

**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 2012

OCTOBER 18, 2012





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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 April 1, 2012 and ending June 30, 2012 ("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 reports for Amerigroup Community Care (AGP) and WellCare of Georgia (WellCare) were obtained by accessing each of their web portals on August 1, 2012. We were not able to access Peach State Health Plan's (PSHP's) report via their web portal; therefore, this report was received directly from PSHP on August 6, 2012. For Quarter 2, 92 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 36 HS&R reports were initiated on August 13, 2012 and completed on August 24, 2012 to 13 unique contacts representing 17 facilities. Providers were asked to provide the date they requested the HS&R report and the date the CMO provided notification the report was available.

A maximum of three contacts 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.



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	Provider Unable to Confirm CMO Reported Dates
Amerigroup	27	4	10	10 (100.0%)	0 (0.0%)	0 (0.0%)
PSHP	28	2	10	10 (100.0%)	0 (0.0%)	0 (0.0%)
WellCare	37	7	16	15 (93.8%)	0 (0.0%)	1 (6.2%)
Total	97	13	36	35 (97.2%)	0 (0.0%)	1 (2.8%)

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 97.2 percent (35 of 36) of the HS&R reports, the providers were able to confirm the information reported by the CMO. One provider did not respond to our request for confirmation. None of the conflicts resulted in a release date in excess of the 30-day provision in the Act.

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	6.4	25
PSHP	0	5.9	26
WellCare	0	9.5	25

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. Amerigroup released four reports 20 days or greater and released six reports in less than 20 days. Seven providers, representing ten reports, were contacted and confirmed the dates reported by the CMO.

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. Peach State Health Plan released two reports 20 days or greater and released eight reports in less than 20 days. Nine providers, representing ten reports, were contacted and confirmed the dates reported by the CMO.

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. WellCare released seven reports 20 days or greater and released nine reports in less than 20 days. Eleven providers, representing fifteen reports, were contacted and confirmed the dates reported by the CMO. Three unsuccessful attempts were made in contacting the one of the providers for confirmation.



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 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.



EXHIBITS



Exhibit A

CMO Name: AMERIGROUP
Reporting Date: 7/13/2012
Reporting Period: 4/1/2012 - 6/30/2012

Hospital Name	Location	Date Report Requested	Date Report Released	Requestors Name	Comments	TAT	Notes
South Fulton Medical Center	East Point	4/2/2012	4/27/2012	Gerise Lacny	Request by email	25	Summary Report Provided
Upson Medical Center	Thomaston	4/6/2012	4/12/2012	Joanne Peoples	Requested by email	6	Detailed & Summary reports provided
Piedmont Hospital	Atlanta	4/9/2012	4/10/2012	Fran Gary	Requested by phone	1	Summary Report Provided
Grady Memorial Hospital 2011	Atlanta	4/11/2012	4/11/2012	Rhonda Birenbaum	Requested by email	0	Summary Report Provided
Northridge Medical Center	Commerce	4/11/2012	4/11/2012	Lynn Cheramie	Requested by email	0	Summary Report Provided
Emory-Johns Creek	Norcross	4/17/2012	4/18/2012	JoAnn Manning	Request by email	1	Summary Report Provided
Newton Medical Center	Covington	4/17/2012	4/18/2012	Troy Brooks	Request by email	1	Detailed Report Provided
Coffee Regional Medical Center	Douglas	4/18/2012	4/19/2012	Stephen Harrell	Request by email	1	Detailed Report Provided
Northside Hospital	Atlanta	4/19/2012	4/23/2012	Nicole McDermott	Request by email	4	Summary Report Provided
Northside Hospital-Cherokee	Canton	4/19/2012	4/30/2012	Nicole McDermott	Request by email	11	Summary Report Provided
Northside Hospital-Forsyth	Cumming	4/19/2012	4/30/2012	Nicole McDermott	Request by email	11	Summary Report Provided
Emory-Johns Creek	Norcross	4/19/2012	5/1/2012	JoAnn Manning	Request by email	12	Detailed Report Provided
Emory University Hospital	Atlanta	4/25/2012	5/1/2012	Ronda Mitchell-Wise	Request by email	6	Detailed & Summary Report Provided
Emory University Hospital Midtown	Atlanta	4/25/2012	5/1/2012	Ronda Mitchell-Wise	Request by email	6	Detailed & Summary Report Provided
St. Francis Hospital	Columbus	4/26/2012	5/1/2012	Rita Cobb	Request by email	5	Detailed Report Provided
University Medical Center	Atlanta	4/27/2012	5/1/2012	Sheri Poole	Requested by email	4	Detailed & Summary Report Provided
Cobb Memorial Hospital	Royston	4/30/2012	5/1/2012	Kimberly Massey	Request by email	1	Detailed Report Provided
Hart County Hospital	Hartwell	5/2/2012	5/2/2012	Kimberly Massey	Request by email	0	Summary Report Provided
Cobb Memorial Hospital	Royston	5/2/2012	5/2/2012	Kimberly Massey	Request by email	0	Summary Report Provided
Bleckley Memorial Hospital	Cochran	5/15/2012	5/15/2012	Michael Eaton	Request by email	0	Summary Report Provided
Northside Hospital	Atlanta	5/16/2012	5/21/2012	Jonathan Skaggs	Request by email	5	Detailed Report Provided
Northside Hospital-Cherokee	Canton	5/16/2012	5/21/2012	Jonathan Skaggs	Request by email	5	Detailed Report Provided
Northside Hospital-Forsyth	Cumming	5/16/2012	5/21/2012	Jonathan Skaggs	Request by email	5	Detailed Report Provided
Murray Medical Center	Chatsworth	5/24/2012	5/24/2012	Casey Wilburn	Request by email	0	Summary Report Provided
CHOA @ Eggleston	Atlanta	6/11/2012	7/2/2012	Sherry Cameron	Request by email	21	Detailed & Summary Report Provided
CHOA @ Scottish Rite	Atlanta	6/11/2012	7/2/2012	Sherry Cameron	Request by email	21	Detailed & Summary Report Provided
CHOA @ Hughes Spalding	Atlanta	6/11/2012	7/2/2012	Sherry Cameron	Request by email	21	Detailed & Summary Report Provided

Exhibit A

**Hospital Statistical & Reimbursement Report
Quarterly Report**

Peach State Health Plan

Reporting Date: 7/20/2012

Reporting Period: April 1, 2012 thru June 30, 2012

Hospital Name	Location	Date Report Requested	Date Report Released	Requestor's Name
Tift Regional Medical Center	Georgia	4/2/2012	4/4/2012	Tonia Waldrop
Jefferson Hospital	Georgia	4/6/2012	4/12/2012	Deborah Pate
Elbert Memorial Hospital	Georgia	4/3/2012	4/4/2012	Doug Faircloth
Upton Regional Medical Center	Georgia	4/5/2012	4/5/2012	Joanne Peoples
Donalsonville Hospital	Georgia	4/5/2012	4/5/2012	Lisa Gilmore
Dekalb Memorial Hospital	Georgia	4/4/2012	4/5/2012	Karen Cook
McDuffie Regional Medical Center	Georgia	4/5/2012	4/5/2012	Martha Blount
South Fulton Medical Center	Georgia	4/9/2012	4/12/2012	Genise Lacy
Upton Regional Medical Center	Georgia	4/11/2012	4/12/2012	Joanne Peoples
Emory Johns Creek Hospital	Georgia	4/12/2012	4/12/2012	JoAnn Manning
Flint River Hospital	Georgia	4/17/2012	4/23/2012	Lynn Mitchell
Coffee Regional Medical Center	Georgia	4/18/2012	5/14/2012	Stephen Harrell
Perry Hospital	Georgia	4/30/2012	5/21/2012	Jennifer Johnson
Hart County Hospital	Georgia	5/2/2012	5/21/2012	Kimberly Massey
Cobb Memorial Hospital	Georgia	5/2/2012	5/21/2012	Kimberly Massey
Northside Hospital	Georgia	5/7/2012	5/10/2012	Nicole McDermott
Northside Hospital - Cherokee	Georgia	5/7/2012	5/10/2012	Nicole McDermott
Northside Hospital - Forsyth	Georgia	5/7/2012	5/10/2012	Nicole McDermott
Bleckley Memorial Hospital	Georgia	5/15/2012	5/21/2012	Michael Eaton
Emory Johns Creek Hospital	Georgia	4/30/2012	5/16/2012	JoAnn Manning
Northside - Cherokee	Georgia	5/14/2012	5/21/2012	Nicole McDermott
Newton Medical Center	Georgia	5/21/2012	5/21/2012	Lisa Worthington
Murray Medical Center	Georgia	5/24/2012	5/30/2012	Casey Wilburn
Mitchell County Hospital	Georgia	5/30/2012	5/30/2012	Patricia Barrett
Rockdale Medical Center	Georgia	6/1/2012	6/1/2012	Edwin Rector
The Medical Center, Inc	Georgia	6/6/2012	6/6/2012	Holly Saville
Dekalb Memorial Hospital	Georgia	6/12/2012	6/20/2012	Leshia Smith
Dekalb Memorial Hospital - Hillandale	Georgia	6/12/2012	6/20/2012	Leshia Smith

Exhibit A

**Hospital Statistical and Reimbursement Report
Quarterly Report**

CMO Name: Wellcare
Reporting Date: 7/30/2012
Reporting Period: Q2 - 2012

Hospital Name:	Location	Date Report Requested	Date Report Released	Requester's Name
Tift Regional	901 East 18th St. Tifton, Ga. 31793	4/2/2012	4/3/2012	Tonai Waldrop
Satilla Regional Medical Center	410 Darling Avenue Waycross, Georgia 31501	4/2/2012	4/5/2012	Amanda Baldwin
Banks Jackson Commerce	70 Medical Center Dr. Commerce, Ga. 30529	4/3/2012	4/4/2012	Lynn Cheramie
McDuffie Regional Medical Center	521 Hill St. Thomson, Ga. 30824	4/3/2012	4/3/2012	Martha Blount
Elbert Memorial Hospital	4 Medical Dr.Elberton, Ga. 30635	4/3/2012	4/4/2012	Douglas Faircloth
Upson Regional Medical Center	801 West Gordon St. Thomaston, Ga. 30286	4/5/2012	4/5/2012	Joanne Peoples
Donalsonville Hospital	102 Hospital Circle Donalsonville, Ga. 39845	4/5/2012	4/5/2012	Lisa Gilmore (Draffin and Tucker)
South Fulton Medical Center	1170 Cleveland Ave. East Point, Ga.30344	4/4/2012	4/25/2012	Gerise Lacny
Emory Johns Creek	6325 Hospital Parkway Johns Creek, Ga. 30097	4/12/2012	4/23/2012	JoAnn Manning
Upson Regional Medical Center	801 West Gordon St. Thomaston, Ga. 30286	4/11/2012	4/24/2012	Joanne Peoples
Newton Medical Center	5126 Hospital Dr.Covington, Ga.30014	4/17/2012	4/26/2012	Troy Brooks
Coffee Regional	1101 Ocilla Rd. Douglas, Ga.31533	4/18/2012	4/24/2012	Stephen Harrell (Draffin and Tucker)
Northside Hospital	1000 Johnson Ferry Rd. Atlanta, Ga. 30342	4/19/2012	4/26/2012	Nicole McDermott
Northside Hospital - Cherokee	201 Hospital Rd. Canton, Ga. 30114	4/19/2012	4/26/2012	Nicole McDermott
Northside Hospital - Forsyth	1200 Northside Forsyth Dr. Cumming, Ga. 30041	4/19/2012	4/26/2012	Nicole McDermott
Flint River	509 Sumter Street Montezuma, GA 31063	4/17/2012	4/27/2012	Lynn Mitchell
Banks-Jackson Commerce	70 Medical Center Dr. Commerce, Ga. 30529	4/23/2012	4/27/2012	Lynn Chermie
Grady Memorial	80 Jesse Hill Jr Drive SE, Atlanta, GA 30303	4/24/2012	5/14/2012	Rhonda Birenbaum
Hughes Spalding	35 Jesse Hill Jr. Dr. Atlanta, Ga.30303	4/24/2012	5/14/2012	Rhonda Birenbaum
Emory Hospital Midtown	550 Peachtree Street, Orr Bldg, 7th Floor, Suite 704 Atlanta, GA 30309	4/25/2012	5/18/2012	Ronda Mitchell-Wise
Emory University	550 Peachtree Street, Orr Bldg, 7th Floor, Suite 704 Atlanta, GA 30309	4/25/2012	5/18/2012	Ronda Mitchell-Wise
St. Francis	2617 Gillionville Road, Albany, GA 31702	4/26/2011	5/21/2012	Rita Cobb (Shae Foy)
University	1350 Walton Way Augusta, Ga.	4/27/2012	5/8/2012	Sheri Poole
Cobb Memorial	577 Franklin Springs Street Royston Ga 30662	4/30/2012	5/14/2012	Kimberly Massey
Houston Medical Center	1601 Watson Blvd. Warner Robbins, Ga 31093	4/30/2012	5/11/2012	Jennifer Johnson
Perry Hospital	1120 Morningside Dr. Perry, Ga. 31069	4/30/2012	5/11/2012	Jennifer Johnson
Hart County	1380 West Gisbson St. Hartwell, Ga. 30643	5/2/2012	5/11/2012	Kimberly Massey
Flint River	509 Sumter St.Montezuma, Ga. 31063	5/9/2012	5/11/2012	Lynn Mitchell
Cobb Memorial	521 Franklin Springs Street Roysont, GA 30662	5/2/2012	5/23/2012	Kimberly Massey
Murray Medical Center	2220 Sutherland Avenue, Knoxville, TN 37919	5/24/2012	5/24/2012	Casey S Wilburn
Bleckley Memorial	145 East Peacock St. Cochran, Ga.31014	5/15/2012	5/25/2012	Michael Eaton (Draffin and Tucker)
The Medical Center	710 Center Street, Columbus, GA 31901	6/6/2012	6/7/2012	Holly Saville
Dekalb Medical Center	2701 N Decatur Road, Decatur, GA 30033	6/12/2012	6/14/2012	Leshia Smith
Dekalb Medical Center @ Hillandale	2701 N Decatur Road, Decatur, GA 30033	6/12/2012	6/14/2012	Leshia Smith
CHOA - Scottish Rite	1001 Johnson Ferry Rd. Atlanta, Ga.30342	6/11/2012	6/26/2012	Sherry Cameron
CHOA - Egleston	1405 Clifton Rd.Atlanta, Ga.30322	6/11/2012	6/26/2012	Sherry Cameron
CHOA - Hughes Spalding	35 Jesse Hill Jr Dr Atlanta, Ga. 30303	6/11/2012	6/26/2012	Sherry Cameron

Exhibit B

**Georgia Department of Community Health
Hospital Statistical and Reimbursement Report Requests
Quarter 2 (April 1st - June 30st) 2012 AGP, PSHP, WellCare**

			AGP Report							PSHP Report							WellCare Report						
Requestor's Name	Hospital Name	Comment Category	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 Baldwin	Satilla Regional Medical Center																4/2/2012	4/5/2012			3		
Casey S Wilburn	Murray Medical Center		5/24/2012	5/24/2012			0			5/24/2012	5/30/2012			6			5/24/2012	5/24/2012			0		
Deborah Pate	Jefferson Hospital	7								4/6/2012	4/12/2012	4/6/2012	4/12/2012	6	6	Y							
Doug Faircloth	Elbert Memorial Hospital	7								4/3/2012	4/4/2012	4/3/2012	4/4/2012	1	1	Y	4/3/2012	4/4/2012	4/3/2012	4/4/2012	1	1	Y
Edwin Rector	Rockdale Medical Center									6/1/2012	6/1/2012			0									
Fran Gary	Piedmont Hospital		4/9/2012	4/10/2012			1																
Gerise Lacy	South Fulton Medical Center	7, 14	4/2/2012	4/27/2012	4/2/2012	4/27/2012	25	25	Y	4/9/2012	4/12/2012	4/2/2012	4/12/2012	3	10	N	4/4/2012	4/25/2012	4/2/2012	4/25/2012	21	23	N
Holly Saville	The Medical Center, Inc									6/6/2012	6/6/2012			0			6/6/2012	6/7/2012			1		
Jennifer Johnson	Perry Hospital	7								4/30/2012	5/21/2012	4/30/2012	5/21/2012	21	21	Y	4/30/2012	5/11/2012	4/30/2012	5/11/2012	11	11	Y
Jennifer Johnson	Houston Medical Center																4/30/2012	5/11/2012			11		
JoAnn Manning	Emory-Johns Creek		4/17/2012	4/18/2012			1			4/12/2012	4/12/2012			0			4/12/2012	4/23/2012			11		
JoAnn Manning	Emory-Johns Creek		4/19/2012	5/1/2012			12			4/30/2012	5/16/2012			16									
Joanne Peoples	Upson Regional Medical Center		4/6/2012	4/12/2012			6			4/5/2012	4/5/2012			0			4/5/2012	4/5/2012			0		
Joanne Peoples	Upson Regional Medical Center									4/11/2012	4/12/2012			1			4/11/2012	4/24/2012			13		
Jonathan Skaggs	Northside Hospital		5/16/2012	5/21/2012			5																
Jonathan Skaggs	Northside Hospital-Cherokee		5/16/2012	5/21/2012			5																
Jonathan Skaggs	Northside Hospital-Forsyth		5/16/2012	5/21/2012			5																
Karen Cook	Dekalb Medical Center/Dekalb Memorial Hospital	7								4/4/2012	4/5/2012	4/4/2012	4/5/2012	1	1	Y							
Kimberly Massey	Cobb Memorial Hospital		4/30/2012	5/1/2012			1										4/30/2012	5/14/2012			14		
Kimberly Massey	Hart County Hospital		5/2/2012	5/2/2012			0			5/2/2012	5/21/2012			19			5/2/2012	5/11/2012			9		
Kimberly Massey	Cobb Memorial Hospital	7	5/2/2012	5/2/2012	5/2/2012	5/2/2012	0	0	Y	5/2/2012	5/21/2012	5/2/2012	5/21/2012	19	19	Y	5/2/2012	5/23/2012	5/2/2012	5/23/2012	21	21	Y
Leshia Smith	Dekalb Medical Center/Dekalb Memorial	7								6/12/2012	6/20/2012	6/12/2012	6/20/2012	8	8	Y	6/12/2012	6/14/2012	6/12/2012	6/14/2012	2	2	Y
Leshia Smith	Dekalb Medical Center/Dekalb Memorial Hospital @ Hillandale	7								6/12/2012	6/20/2012	6/12/2012	6/20/2012	8	8	Y	6/12/2012	6/14/2012	6/12/2012	6/14/2012	2	2	Y
Lisa Gilmore	Donalsonville Hospital									4/5/2012	4/5/2012			0			4/5/2012	4/5/2012			0		
Lisa Worthington	Newton Medical Center									5/21/2012	5/21/2012			0									
Lynn Cheramie	Banks-Jackson/Northridge Medical Center		4/11/2012	4/11/2012			0										4/3/2012	4/4/2012			1		
Lynn Cheramie	Banks-Jackson/Northridge Medical Center																4/23/2012	4/27/2012			4		
Lynn Mitchell	Flint River Hospital									4/17/2012	4/23/2012			6			4/17/2012	4/27/2012			10		
Lynn Mitchell	Flint River Hospital																5/9/2012	5/11/2012			2		
Martha Blount	McDuffie Regional Medical Center									4/5/2012	4/5/2012			0			4/3/2012	4/3/2012			0		
Michael Eaton	Bleckley Memorial Hospital		5/15/2012	5/15/2012			0			5/15/2012	5/21/2012			6			5/15/2012	5/25/2012			10		
Nicole McDermott	Northside Hospital		4/19/2012	4/23/2012			4			5/7/2012	5/10/2012			3			4/19/2012	4/26/2012			7		
Nicole McDermott	Northside Hospital - Cherokee		4/19/2012	4/30/2012			11			5/7/2012	5/10/2012			3			4/19/2012	4/26/2012			7		
Nicole McDermott	Northside Hospital - Forsyth		4/19/2012	4/30/2012			11			5/7/2012	5/10/2012			3			4/19/2012	4/26/2012			7		
Nicole McDermott	Northside - Cherokee									5/14/2012	5/21/2012			7									
Patricia Barrett	Mitchell County Hospital									5/30/2012	5/30/2012			0									
Rhonda Birenbaum	Grady Memorial Hospital	7	4/11/2012	4/11/2012	4/11/2012	4/11/2012	0	0	Y								4/24/2012	5/14/2012	4/24/2012	5/14/2012	20	20	Y
Rhonda Birenbaum	Hughes Spalding	9															4/24/2012	5/14/2012			20		
Rita Cobb (Shae Foy)	St. Francis	7	4/26/2012	5/1/2012	4/26/2012	5/1/2012	5	5	Y								4/26/2012	5/21/2012	4/26/2012	5/21/2012	25	25	Y
Ronda Mitchell-Wise	Emory University Hospital	7	4/25/2012	5/1/2012	4/25/2012	5/1/2012	6	6	Y								4/25/2012	5/18/2012	4/25/2012	5/18/2012	23	23	Y
Ronda Mitchell-Wise	Emory University Hospital Midtown	7	4/25/2012	5/1/2012	4/25/2012	5/1/2012	6	6	Y								4/25/2012	5/18/2012	4/25/2012	5/18/2012	23	23	Y
Sheri Poole	University Medical Center		4/27/2012	5/1/2012			4										4/27/2012	5/8/2012			11		
Sherry Cameron	CHOA @ Eggleston	7	6/11/2012	7/2/2012	6/11/2012	7/2/2012	21	21	Y								6/11/2012	6/26/2012	6/11/2012	6/26/2012	15	15	Y
Sherry Cameron	CHOA @ Scottish Rite	7	6/11/2012	7/2/2012	6/11/2012	7/2/2012	21	21	Y								6/11/2012	6/26/2012	6/11/2012	6/26/2012	15	15	Y
Sherry Cameron	CHOA @ Hughes Spalding	7	6/11/2012	7/2/2012	6/11/2012	7/2/2012	21	21	Y								6/11/2012	6/26/2012	6/11/2012	6/26/2012	15	15	Y
Stephen Harrell	Coffee Regional Medical Center	7	4/18/2012	4/19/2012	4/18/2012	4/19/2012	1	1	Y	4/18/2012	5/14/2012	4/18/2012	5/14/2012	26	26	Y	4/18/2012	4/24/2012	4/18/2012	4/24/2012	6	6	Y
Tonia Waldrop	Tift Regional Medical Center	7								4/2/2012	4/4/2012	4/2/2012	4/4/2012	2	2	Y	4/2/2012	4/3/2012	4/2/2012	4/3/2012	1	1	Y
Troy Brooks	Newton Medical Center		4/17/2012	4/18/2012			1										4/17/2012	4/26/2012			9		
							Min	0						Min	0						Min	0	
							Ave	6.4						Ave	5.9						Ave	9.5	
							Max	25						Max	26						Max	25	

Exhibit C

Comment Categories Key			
1	Provider stated dissatisfaction with data on report, such as missing and/or inaccurate data, format of report, incorrect	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
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
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.		