

**DEPARTMENT OF COMMUNITY HEALTH
GEORGIA FAMILIES**

**MEDICAID CARE MANAGEMENT
ORGANIZATIONS ACT
COMPLIANCE MONITORING**



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

QUARTER 1: JANUARY THROUGH MARCH 2014

AUGUST 13, 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 January 1, 2014 and ending March 31, 2014 (“Quarter 1”). 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 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 download from the Myers and Stauffer secure file transfer protocol (ftp) site on May 28, 2014. Peach State Health Plan's (PSHP) report was obtained via email on May 28, 2014. The report for WellCare of Georgia (WellCare) was obtained by accessing their web portal on April 10, 2014. For Quarter 1, 91 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, or their representatives, 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 27 HS&R reports were initiated on June 24, 2014 and completed on August 11, 2014. 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	Not Able to Contact with Provider
Amerigroup	46	0	9	9 (100.0%)	0 (0.0%)	0 (0.0%)
PSHP	9*	1	9	8 (88.9%)	0 (0.0%)	1 (11.1%)
WellCare	36	0	9	9 (100.0%)	0 (0.0%)	0 (0.0%)
Total	91	1	27	26 (96.3%)	0 (0.0%)	1 (3.7%)

*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 1. The findings indicate for 96.3 percent (26 of 27) of the HS&R reports, the providers were able to confirm the information reported by the CMOs.

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	0.6	3
PSHP	4	11.8	28
WellCare	0	2.3	14

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 1, Myers and Stauffer did not identify any HS&R reports released by Amerigroup to a provider that were greater than 30 days. Amerigroup did not release any HS&R reports greater than 20 days from the date of the request. Representatives for eight hospital providers were contacted regarding nine HS&R report requests. The request and release dates reported by the CMO were confirmed for all requests.

PEACH STATE HEALTH PLAN

For Quarter 1, Myers and Stauffer did not identify any HS&R reports reported by Peach State Health Plan to a provider that were greater than 30 days. Peach State Health Plan released one HS&R report to a provider that was 20 days or greater from the date of request. Representatives for nine hospital providers were contacted regarding nine HS&R report requests. The request and release dates reported by the CMO were confirmed for eight of the nine requests. For one case, we were unable to contact the provider, after three attempts, to confirm the request.

WELLCARE

For Quarter 1, Myers and Stauffer did not identify any HS&R reports released by WellCare to a provider that were greater than 30 days. WellCare did not release any HS&R reports greater than 20 days from the date of the request. Representatives for eight hospital providers were contacted regarding nine HS&R report requests. The request and release dates reported by the CMO were confirmed for all requests.

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 January 1, 2014 and ending March 31, 2014.





EXHIBITS



Exhibit A

CMO Name: AMERIGROUP
Reporting Date:
Reporting Period: 1/1/2014- 3/31/2014

Hospital Name	Location	Date Report Requested	Date Report Released	Requestor's Name	Comments	TAT	Notes
Washington County Regional Medical Center	Sandersville	1/3/2014	1/3/2014	Ginny Sheppard	Request by Email	0	Summary Report Provided
Colquitt Regional Medical Center	Moultrie	1/3/2014	1/4/2014	Megan Elkins Ford	Request by Email	1	Summary Report Provided
John D. Archbold Medical Center	Thomasville	1/5/2014	1/6/2014	Patricia Barrett	Request by Email	1	Detailed & Summary Reports Provided
Brooks County Hospital	Quitman	1/5/2014	1/6/2014	Patricia Barrett	Request by Email	1	Summary Report Provided
Grady General Hospital	Cairo	1/5/2014	1/6/2014	Patricia Barrett	Request by Email	1	Summary Report Provided
Mitchell County Hospital	Camilla	1/5/2014	1/6/2014	Patricia Barrett	Request by Email	1	Summary Report Provided
Northside Hospital-Cherokee	Canton	1/8/2014	1/8/2014	Nicole McDermott	Request by Email	0	Summary Report Provided
Northside Hospital-Forsyth	Cumming	1/8/2014	1/8/2014	Nicole McDermott	Request by Email	0	Summary Report Provided
South Georgia Medical Center	Valdosta	1/8/2014	1/9/2014	Tina Kent	Request by Email	1	Detailed Report Provided
Smith Northview Hospital	Valdosta	1/8/2014	1/9/2014	Tina Kent	Request by Email	1	Detailed Report Provided
Perry Hospital	Perry	1/10/2014	1/10/2014	Amy Grube	Request by Email	0	Summary Report Provided
Houston Medical Center	Warner Robbins	1/10/2014	1/10/2014	Amy Grube	Request by Email	0	Summary Report Provided
Hutcheson Medical Center	Fort Oglethorpe	1/14/2014	1/15/2014	Karen Lee	Request by Email	1	Detailed & Summary Reports Provided
Hamilton Medical Center	Dalton	1/22/2014	1/23/2014	Casey Wilburn	Request by Email	1	Summary Report Provided
Rockdale Medical Center	Conyers	1/23/2014	1/23/2014	Edwin Rector	Request by Email	0	Summary Report Provided
Northeast Georgia Medical Center	Gainesville	1/27/2014	1/27/2014	Linda Nicholson	Request by Email	0	Detailed Report Provided
Northridge Medical Center	Commerce	1/27/2014	1/28/2014	Tawnia Justice	Request by Email	1	Detailed & Summary Reports Provided
Dodge County Hospital	Eastman	1/30/2014	1/31/2014	Joan Hartley	Request by Email	1	Summary Report Provided
John D. Archbold Medical Center	Thomasville	1/31/2014	1/31/2014	Bobbiegene Reed	Request by Email	0	Detailed & Summary Reports Provided
Colquitt Regional Medical Center	Moultrie	1/31/2014	1/31/2014	Shae Foy	Request by Email	0	Detailed Report Provided
Hamilton Medical Center	Dalton	2/5/2014	2/5/2014	Casey Wilburn	Request by Email	0	Detailed Report Provided
Tift Regional Medical Center	Tifton	2/6/2014	2/6/2014	Tonia Waldrop	Request by Email	0	Summary Report Provided
Stephens county Hospital	Toccoa	2/6/2014	2/6/2014	Jeffrey Laird	Request by Email	0	Summary Report Provided
South Georgia Medical Center	Valdosta	2/10/2014	2/10/2014	Laura Stair	Request by Email	0	Summary Report Provided
Smith Northview Hospital	Valdosta	2/10/2014	2/10/2014	Laura Stair	Request by Email	0	Summary Report Provided
Liberty Regional Medical Center	Hinesville	2/11/2014	2/14/2014	Jeremy S. Sapp	Request by Email	3	Summary Report Provided
Upson Regional Medical Center	Thomaston	2/19/2014	2/20/2014	April Williams	Request by Email	1	Summary Report Provided
Liberty Regional Medical Center	Hinesville	2/21/2014	2/24/2014	Jeremy S. Sapp	Request by Email	3	Summary Report Provided
Tift Regional Medical Center	Tifton	3/3/2014	3/4/2014	Bobbiegean Reed	Request by Email	1	Summary Report Provided
Tift Regional Medical Center	Tifton	3/4/2014	3/4/2014	Tonia Waldrop	Request by Email	0	Detailed Report Provided
Newton Medical Center	Covington	3/4/2014	3/4/2014	Lisa Worthington	Request by Email	0	Detailed Report Provided
South Georgia Medical Center	Valdosta	3/4/2014	3/4/2014	Tina Kent	Request by Email	0	Detailed Report Provided
Houston Medical Center	Warner Robbins	3/5/2014	3/5/2014	Amy Grube	Request by Email	0	Detailed & Summary Reports Provided
Perry Hospital	Perry	3/5/2014	3/5/2014	Amy Grube	Request by Email	0	Detailed & Summary Reports Provided
Miller County Hospital	Colquitt	3/6/2014	3/6/2014	Jill Brown	Request by Email	0	Summary Report Provided
Grady Memorial Hospital	Atlanta	3/6/2014	3/7/2014	Matt Diskin	Request by Email	1	Detailed Report Provided
CHOA @ Hughes Spalding	Atlanta	3/6/2014	3/7/2014	Matt Diskin	Request by Email	1	Detailed Report Provided
CHOA @ Hughes Spalding	Atlanta	3/6/2014	3/7/2014	Sherry Cameron	Request by Email	1	Detailed & Summary Reports Provided
Irwin County Hospital	Ocilla	3/14/2014	3/14/2014	Sharon Griffin	Request by Email	0	Summary Report Provided

Exhibit A

Hospital Name	Location	Date Report Requested	Date Report Released	Requestor's Name	Comments	TAT	Notes
Upton Regional Medical Center	Thomaston	3/19/2014	3/20/2014	Debra Young	Request by Email	1	Detailed Report Provided
Coffee Regional Medical Center	Douglas	3/20/2014	3/20/2014	Ben Glass	Request by Email	0	Summary Report Provided
St. Francis Hospital	Columbus	3/24/2014	3/25/2014	Amanda Wilkerson	Request by Email	1	Detailed Report Provided
Mayo Clinic Health System in Waycross	Waycross	3/25/2014	3/25/2014	Brian Cocciolo	Request by Email	0	Summary Report Provided
Southeast Georgia Health System-Camden Campus	St. Mary's	3/25/2014	3/26/2014	Michelle Morris	Request by Email	1	Detailed & Summary Reports Provided
Southeast Georgia Health System-Brunswick Campus	Brunswick	3/25/2014	3/26/2014	Michelle Morris	Request by Email	1	Detailed & Summary Reports Provided
Jefferson Hospital	Louisville	3/31/2014	4/1/2014	Deborah Pate	Request by Email	1	Detailed Report Provided

Exhibit A

**Hospital Statistical & Reimbursement Report
Quarterly Report**

Peach State Health Plan

Reporting Date: 4/30/2014

Reporting Period: January 1, 2014 thru March 31, 2014

	Hospital Name	Location	Date Report Requested	Date Report Released	Requestor's Name
1	Grady County Hospital	Georgia	1/5/2014	1/16/2014	Patricia Barrett
2	Archbold Memorial Hospital	Georgia	1/5/2014	1/16/2014	Patricia Barrett
3	Brooks County Hospital	Georgia	1/5/2014	1/16/2014	Patricia Barrett
4	Mitchell County Hospital	Georgia	1/5/2014	1/16/2014	Patricia Barrett
5	Liberty Regional Center	Georgia	1/31/2014	2/13/2014	Shonda Youschak
6	Jeff Davis Hospital (Tallahassee Memorial)	Georgia	2/3/2014	2/13/2014	Guy Hildebrand
7	Tift Regional Medical Center	Georgia	2/6/2014	2/13/2014	Tonia Waldrop
8	Dodge County Hospital	Georgia	2/7/2014	2/11/2014	Joan Hartley
9	Irwin County Hospital	Georgia	3/13/2014	4/10/2014	Sharon Griffin

Exhibit A

**Hospital Statistical and Reimbursement Report
Quarterly Report**

CMO Name: WellCare

Wellcare

Reporting Date:

Reporting Period: Q1 2014

Hospital Name:	Location	Date Report	Date Report	Requester's Name
Washington County Regional Medical Center	610 SPARTA RD, SANDERSVILLE, GA 310821860	1/3/2014	1/3/2014	Ginny Sheppard
Hutcheson Medical Center	100 GROSS CRESCENT CIR, FT OGLETHORPE, GA 30742364	1/14/2014	1/15/2014	Karen Lee
Archbold	915 GORDON AVE, THOMASVILLE, GA 31792	1/16/2014	1/16/2014	Shae Foy - duplicate for previous request from Patricia Barrett
Hamilton Medical Center	1200 MEMORIAL DR DALTON GA 307202529	1/22/2014	1/22/2014	Casey Wilburn
Rockdale Medical Center	1412 MILSTEAD AVE CONYERS GA 30012	1/23/2014	1/24/2014	Edwin (Bennie) Rector
John D Archbold Memorial Hospital	915 GORDON AVE THOMASVILLE GA 31792	1/23/2014	1/24/2014	Patricia Barrett
Colquitt Regional	3131 S MAIN ST MOULTRIE GA 317686925	1/24/2014	1/24/2014	Shae Foy
Northeast GA Medical Center	743 SPRING ST NE GAINESVILLE GA 305013741	1/27/2014	1/27/2014	Bobbiegean Reed
Northridge Medical Center	70 MEDICAL CENTER DR COMMERCE GA 305291078	1/27/2014	1/28/2014	Tawnia Justice
Murray Medical Center	707 OLD DALTON ELLIJAY RD CHATSWORTH GA 307052029	1/29/2014	1/29/2014	Keith Williams and Nick Townsend
Colquitt Regional	3131 S MAIN ST MOULTRIE GA 317686925	2/3/2014	2/4/2014	Megan Elkins
Dodge County Hospital	901 GRIFFIN AVE, EASTMAN, GA 31023	1/30/2014	2/6/2014	Joan Hartley
Hamilton Medical Center	1200 MEMORIAL DR DALTON GA 307202529	2/5/2014	2/7/2014	Casey Wilburn
Stephens County Hospital	163 HOSPITAL DR, TOCCOA, GA 305776820	2/6/2014	2/7/2014	Jeffrey Laird
Tift Regional Medical Center	901 E EIGHTEENTH ST, TIFTON, GA 31794	2/6/2014	2/7/2014	Tonia Waldrop
Liberty Regional Medical Center	462 E G MILES PKWY, HINESVILLE, GA 313134000	2/11/2014	2/11/2014	Jeremy Sapp
Liberty Regional Medical Center (2nd, different request)	462 E G MILES PKWY, HINESVILLE, GA 313134000	2/11/2014	2/11/2014	Jeremy Sapp
Upson Regional Medical Center	801 West Gordon Street, Thomaston, GA 30286	2/19/2014	2/20/2014	April Williams
Liberty Regional Medical Center	462 E G MILES PKWY, HINESVILLE, GA 313134000	2/21/2014	2/24/2014	Jeremy Sapp
Tift Regional Medical Center	901 E EIGHTEENTH ST, TIFTON, GA 31794	3/3/2014	3/4/2014	Tonia Waldrop
Newton Medical Center	5126 HOSPITAL DR NE, COVINGTON, GA 30014	3/4/2014	3/5/2014	Lisa Worthington
South Georgia Medical Center	2501 N Patterson St, Valdosta, GA 31602	3/4/2014	3/5/2014	Tina Kent
Houston Medical Center	1601 WATSON BLVD, WARNER ROBINS, GA 31093	3/5/2014	3/7/2014	Amy Grube
Perry Hospital	1120 MORNINGSIDE DR, PERRY, GA 31069	3/5/2014	3/7/2014	Amy Grube
Miller	209 N CUTHBERT ST, COLQUITT, GA 398373518	3/6/2014	3/7/2014	Jill Brown
Grady Memorial	80 JESSE HILL JR DR SE, ATLANTA, GA 303033031	3/6/2014	3/10/2014	Matt Diskin
Hughes Spalding	35 JESSE HILL JR DR SE, ATLANTA, GA 30303	3/6/2014	3/10/2014	Matt Diskin
Hughes Spalding (separate request)	35 JESSE HILL JR DR SE, ATLANTA, GA 30303	3/6/2014	3/10/2014	Sherry Cameron
Irwin County Hospital	710 N IRWIN AVE, OCILLA, GA 317745098	3/14/2014	3/14/2014	Sharon Griffin
Coffee Regional Medical Center	1101 OCILLA RD, DOUGLAS, GA 315332207	3/20/2014	3/20/2014	Ben Glass
Upson Regional Medical Center	801 West Gordon Street, Thomaston, GA 30286	3/19/2014	3/24/2014	Shae Foy
St. Francis Hospital	2122 MANCHESTER EXPY, COLUMBUS, GA 319046878	3/24/2014	3/25/2014	Shae Foy
Mayo Waycross (Satilla Regional)	1900 TEBEAU STREET, WAYCROSS, GA 31501	3/25/2014	3/25/2014	Brian Cocciolo
Southeast Georgia Health System - Camden	2000 DAN PROCTOR DR, SAINT MARYS, GA 315583810	3/25/2014	4/8/2014	Michelle P Morris
Southeast Georgia Health System - Brunswick	2415 PARKWOOD DR, BRUNSWICK, GA 31520	3/25/2014	4/8/2014	Michelle P Morris
Jefferson Hospital	1067 PEACHTREE ST, LOUISVILLE, GA 30434	3/31/2014	4/9/2014	Deborah Pate

Exhibit B

**All Inclusive Provider List
Amerigroup, Peach State, WellCare
Quarter 4 (September 1 - December 31) 2013**

Requestor's Name	Hospital Name	Comment Category	Amerigroup Report #1							Peach State 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
Amanda Wilkerson	St. Francis Hospital		3/24/2014	3/25/2014			1																
Amy Grube	Houston Medical Center		1/10/2014	1/10/2014			0																
Amy Grube	Houston Medical Center	7	3/5/2014	3/5/2014	3/5/2014	3/5/2014	0	0	Y							3/5/2014	3/7/2014	3/5/2014	3/7/2014	2	2	Y	
Amy Grube	Perry Hospital		1/10/2014	1/10/2014			0																
Amy Grube	Perry Hospital	7	3/5/2014	3/5/2014	3/5/2014	3/5/2014	0	0	Y							3/5/2014	3/7/2014	3/5/2014	3/7/2014	2	2	Y	
April Williams	Upson Regional Medical Center		2/19/2014	2/20/2014			1									2/19/2014	2/20/2014			1			
Ben Glass	Coffee Regional Medical Center		3/20/2014	3/20/2014			0									3/20/2014	3/20/2014			0			
Bobbiegean Reed	Tift Regional Medical Center		3/3/2014	3/4/2014			1																
Bobbiegean Reed	Northeast GA Medical Center															1/27/2014	1/27/2014			0			
Bobbiegean Reed	John D. Archbold Medical Center		1/31/2014	1/31/2014			0																
Brian Cocciolo	Waycross (Satilla Regional)		3/25/2014	3/25/2014			0									3/25/2014	3/25/2014			0			
Casey Wilburn	Hamilton Medical Center	7	1/22/2014	1/23/2014	1/22/2014	1/23/2014	1	1	Y							1/22/2014	1/23/2014	1/22/2014	1/23/2014	0	0	Y	
Casey Wilburn	Hamilton Medical Center	7	2/5/2014	2/5/2014	2/5/2014	2/5/2014	0	0	Y							2/5/2014	2/7/2014	2/5/2014	2/7/2014	2	2	Y	
Deborah Pate	Jefferson Hospital		3/31/2014	4/1/2014			1									3/31/2014	4/9/2014			9			
Debra Young	Upson Regional Medical Center		3/19/2014	3/20/2014			1																
Edwin (Bennie) Rector	Rockdale Medical Center		1/23/2014	1/23/2014			0									1/23/2014	1/24/2014			1			
Ginny Sheppard	Washington County Regional Medical Center		1/3/2014	1/3/2014			0									1/3/2014	1/3/2014			0			
Guy Hildebrand	Jeff Davis Hospital (Tallahassee Memorial)	9							N	2/3/2014	2/13/2014			10		N							
Jeffrey Laird	Stephens county Hospital		2/6/2014	2/6/2014			0									2/6/2014	2/7/2014			1			
Jeremy S. Sapp	Liberty Regional Medical Center		2/11/2014	2/14/2014			3									2/11/2014	2/11/2014			0			
Jeremy S. Sapp	Liberty Regional Medical Center (2nd, different request)		2/21/2014	2/24/2014			3									2/11/2014	2/11/2014			0			
Jeremy S. Sapp	Liberty Regional Medical Center															2/21/2014	2/24/2014			3			
Jill Brown	Miller County Hospital		3/6/2014	3/6/2014			0									3/6/2014	3/7/2014			1			
Joan Hartley	Dodge County Hospital	7	1/30/2014	1/31/2014			1			2/7/2014	2/11/2014	2/7/2014	2/11/2014	4	4	Y	1/30/2014	2/6/2014	1/30/2014	2/6/2014	7	7	Y
Karen Lee	Hutcheson Medical Center		1/14/2014	1/15/2014			1									1/14/2014	1/15/2014			1			
Keith Williams and Nick Townsend	Murray Medical Center															1/29/2014	1/29/2014			0			
Laura Stair	South Georgia Medical Center		2/10/2014	2/10/2014			0																
Laura Stair	Smith Northview Hospital		2/10/2014	2/10/2014			0																
Linda Nicholson	Northeast Georgia Medical Center		1/27/2014	1/27/2014			0																
Lisa Worthington	Newton Medical Center		3/4/2014	3/4/2014			0									3/4/2014	3/5/2014			1			
Matt Diskin	Grady Memorial Hospital	7	3/6/2014	3/7/2014	3/6/2014	3/7/2014	1	1	Y							3/6/2014	3/10/2014	3/6/2014	3/10/2014	4	4	Y	
Matt Diskin	Hughes Spalding	7	3/6/2014	3/7/2014	3/6/2014	3/7/2014	1	1	Y							3/6/2014	3/10/2014	3/6/2014	3/10/2014	4	4	Y	
Megan Elkins Ford	Colquitt Regional Medical Center		1/3/2014	1/4/2014			1									2/3/2014	2/4/2014			1			
Michelle P Morris	Southeast Georgia Health System-Brunswick Campus		3/25/2014	3/26/2014			1									3/25/2014	4/8/2014			14			
Michelle P Morris	Southeast Georgia Health System-Camden Campus		3/25/2014	3/26/2014			1									3/25/2014	4/8/2014			14			
Nicole McDermott	Northside Hospital-Cherokee		1/8/2014	1/8/2014			0																
Nicole McDermott	Northside Hospital-Forsyth		1/8/2014	1/8/2014			0																
Patricia Barrett	Archbold Memorial Hospital	7	1/5/2014	1/6/2014	1/5/2014	1/6/2014	1	1	Y	1/5/2014	1/16/2014	1/5/2014	1/16/2014	11	11	Y	1/23/2014	1/24/2014	1/23/2014	1/24/2014	1	1	Y
Patricia Barrett	Brooks County Hospital	7	1/5/2014	1/6/2014	1/5/2014	1/6/2014	1	1	Y	1/5/2014	1/16/2014	1/5/2014	1/16/2014	11	11	Y							
Patricia Barrett	Grady County Hospital/Grady General Hospital	7	1/5/2014	1/6/2014	1/5/2014	1/6/2014	1	1	Y	1/5/2014	1/16/2014	1/5/2014	1/16/2014	11	11	Y							
Patricia Barrett	Mitchell County Hospital	7	1/5/2014	1/6/2014	1/5/2014	1/6/2014	1	1	Y	1/5/2014	1/16/2014	1/5/2014	1/16/2014	11	11	Y							
Shae Foy - duplicate for previous request from Patricia Barrett	Archbold															1/16/2014	1/16/2014			0			
Shae Foy	Colquitt Regional Medical Center		1/31/2014	1/31/2014			0									1/24/2014	1/24/2014			0			
Shae Foy	St. Francis Hospital															3/24/2014	3/25/2014			1			
Shae Foy	Upson Regional Medical Center															3/19/2014	3/24/2014			5			
Sharon Griffin	Irwin County Hospital		3/14/2014	3/14/2014			0																
Sharon Griffin	Irwin County Hospital	7								3/13/2014	4/10/2014	3/13/2014	4/10/2014	28	28	Y							
Sharon Griffin	Irwin County Hospital															3/14/2014	3/14/2014			0			
Sherry Cameron	CHOA @ Hughes Spalding		3/6/2014	3/7/2014			1									3/6/2014	3/10/2014			4			

Exhibit B

Requestor's Name	Hospital Name	Comment Category	Amerigroup Report #1						Peach State 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
Shonda Youschak	Liberty Regional Center	7							1/31/2014	2/13/2014	1/31/2014	2/13/2014	13	13	Y								
Tawnia Justice	Northridge Medical Center		1/27/2014	1/28/2014				1								1/27/2014	1/28/2014					1	
Tina Kent	Smith Northview Hospital		1/8/2014	1/9/2014				1															
Tina Kent	South Georgia Medical Center		1/8/2014	1/9/2014				1															
Tina Kent	South Georgia Medical Center		3/4/2014	3/4/2014				0															
Tonia Waldrop	Tift Regional Medical Center	7	2/6/2014	2/6/2014				0	2/6/2014	2/13/2014	2/6/2014	2/13/2014	7	7	Y	3/4/2014	3/5/2014					1	
Tonia Waldrop	Tift Regional Medical Center		3/4/2014	3/4/2014				0								3/3/2014	3/4/2014	2/6/2014	2/7/2014			1	1

Min: 0.0
 Max: 3.0
 Ave: 0.6

Min: 4.0
 Max: 28.0
 Ave: 11.8

Min: 0.0
 Max: 14.0
 Ave: 2.3

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.		