.

- Three providers contacted, representing ten HS&R reports, were able to confirm the request and release dates reported by the CMO.
- One provider, representing three HS&R reports, indicated the report release date was 10/9/2013, not 10/2/2013 as reported by PSHP. We requested documentation from PSHP regarding the release date for these reports. Wanda Kemp, PSHP representative, provided documentation supporting the HS&R reports were released to the provider on 10/2/2103.
- One provider, representing one HS&R report, indicated she never received the report requested on 8/16/2013. Wanda Kemp, PSHP representative, provided documentation supporting the HS&R reports were released to the provider on 9/5/2103.

WELLCARE

For Quarter 3, 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. Nine providers, representing fourteen 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 July 1, 2013 and ending September 30, 2013.



RECOMMENDATIONS

We make the following recommendations to the Department and CMOs based on our findings after analyzing the Quarter 3, 2013 HS&R reports:

- 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:
Reporting Period: 7/1/2013- 9/30/2013

Hospital Name	Location	Date Report Requested	Date Report Released	Requestor's Name	Comments	TAT	Notes
CHOA @ Egleston	Atlanta	9/30/2013	10/1/2013	Sherry Cameron	Request by Email	1	Summary Report Provided
CHOA @ Egleston	Atlanta	9/30/2013	10/1/2013	Sherry Cameron	Request by Email	1	Summary Report Provided
CHOA @ Scottish Rite	Atlanta	9/30/2013	10/1/2013	Sherry Cameron	Request by Email	1	Summary Report Provided
CHOA @ Scottish Rite	Atlanta	9/30/2013	10/1/2013	Sherry Cameron	Request by Email	1	Summary Report Provided
CHOA @ Hughes Spalding	Atlanta	9/30/2013	10/1/2013	Sherry Cameron	Request by Email	1	Detailed & Summary Reports Provided
CHOA @ Hughes Spalding	Atlanta	9/30/2013	10/1/2013	Sherry Cameron	Request by Email	1	Detailed & Summary Reports Provided
Clearview Regional Medical Center	Monroe	9/30/2013	10/1/2013	Phillip Baker	Request by Email	1	Detailed & Summary Reports Provided
McDuffie Regional Medical Center	Thomson	9/26/2013	9/27/2013	Phyllis Wright	Request by Email	1	Summary Report Provided
Flint River Community Hospital	Montezuma	9/23/2013	9/23/2013	Sunny Henderson	Request by Email	0	Detailed Report Provided
Jefferson Hospital	Louisville	9/20/2013	9/20/2013	Becki Shaughnessy	Request by Email	0	Summary Report Provided
Jefferson Hospital	Louisville	9/20/2013	9/23/2013	Becki Shaughnessy	Request by Email	3	Detailed Report Provided
Candler County Hospital	Metter	9/19/2013	9/20/2013	Cindy Bierschenk	Request by Email	1	Summary Report Provided
St Mary's Hospital of Athens	Athens	9/17/2013	9/17/2013	Stephen Gillette	Request by Email	0	Detailed Report Provided
St Mary's Hospital of Athens	Athens	9/17/2013	9/17/2013	Stephen Gillette	Request by Email	0	Detailed Report Provided
Jenkins County Hospital	Millen	9/17/2013	9/17/2013	Mike Hester	Request by Email	0	Summary Report Provided
Screven County Hospital	Sylvania	9/17/2013	9/17/2013	Mike Hester	Request by Email	0	Summary Report Provided
Optim Medical Center-Tattnall	Reidsville	9/17/2013	9/17/2013	Mike Hester	Request by Email	0	Summary Report Provided
St. Mary's Hospital of Athens	Athens	9/16/2013	9/16/2013	Hal Mixon	Request by Email	0	Summary Report Provided
Good Samaritan Hospital	Greensboro	9/16/2013	9/16/2013	Hal Mixon	Request by Email	0	Summary Report Provided
Crisp Regional Hospital	Cordele	9/16/2013	9/16/2013	J.T. McGinnis	Request by Email	0	Detailed Report Provided
Memorial Health University Hospital	Savannah	9/16/2013	9/16/2013	Andrew Berube	Request by Email	0	Detailed Report Provided
Emanuel Medical Center	Swainsboro	9/13/2013	9/13/2013	Jessica Johnson	Request by Email	0	Summary Report Provided
Emory University Hospital-Midtown	Atlanta	9/12/2013	9/13/2013	Rhonda Mitchell-Wise	Request by Email	1	Detailed & Summary Reports Provided
Emory University Hospital	Atlanta	9/12/2013	9/13/2013	Rhonda Mitchell-Wise	Request by Email	1	Detailed & Summary Reports Provided
Dekalb Medical Center	Decatur	9/9/2013	9/9/2013	Leshia Smith	Request by Email	0	Detailed Report Provided
Dekalb Medical Center at Hillandale	Lithonia	9/9/2013	9/9/2013	Leshia Smith	Request by Email	0	Detailed Report Provided
Crisp Regional Hospital	Cordele	9/9/2013	9/10/2013	Ben Glass	Request by Email	1	Summary Report Provided
Miller County Hospital	Colquitt	9/8/2013	9/9/2013	Jill Brown	Request by Email	1	Summary Report Provided
Bacon County Hospital	Alma	9/6/2013	9/6/2013	Jeremy Sapp	Request by Email	0	Summary Report Provided
Hutcheson Medical Center	Fort Oglethorpe	9/6/2013	9/6/2013	Jennifer Cameron	Request by Email	0	Detailed Report Provided

Exhibit A

Habersham Medical Center	Demorest	9/4/2013	9/4/2013	Gwen Clark	Request by Email	0	Summary Report Provided
Chestatee Regional Hospital	Dahlonega	9/4/2013	9/4/2013	Connie Alexander	Request by Email	0	Summary Report Provided
Tanner Medical Center	Carrollton	9/4/2013	9/5/2013	Carol Crews	Request by Email	1	Detailed Report Provided
Southern Regional Medical Center	Riverdale	9/3/2013	9/3/2013	Steve Gillette	Request by Email	0	Detailed & Summary Reports Provided
Northside Hospital	Atlanta	9/3/2013	9/4/2013	Nicole McDermott	Request by Email	1	Summary Report Provided
Northside Hospital-Cherokee	Canton	9/3/2013	9/4/2013	Nicole McDermott	Request by Email	1	Summary Report Provided
Northside Hospital-Forsyth	Cumming	9/3/2013	9/4/2013	Nicole McDermott	Request by Email	1	Summary Report Provided
Evans Memorial Hospital	Claxton	8/30/2013	8/30/2013	John Wiggins	Request by Email	0	Detailed Report Provided
Floyd Medical Center	Rome	8/29/2013	8/30/2013	Donna Casey	Request by Email	1	Detailed Report Provided
Phoebe Putney Memorial Hospital	Albany	8/29/2013	8/30/2013	Sean Hendley	Request by Email	1	Detailed Report Provided
Meadows Regional Medical Center	Vidalia	8/26/2013	8/26/2013	Willuck Bennett	Request by Email	0	Summary Report Provided
Murray Medical Center	Chatsworth	8/19/2013	8/19/2013	Christine Smith	Request by Email	0	Summary Report Provided
Screven County Hospital	Sylvania	8/16/2013	8/19/2013	Mike Hester	Request by Email	3	Summary Report Provided
Jenkins County Hospital	Millen	8/16/2013	8/19/2013	Mike Hester	Request by Email	3	Summary Report Provided
Optim Medical Center-Tattnall	Reidsville	8/16/2013	8/19/2013	Mike Hester	Request by Email	3	Summary Report Provided
Elbert Memorial Hospital	Elberton	8/12/2013	8/12/2013	Douglas Faircloth	Request by Email	0	Summary Report Provided
University Hospital	Augusta	8/12/2013	8/12/2013	Sheri Poole	Request by Email	0	Detailed & Summary Reports Provided
Wellstar-Cobb	Austell	8/9/2013	8/12/2013	George Lane	Request by Email	3	Summary Report Provided
Wellstar-Douglas	Douglasville	8/9/2013	8/12/2013	George Lane	Request by Email	3	Summary Report Provided
Wellstar-Kennestone	Marietta	8/9/2013	8/12/2013	George Lane	Request by Email	3	Summary Report Provided
Wellstar-Paulding	Dallas	8/9/2013	8/12/2013	George Lane	Request by Email	3	Summary Report Provided
Wellstar-Windy Hill	Marietta	8/9/2013	8/12/2013	George Lane	Request by Email	3	Summary Report Provided
Mayo Clinic Health System in Waycross	Waycross	8/5/2013	8/5/2013	Brian Cocciolo	Request by Email	0	Summary Report Provided
Emanuel Medical Center	Swainsboro	8/2/2013	8/2/2013	Jessica Johnson	Request by Email	0	Summary Report Provided
Northside Hospital	Atlanta	8/1/2013	8/1/2013	Nicole McDermott	Request by Email	0	Summary Report Provided
Northside Hospital-Cherokee	Canton	8/1/2013	8/1/2013	Nicole McDermott	Request by Email	0	Summary Report Provided
Northside Hospital-Forsyth	Cumming	8/1/2013	8/1/2013	Nicole McDermott	Request by Email	0	Summary Report Provided
Southeast Georgia Health System-Camden Campus	St. Mary's	7/29/2013	7/29/2013	Michelle Morris	Request by Email	0	Detailed & Summary Reports Provided
Southeast Georgia Health System-Brunswick Campus	Brunswick	7/29/2013	7/29/2013	Michelle Morris	Request by Email	0	Detailed & Summary Reports Provided
Hutcheson Medical Center	Fort Oglethorpe	7/22/2013	7/22/2013	Brian Ciesla	Request by Email	0	Detailed Report Provided
Taylor Regional Hospital	Hawkinsville	7/19/2013	7/19/2013	Sandra Herndon	Request by Email	0	Summary Report Provided
Bleckley Memorial Hospital	Cochran	7/15/2013	7/15/2013	Sandra Herndon	Request by Email	0	Summary Report Provided
Chestatee Regional Hospital	Dahlonega	7/12/2013	7/15/2013	Connie Alexander	Request by Email	3	Summary Report Provided

Exhibit A

**Hospital Statistical & Reimbursement Report
Quarterly Report**

Peach State Health Plan

Reporting Date: 10/30/2013

Reporting Period: July 1, 2013 thru September 30, 2013

	Hospital Name	Location	Date Report Requested	Date Report Released	Requestor's Name
1	Northside Hospital	Georgia	8/1/2013	8/20/2013	Nicole McDermott
2	Northside Hospital - Cherokee	Georgia	8/1/2013	8/20/2013	Nicole McDermott
3	Northside Hospital - Forsyth	Georgia	8/1/2013	8/20/2013	Nicole McDermott
4	Northside Hospital	Georgia	8/1/2013	8/26/2013	Nicole McDermott
5	Northside Hospital - Cherokee	Georgia	8/1/2013	8/26/2013	Nicole McDermott
6	Northside Hospital - Forsyth	Georgia	8/1/2013	8/26/2013	Nicole McDermott
7	Wellstar Cobb Hospital	Georgia	8/12/2013	9/4/2013	George Lane
8	Wellstar Douglas Hospital	Georgia	8/12/2013	9/4/2013	George Lane
9	Wellstar Kennestone Hospital	Georgia	8/12/2013	9/4/2013	George Lane
10	Wellstar Paulding Hospital	Georgia	8/12/2013	9/4/2013	George Lane
11	Wellstar Windy Hill Hospital	Georgia	8/12/2013	9/4/2013	George Lane
12	Meadows Regional Medical Center	Georgia	8/26/2013	9/20/2013	Willuck Bennett
13	Murray County Memorial Hospital Authority	Georgia	8/16/2013	9/5/2013	Christine Smith
14	Jenkins County Hospital	Georgia	8/16/2013	9/4/2013	Mike Hester
15	Tattnall Hospital	Georgia	8/16/2013	9/4/2013	Mike Hester
16	Northside Hospital	Georgia	9/3/2013	10/2/2013	Nicole McDermott
17	Northside Hospital - Cherokee	Georgia	9/3/2013	10/2/2013	Nicole McDermott
18	Northside Hospital - Forsyth	Georgia	9/3/2013	10/2/2013	Nicole McDermott
19	Habersham Medical Center	Georgia	9/4/2013	10/2/2013	Gwen Clark

Exhibit A

**Hospital Statistical and Reimbursement Report
Quarterly Report**

CMO Name: WellCare

Wellcare

Reporting Date: OCT 2013

Reporting Period: Q3 2013

Hospital Name:	Location	Date Report	Date Report	Requester's Name
Hutcheson Medical Center	100 Gross Crescent Circle, Ft Oglethorpe, GA 30742	7/12/2013	7/16/2013	Jennifer Cameron
Hutcheson Medical Center - separate request	100 Gross Crescent Circle, Ft Oglethorpe, GA 30742	7/12/2013	7/16/2013	Jennifer Cameron
Chestatee Regional Hospital	227 Mountain Drive, Dahlonega, GA 30533	7/12/2013	7/15/2013	Connie Alexander
Bleckley Memorial Hospital	145 E PEACOCK ST, COCHRAN, GA 31014	7/15/2013	7/15/2013	Sandra Herndon
Habersham Medical Center	541 HISTORIC HWY 441 N, Demorest, GA 30535	7/15/2013	7/22/2013	Sandra Kidd
Habersham Medical Center - separate request	541 HISTORIC HWY 441 N, Demorest, GA 30535	7/15/2013	7/22/2013	Sandra Kidd
Habersham Medical Center - separate request	541 HISTORIC HWY 441 N, Demorest, GA 30535	7/15/2013	7/22/2013	Sandra Kidd
Taylor Regional Hospital	222 PERRY HWY, Hawkinsville, GA 31036	7/19/2013	7/19/2013	Sandra Herndon
Southeast GA Health System - Camden	2000 DAN PROCTOR DR, St Marys, GA 31558	7/26/2013	7/29/2013	Michelle P Morris
Southeast GA Health System - Brunswick	2415 PARKWOOD DR, Brunswick, GA 31520	7/26/2013	7/29/2013	Michelle P Morris
Northside Hospital	1000 JOHNSON FERRY RD NE, Atlanta, GA 30342	8/1/2013	8/1/2013	Nicole McDermott
Northside Hospital - Cherokee	201 HOSPITAL RD, Canton, GA 30114	8/1/2013	8/1/2013	Nicole McDermott
Northside Hospital - Forsyth	1200 NORTHSIDE FORSYTH DR, Cumming, GA 30041	8/1/2013	8/1/2013	Nicole McDermott
Emanuel Medical Center	117 KITE RD, Swainsboro, GA 30401	8/2/2013	8/2/2013	Jessica Johnson
Emanuel Medical Center - separate request	117 KITE RD, Swainsboro, GA 30401	8/2/2013	8/2/2013	Jessica Johnson
John D Archbold Medical Center	915 GORDON AVE, Thomasville, GA 31792	8/5/2013	8/5/2013	Patrica Barrett
Brooks County Hospital	903 N COURT ST, Quitman, GA 31643	8/5/2013	8/5/2013	Patrica Barrett
Grady General Hospital	1155 5TH ST SE, Cairo, GA 39828	8/5/2013	8/5/2013	Patrica Barrett
Mitchell County Hospital	90 E STEPHENS ST, Camilla, GA 31730	8/5/2013	8/5/2013	Patrica Barrett
Mayo Clinic Health System - Waycross (Satilla)	1900 TEBEAU STREET, Waycross, GA 31501	8/5/2013	8/5/2013	Brian Cocciolo
University Hospital	1350 WALTON WAY, Augusta, GA 30901	8/12/2013	8/13/2013	Sheri Poole
Elbert Memorial Hospital	4 MEDICAL DR, Elberton, GA 30635	8/13/2013	8/13/2013	Douglas E Faircloth
Memorial Health University Hospital	4700 WATERS AVE, Savannah, GA 31404	8/15/2013	8/15/2013	Andre Greenwood
Murray County Memorial Hospital Authority	707 OLD DALTON ELLIJAY RD, Chatsworth, GA 30705	8/16/2013	8/19/2013	Christine B Smith
Meadows Regional Medical Center	1703 MEADOWS LN, VIDALIA, GA 30474	8/26/2013	8/26/2013	Willuck Bennett
Floyd Medical Center (separated into 5 reports)	304 TURNER MCCALL BLVD SW, Rome, GA 30165	8/29/2013	9/4/2013	Shae Foy (for Donna Casey)
Phoebe Putney Memorial Hospital	417 3RD AVE, ALBANY, GA 31701	8/29/2013	9/4/2013	Shae Foy (for Sean Hendley)
Evans Memorial Hospital	200 N River Street, Claxton, GA 30417	8/30/2013	9/4/2013	Shae Foy (for John Wiggins)
Southern Regional Medical Center	11 UPPER RIVERDALE RD SW, RIVERDALE, GA 30274	9/3/2013	9/4/2013	Stephen Gillette (Dixon Hughes)
Northside Hospital	1000 JOHNSON FERRY RD NE, Atlanta, GA 30342	9/3/2013	9/5/2013	Nicole McDermott
Northside Hospital - Cherokee	201 HOSPITAL RD, Canton, GA 30114	9/3/2013	9/5/2013	Nicole McDermott
Northside Hospital - Forsyth	1200 NORTHSIDE FORSYTH DR, Cumming, GA 30041	9/3/2013	9/5/2013	Nicole McDermott

Exhibit A

Chestatee Regional Hospital	227 Mountain Drive, Dahlonega, GA 30533	9/4/2013	9/5/2013	Connie Alexander
Jenkins County	931 E WINTHROPE AVE, Millen, GA 30442	9/4/2013	9/6/2013	Mike Hester
Screven County	215 MIMS RD, SYLVANIA, GA 30467	9/4/2013	9/6/2013	Mike Hester
Doctors Hospital Tattnall	247 S MAIN ST, REIDSVILLE, GA 30453	9/4/2013	9/6/2013	Mike Hester
Bacon County	302 S WAYNE ST, ALMA, GA 315102922	9/6/2013	9/6/2013	Jeremy Sapp (Draffin & Tucker)
Habersham County Medical Center	541 HISTORIC HWY 441 N, Demorest, GA 30535	9/6/2013	9/9/2013	Gwen Clark
Dekalb Medical Center	2701 N DECATUR RD, Decatur, GA 30033	9/9/2013	9/9/2013	Shae Foy (for Leshia Smith)
Dekalb Medical Center - Hillandale	2801 DEKALB MEDICAL PKWY, LITHONIA, GA 30058	9/9/2013	9/9/2013	Shae Foy (for Leshia Smith)
Crisp Regional Hospital	902 7TH ST N, CORDELE, GA 31015	9/9/2013	9/9/2013	Ben Glass (Draffin & Tucker)
Tanner Medical Center	705 DIXIE ST, CARROLLTON, GA 301173818	9/4/2013	9/10/2013	Carol Crews
Emory University Hospital Midtown	550 PEACHTREE ST NE, Atlanta, GA 303652225	9/12/2013	9/12/2013	Ronda Mitchell-Wise
Emory University Hospital	1364 CLIFTON ROAD NE, Atlanta, GA 30322	9/12/2013	9/12/2013	Ronda Mitchell-Wise
Emanuel Medical Center	117 KITE RD, Swainsboro, GA 30401	9/13/2013	9/13/2013	Jessica Johnson
St Marys Hospital	1230 BAXTER ST, ATHENS, GA 30606	9/16/2013	9/16/2013	Hal Mixon
Good Samaritan Hospital	1201 SILOAM RD, GREENSBORO, GA 30642	9/16/2013	9/16/2013	Hal Mixon
Memorial Health University Hospital	4700 WATERS AVE, Savannah, GA 31404	9/16/2013	9/17/2013	Andrew Berube (Dixon Hughes)
Crisp Regional Hospital	902 7TH ST N, CORDELE, GA 31015	9/16/2013	9/17/2013	JT McGinnis
Jenkins County	931 E WINTHROPE AVE, Millen, GA 30442	9/17/2013	9/17/2013	Mike Hester
Screven County	215 MIMS RD, SYLVANIA, GA 30467	9/17/2013	9/17/2013	Mike Hester
Doctors Hospital Tattnall	247 S MAIN ST, REIDSVILLE, GA 30453	9/17/2013	9/17/2013	Mike Hester
St Marys Hospital	1230 BAXTER ST, ATHENS, GA 30606	9/17/2013	9/18/2013	Stephen Gillette (Dixon Hughes)
Candler County Hospital	400 CEDAR ST, METTER, GA 304393338	9/19/2013	9/19/2013	Cindy Bierschenk
Jefferson Hospital (Summary)	1067 PEACHTREE ST, LOUISVILLE, GA 30434	9/20/2013	9/23/2013	Becki Shaughnessy (Draffin & Tucker)
Flint River Community Hospital	509 SUMTER ST, MONTEZUMA, GA 310631733	9/23/2013	9/23/2013	Sunny Henderson
Jefferson Hospital (Detail)	1067 PEACHTREE ST, LOUISVILLE, GA 30434	9/23/2013	9/23/2013	Becki Shaughnessy (Draffin & Tucker)
McDuffie Regional Medical Center	521 W HILL ST, THOMSON, GA 30824	9/26/2013	9/26/2013	Phyllis Wright
McDuffie Regional Medical Center - separate request	521 W HILL ST, THOMSON, GA 30824	9/26/2013	9/26/2013	Phyllis Wright
Dodge County Hospital	901 GRIFFIN AVE, Eastman, GA 31023	9/29/2013	9/30/2013	Jan Hamrick
CHOA Egleston	1405 CLIFTON RD NE, Atlanta, GA 303221060	9/30/2013	10/1/2013	Sherry Cameron
CHOA Scottish Rite	1001 JOHNSON FERRY RD NE, Atlanta, GA 303421605	9/30/2013	10/1/2013	Sherry Cameron
CHOA Hughes Spalding	35 JESSE HILL JR DR SE, Atlanta, GA 30303	9/30/2013	10/1/2013	Sherry Cameron
CHOA Egleston - separate request	1405 CLIFTON RD NE, Atlanta, GA 303221060	9/30/2013	10/1/2013	Sherry Cameron
CHOA Scottish Rite - separate request	1001 JOHNSON FERRY RD NE, Atlanta, GA 303421605	9/30/2013	10/1/2013	Sherry Cameron
CHOA Hughes Spalding - separate request	35 JESSE HILL JR DR SE, Atlanta, GA 30303	9/30/2013	10/1/2013	Sherry Cameron
Clearview Regional Medical Center	330 ALCOVY ST, Monroe, GA 306552140	10/1/2013	10/2/2013	Phillip Baker
Northside Hospital	1000 JOHNSON FERRY RD NE, Atlanta, GA 30342	10/1/2013	10/2/2013	Nicole McDermott
Northside Hospital - Cherokee	201 HOSPITAL RD, Canton, GA 30114	10/1/2013	10/2/2013	Nicole McDermott
Northside Hospital - Forsyth	1200 NORTHSIDE FORSYTH DR, Cumming, GA 30041	10/1/2013	10/2/2013	Nicole McDermott
Barrow Regional Medical Center	316 N BROAD ST, Winder, GA 306802150	9/30/2013	10/2/2013	Wayne Rowell

Exhibit B

**All Inclusive Provider List
AMGP, PSHP, WellCare
Quarter 3 (July 1 - September 30) 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			
Andre Greenwood	Memorial Health University Hosp																8/15/2013	8/15/2013					0			
Andrew Berube	Memorial Health University Hosp		9/16/2013	9/16/2013				0									9/16/2013	9/17/2013					1			
Becki Shaughnessy	Jefferson Hospital	7	9/20/2013	9/20/2013	9/20/2013	9/20/2013	0	0	Y								9/23/2013	9/23/2013	9/23/2013	9/23/2013			0	0	Y	
Becki Shaughnessy	Jefferson Hospital		9/20/2013	9/23/2013				3									9/20/2013	9/23/2013					3			
Ben Glass (Draffin & Tucker)	Crisp Regional Hospital		9/9/2013	9/10/2013				1									9/9/2013	9/9/2013					0			
Brian Ciesla	Hutcheson Medical Center		7/22/2013	7/22/2013				0																		
Brian Cocio	Waycross		8/5/2013	8/5/2013				0									8/5/2013	8/5/2013					0			
Carol Crews	Tanner Medical Center		9/4/2013	9/5/2013				1									9/4/2013	9/10/2013					6			
Christine Smith	Murray Medical Center	7, 14	8/19/2013	8/19/2013	8/19/2013	8/19/2013	0	0	Y	8/16/2013	9/5/2013	8/16/2013	Not Received	20	Not Received	N	8/16/2013	8/19/2013	8/16/2013	8/19/2013			3	3	Y	
Cindy Bierschenk	Candler County Hospital		9/19/2013	9/20/2013				1									9/19/2013	9/19/2013					0			
Connie Alexander	Chestatee Regional Hospital	7	9/4/2013	9/4/2013	9/4/2013	9/4/2013	0	0	Y								9/4/2013	9/5/2013	9/4/2013	9/5/2013			1	1	Y	
Connie Alexander	Chestatee Regional Hospital		7/12/2013	7/15/2013				3									7/12/2013	7/15/2013					3			
Donna Casey	Floyd Medical Center		8/29/2013	8/30/2013				1																		
Douglas Faircloth	Elbert Memorial Hospital		8/12/2013	8/12/2013				0									8/13/2013	8/13/2013					0			
George Lane	Wellstar Cobb Hospital	7	8/9/2013	8/12/2013	8/9/2013	8/12/2013	3	3	Y	8/12/2013	9/4/2013	8/12/2013	9/4/2013	23	23	Y										
George Lane	Wellstar Douglas Hospital	7	8/9/2013	8/12/2013	8/9/2013	8/12/2013	3	3	Y	8/12/2013	9/4/2013	8/12/2013	9/4/2013	23	23	Y										
George Lane	Wellstar Kennestone Hospital	7	8/9/2013	8/12/2013	8/9/2013	8/12/2013	3	3	Y	8/12/2013	9/4/2013	8/12/2013	9/4/2013	23	23	Y										
George Lane	Wellstar Paulding Hospital	7	8/9/2013	8/12/2013	8/9/2013	8/12/2013	3	3	Y	8/12/2013	9/4/2013	8/12/2013	9/4/2013	23	23	Y										
George Lane	Wellstar Windy Hill Hospital	7	8/9/2013	8/12/2013	8/9/2013	8/12/2013	3	3	Y	8/12/2013	9/4/2013	8/12/2013	9/4/2013	23	23	Y										
Gwen Clark	Habersham Medical Center	7	9/4/2013	9/4/2013	9/4/2013	9/4/2013	0	0	Y	9/4/2013	10/2/2013	9/4/2013	10/2/2013	28	28	Y	9/6/2013	9/9/2013	9/6/2013	9/9/2013			3	3	Y	
Hal Mixon	Good Samaritan Hospital	7	9/16/2013	9/16/2013	9/16/2013	9/16/2013	0	0	Y								9/16/2013	9/16/2013	9/16/2013	9/16/2013			0	0	Y	
Hal Mixon	St. Mary's Hospital of Athens		9/16/2013	9/16/2013				0									9/16/2013	9/16/2013					0			
J.T. McGinnis	Crisp Regional Hospital	7	9/16/2013	9/16/2013				0									9/16/2013	9/17/2013	9/16/2013	9/17/2013			1	1	Y	
Jan Hamrick	Dodge County Hospital																9/29/2013	9/30/2013					1			
Jennifer Cameron	Hutcheson Medical Center		9/6/2013	9/6/2013				0									7/12/2013	7/16/2013					4			
Jennifer Cameron	Hutcheson Medical Center separate request																7/12/2013	7/16/2013					4			
Jeremy Sapp (Draffin & Tucker)	Bacon County Hospital		9/6/2013	9/6/2013				0									9/6/2013	9/6/2013					0			
Jessica Johnson	Emanuel Medical Center		9/13/2013	9/13/2013				0									8/2/2013	8/2/2013					0			
Jessica Johnson	Emanuel Medical Center		8/2/2013	8/2/2013				0									9/13/2013	9/13/2013					0			
Jessica Johnson	Emanuel Medical Center - separate request																8/2/2013	8/2/2013					0			
Jill Brown	Miller County Hospital		9/8/2013	9/9/2013				1																		
John Wiggins	Evans Memorial Hospital		8/30/2013	8/30/2013				0																		
Leshia Smith	Dekalb Medical Center		9/9/2013	9/9/2013				0																		
Leshia Smith	Dekalb Medical Center at Hillandale		9/9/2013	9/9/2013				0																		
Michelle P Morris	Southeast GA Health System - Brunswick		7/29/2013	7/29/2013				0									7/26/2013	7/29/2013					3			
Michelle P Morris	Southeast GA Health System - Camden		7/29/2013	7/29/2013				0									7/26/2013	7/29/2013					3			
Mike Hester	Doctors Hospital Tattnell																9/4/2013	9/6/2013					2			
Mike Hester	Doctors Hospital Tattnell																9/17/2013	9/17/2013					0			
Mike Hester	Jenkins County Hospital		9/17/2013	9/17/2013				0									9/4/2013	9/6/2013					2			
Mike Hester	Jenkins County Hospital		8/16/2013	8/19/2013				3									8/16/2013	9/4/2013					19			
Mike Hester	Optim Medical Center-Tattnell		9/17/2013	9/17/2013				0									9/17/2013	9/17/2013					0			
Mike Hester	Optim Medical Center-Tattnell		8/16/2013	8/19/2013				3																		
Mike Hester	Screven County Hospital		9/17/2013	9/17/2013				0									9/17/2013	9/17/2013					0			
Mike Hester	Screven County Hospital		8/16/2013	8/19/2013				3									9/4/2013	9/6/2013					2			
Nicole McDermott	Northside Hospital	7, 14	9/3/2013	9/4/2013				1									9/3/2013	9/5/2013	9/3/2013	9/5/2013			2	2	Y	
Nicole McDermott	Northside Hospital	7	8/1/2013	8/1/2013	8/1/2013	8/1/2013	0	0	Y	8/1/2013	8/20/2013						8/1/2013	8/1/2013	8/1/2013	8/1/2013			0	0	Y	

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		
Nicole McDermott	Northside Hospital	3								8/1/2013	8/26/2013	8/1/2013	8/26/2013	25	25	Y	10/1/2013	10/2/2013					1		
Nicole McDermott	Northside Hospital - Cherokee	7	9/3/2013	9/4/2013	9/3/2013	9/4/2013	1	1	Y	8/1/2013	8/20/2013			19			8/1/2013	8/1/2013	8/1/2013	8/1/2013	0	0	Y		
Nicole McDermott	Northside Hospital - Cherokee	3	8/1/2013	8/1/2013			0			8/1/2013	8/26/2013	8/1/2013	8/26/2013	25	25	Y	9/3/2013	9/5/2013					2		
Nicole McDermott	Northside Hospital - Cherokee	14, 7								9/3/2013	10/2/2013	9/3/2013	10/9/2013	29	36	N	10/1/2013	10/2/2013	10/1/2013	10/2/2013	1	1	Y		
Nicole McDermott	Northside Hospital - Forsyth	7	9/3/2013	9/4/2013	9/3/2013	9/4/2013	1	1	Y	8/1/2013	8/20/2013			19			8/1/2013	8/1/2013	8/1/2013	8/1/2013	0	0	Y		
Nicole McDermott	Northside Hospital - Forsyth	3, 7	8/1/2013	8/1/2013			0			8/1/2013	8/26/2013	8/1/2013	8/26/2013	25	25	Y	9/3/2013	9/5/2013	9/3/2013	9/5/2013	2	2	Y		
Nicole McDermott	Northside Hospital - Forsyth	14								9/3/2013	10/2/2013	9/3/2013	10/9/2013	29	36	N	10/1/2013	10/2/2013					1		
Patrica Barrett	Brooks County Hospital																8/5/2013	8/5/2013					0		
Patrica Barrett	Grady General Hospital																8/5/2013	8/5/2013					0		
Patrica Barrett	John D Archbold Medical Center																8/5/2013	8/5/2013					0		
Patrica Barrett	Mitchell County Hospital																8/5/2013	8/5/2013					0		
Phillip Baker	Clearview Regional Medical Center		9/30/2013	10/1/2013			1										10/1/2013	10/2/2013					1		
Phyllis Wright	McDuffie Regional Medical Center		9/26/2013	9/27/2013			1										9/26/2013	9/26/2013					0		
Phyllis Wright	McDuffie Regional Medical Center (separate request)																9/26/2013	9/26/2013					0		
Rhonda Mitchell-Wise	Emory University Hospital		9/12/2013	9/13/2013			1										9/12/2013	9/12/2013					0		
Rhonda Mitchell-Wise	Emory University Hospital Midtown		9/12/2013	9/13/2013			1										9/12/2013	9/12/2013					0		
Sandra Herndon	Bleckley Memorial Hospital		7/15/2013	7/15/2013			0										7/15/2013	7/15/2013					0		
Sandra Herndon	Taylor Regional Hospital		7/19/2013	7/19/2013			0										7/19/2013	7/19/2013					0		
Sandra Kidd	Habersham Medical Center																7/15/2013	7/22/2013					7		
Sandra Kidd	Habersham Medical Center - separate request																7/15/2013	7/22/2013					7		
Sandra Kidd	Habersham Medical Center - separate request																7/15/2013	7/22/2013					7		
Sean Hendley	Phoebe Putney Memorial Hospital		8/29/2013	8/30/2013			1																		
Shae Foy (for Donna Casey)	Floyd Medical Center (separated into 5 reports)																8/29/2013	9/4/2013					6		
Shae Foy (for John Wiggins)	Evans Memorial Hospital																8/30/2013	9/4/2013					5		
Shae Foy (for Leshia Smith)	Dekalb Medical Center																9/9/2013	9/9/2013					0		
Shae Foy (for Leshia Smith)	Dekalb Medical Center - Hillandale																9/9/2013	9/9/2013					0		
Shae Foy (for Sean Hendley)	Phoebe Putney Memorial Hospital																8/29/2013	9/4/2013					6		
Sheri Poole	University Hospital		8/12/2013	8/12/2013			0										8/12/2013	8/13/2013					1		
Sherry Cameron	CHOA @ Egleston		9/30/2013	10/1/2013			1										9/30/2013	10/1/2013					1		
Sherry Cameron	CHOA @ Egleston		9/30/2013	10/1/2013			1										9/30/2013	10/1/2013					1		
Sherry Cameron	CHOA @ Hughes Spalding		9/30/2013	10/1/2013			1										9/30/2013	10/1/2013					1		
Sherry Cameron	CHOA @ Hughes Spalding		9/30/2013	10/1/2013			1										9/30/2013	10/1/2013					1		
Sherry Cameron	CHOA @ Scottish Rite		9/30/2013	10/1/2013			1										9/30/2013	10/1/2013					1		
Sherry Cameron	CHOA @ Scottish Rite		9/30/2013	10/1/2013			1										9/30/2013	10/1/2013					1		
Stephen Gillette	St Mary's Hospital of Athens		9/17/2013	9/17/2013			0																		
Stephen Gillette	St Mary's Hospital of Athens		9/17/2013	9/17/2013			0										9/17/2013	9/18/2013					1		
Stephen Gillette (Dixon Hughes)	Southern Regional Medical Center		9/3/2013	9/3/2013			0										9/3/2013	9/4/2013					1		
Sunny Henderson	Flint River Community Hospital		9/23/2013	9/23/2013			0										9/23/2013	9/23/2013					0		
Wayne Rowell	Barrow Regional Medical Center	7															9/30/2013	10/2/2013	9/30/2013	10/2/2013	2	2	Y		
Willuck Bennett	Meadows Regional Medical Center	7	8/26/2013	8/26/2013	8/26/2013	8/26/2013	0	0	Y	8/26/2013	9/20/2013	8/26/2013	9/20/2013	25	25	Y	8/26/2013	8/26/2013	8/26/2013	8/26/2013	0	0	Y		

Min: 0.0
Max: 3.0
Ave: 0.8

Min: 19.0
Max: 29.0
Ave: 23.4

Min: 0.0
Max: 7.0
Ave: 1.4

Exhibit C

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