



**MYERS AND
STAUFFER** LC
CERTIFIED PUBLIC ACCOUNTANTS

**SFY 2019: GEORGIA 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 2018 THROUGH JUNE 2018



September 25, 2018

DEDICATED TO GOVERNMENT HEALTH PROGRAMS



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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.



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, 2018 and ending June 30, 2018 ("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 submitted to the Department by the CMOs 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.



In order to perform this analysis, we utilized the quarterly reports submitted to DCH by each of the CMOs. Amerigroup Community Care (AGP), CareSource (CS), Peach State Health Plan (PSHP), and WellCare of Georgia (WellCare) reports were obtained by accessing their web portals on August 1, 2018. For Quarter 2, 28 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 30 days or greater from the CMO-reported request date. With DCH's approval, HS&R reports were randomly selected for Amerigroup, CareSource, Peach State Health Plan, and WellCare to contact providers for confirmation of the dates reported by the CMOs.

Telephone calls or e-mails regarding 28 HS&R reports were initiated on August 8, 2018 and completed on September 12, 2018. 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.



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.
- Myers and Stauffer accepted a verbal or an email confirmation for information received from providers.
- If there was a disagreement between the CMO and provider, Myers and Stauffer accepted the documentation submitted by the CMO as confirmation.
- 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.
- 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.



This section provides a summary of the analytical findings for this analysis. A summary of findings can be found on pages 8-9 of this report.

Table I. Total Report Counts per CMO

CMO	Number of Reports Requested, According to CMO or Provider	Number of Reports Released 30 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 Not Able to Validate CMO Reported Dates
Amerigroup	21	0	7	5 (71.4%)	1 (14.3%)	1 (14.3%)
CareSource	15	0	7	6 (85.7%)	0 (0.00%)	1 (14.3%)
PSHP	14	0	7	7 (100.0%)	0 (0.00%)	0 (0.00%)
WellCare	18	0	7	6 (85.7%)	1 (14.3%)	0 (0.00%)
Total	68	0	28	24 (85.8%)	2 (7.1%)	2 (7.1%)

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 for 85.8 percent (24 of 28) of the HS&R reports, the providers were able to confirm the information reported by the CMOs. Providers disagreed with the CMO reported dates for two report requests. Providers were unable to validate the CMO reported dates for two report request.

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	5.8	10.0
CareSource	0.0	8.6	26.0
PSHP	1.0	17.9	29.0
WellCare	3.0	11.1	28.0

The statistics included in Table II are based on the dates contained 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.



AMERIGROUP

For Quarter 2, Myers and Stauffer did not identify any HS&R reports released by Amerigroup to a provider that were greater than 30 days. Seven representatives were contacted regarding seven HS&R report requests. Myers and Stauffer did not identify any HS&R reports released by Amerigroup to a provider that were greater than 20 days. The request and release dates reported by the CMO were confirmed for six requests. We were unable to confirm one report request as a provider was deemed unreachable after contact was initiated three times.

CARESOURCE

For Quarter 2, Myers and Stauffer did not identify any HS&R reports released by CareSource to a provider that were greater than 30 days. Five representatives were contacted regarding seven HS&R report requests. Myers and Stauffer identified three HS&R reports released by CareSource that were greater than 20 days. The request and release dates reported by the CMO were confirmed for six requests. We were unable to confirm one report request as a provider was deemed unreachable after contact was initiated three times.

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 were greater than 30 days. Seven representatives were contacted regarding seven HS&R report requests. Myers and Stauffer identified seven HS&R reports released by Peach State Health Plan that were greater than 20 days. The request and release dates reported by the CMO were confirmed for seven requests.

WELLCARE

For Quarter 2, Myers and Stauffer did not identify any HS&R reports released by WellCare to a provider that were greater than 30 days. Six representatives were contacted regarding seven HS&R report requests. Myers and Stauffer identified three HS&R reports release by WellCare to providers that were greater than 20 days. The request and release dates reported by the CMO were confirmed for seven requests.

SUMMARY OF POTENTIAL PENALTIES

Based on the findings above, for the quarter beginning March 1, 2018 and ending June 30, 2018, it does not appear that any penalties for late HS&R reports should be assessed by DCH.



EXHIBIT A

Hospital Statistical and Reimbursement Report Quarterly Report

CMO Name:

AMERIGROUP COMMUNITY CARE

Reporting Date:

7/10/2018

Reporting Period:

2nd Quarter 2018

Hospital Name:	Location	Date Report Requested	Date Report Released	Requester's Name
Houston Medical Center	1601 Watson Blvd, Warner Robins, GA 31093-3431	6/27/2018	6/28/2018	Amy Grube
Memorial Hospital and Manor	1500 E SHOTWELL ST BAINBRIDGE GA 398194256	6/25/2018	6/28/2018	Kay Livingston
Bacon County Hospital	302 S Wayne St, Alma, GA 31510	6/19/2018	6/28/2018	Lauris Mullis
John D. Archbold Memorial Hospital	915 Gordon Ave, Thomasville, GA 31792-6614	6/18/2018	6/28/2018	Patricia L. Barrett
Brooks County Hospital	903 N Court St, Quitman, GA 31643	6/18/2018	6/28/2018	Patricia L. Barrett
Grady General Hospital	1155 5TH ST SE, Cairo, GA 39828-3142	6/18/2018	6/28/2018	Patricia L Barrett
Mitchell County Hospital	90 E Stephens St, Camilla, GA 31730	6/18/2018	6/28/2018	Patricia L. Barrett
Southeast Georgia Health System - Camden Campus	2000 Dan Proctor Drive, Saint Marys, GA 31558-3810	6/11/2018	6/20/2018	Michelle P. Morris
Southeast Georgia Health System - Brunswick Campus	2415 Parkwood Drive, Brunswick, GA 31520-4722	6/11/2018	6/20/2018	Michelle P. Morris
Stephens County Hospital	163 Hospital Dr., Toccoa, GA 30577-6820	5/29/2018	6/1/2018	Jeffrey Laird
Memorial Health University Medical Center	4700 Waters Ave., Savannah, GA 31404-6220	5/16/2018	5/17/2018	Jennifer Johnson c/o Jared Kirby
Coffee Regional Medical Center	1101 Ocilla Road, Douglas, GA 31533-2207	5/11/2018	5/17/2018	Casey Wilburn c/o Deborah Massey
Jeff Davis Hospital	163 S Tallahassee Street, Hazelhurst, GA 31539	5/11/2018	5/21/2018	Staci L Ogilvie
Jefferson Hospital	1067 Peachtree Street, Louisville, GA 30434	4/24/2018	5/3/2018	Keara M. Dowling c/o J. Graham
Restoration Healthcare of Commerce, LLC dba/Northridge	70 Medical Center Drive Commerce, GA 30529-1078	4/23/2018	5/3/2018	Lisa A. Gorge
Upson Regional Medical Center	801 W Gordon Street, Thomaston GA 30286-3426	4/16/2018	4/19/2018	Debra Young
University Hospital	1350 Walton Way Augusta, GA 30901	4/11/2018	4/11/2018	Sheri Poole
University McDuffie County Regional Medical Center	2460 Washington Rd, Thomson, GA 30824	4/11/2018	4/11/2018	Sheri Poole
Irwin County Hospital	710 N Irwin Ave, Ocilla, GA 31774-5011	4/10/2018	4/11/2018	Jessie L. Hamilton c/o A. Griffin
Cornerstone Medical Center, LLC	100 Gross Crescent Circle, Fort Oglethorpe, GA 30742	4/5/2018	4/11/2018	Rebecca Hixon
Northridge Medical Center	70 Medical Center Dr, Commerce, GA 30529-1078	4/2/2018	4/3/2018	Lisa A. George

Hospital Statistical and Reimbursement Report Quarterly Report

CMO Name: CareSource

Reporting Date: 07/05/2018

Reporting Period: 4/01/2018 - 6/30/2018

Hospital Name:	Location	Date Report Requested	Date Report Released	Requester's Name
Restoration Healthcare of Commerce, LLC dba Northridge Medical Center	Gray	4/2/2018	4/18/2018	Lisa Gorge
Cornerstone Medical Center, LLC	Ft. Ogelthorpe	4/5/2018	4/18/2018	Rebecca Hixon
Irwin County Hospital	Ocilla	4/13/2018	4/18/2018	Jessie Hamilton
Upton Regional Medical Center	Thomaston	4/16/2018	4/18/2018	Debra Young
Irwin County Hospital (PeachCare for Kids ONLY)	Ocilla	4/19/2018	4/23/2018	Jessie Hamilton
Children's Healthcare of Atlanta at Egleston	Atlanta	4/20/2018	5/16/2018	Sherry Cameron
Children's Healthcare of Atlanta at Scottish Rite	Atlanta	4/20/2018	5/16/2018	Sherry Cameron
Children's Healthcare of Atlanta at Hughes Spalding	Atlanta	4/20/2018	5/16/2018	Sherry Cameron
Restoration Healthcare of Commerce, LLC dba Northridge Medical Center	Gray	4/23/2018	4/23/2018	Lisa Gorge
Memorial Health University Medical Center	Savannah	5/3/2018	5/9/2018	Jennifer Johnson
John D. Archbold Memorial Hospital	Thomasville	6/19/2018	6/20/2018	Patricia L. Barrett
Brooks County Hospital	Quitman	6/19/2018	6/20/2018	Patricia L. Barrett
Grady General Hospital	Cairo	6/19/2018	6/20/2018	Patricia L. Barrett
Mitchell County Hospital	Camilla	6/19/2018	6/20/2018	Patricia L. Barrett
Memorial Hospital and Manor	Bainbridge	6/25/2018	6/26/2018	Kay Livingston

Hospital Statistical and Reimbursement Report Quarterly Report

CMO Name: Peach State Health Plan
Reporting Date: 7/19/2018
Reporting Period: April 1, 2018-June 30, 2018

Hospital Name:	Location	Date Report Requested	Date Report Released	Requester's Name
Restoration Healthcare of Commerce	Georgia	4/2/2018	4/10/2018	Lisa Gorge
Irwin County	Georgia	4/10/2018	5/7/2018	Jessie Hamilton
Upson Regional	Georgia	4/16/2018	5/7/2018	Debra Young
Restoration Healthcare of Commerce	Georgia	4/23/2018	5/22/2018	Lisa Gorge
Jefferson County	Georgia	4/24/2018	5/22/2018	Keara Dowling
Irwin County	Georgia	4/27/2018	5/22/2018	Ashley Griffin
Memorial Health University	Georgia	5/3/2018	5/24/2018	Jennifer Johnson
Jeff Davis Hospital	Georgia	5/11/2018	5/24/2018	Staci Ogilvie
Coffee Regional Medical	Georgia	5/11/2018	5/24/2018	Casey Wilburn
Jefferson Hospital	Georgia	5/30/2018	5/31/2018	Keara Dowling
Southeast GA Health System	Georgia	6/11/2018	7/5/2018	Michelle Morris
Archbold Medical Center	Georgia	6/18/2018	7/5/2018	Patricia Barrett
Bacon County Hospital	Georgia	6/19/2018	7/5/2018	Lauris Mullis
Houston Healthcare	Georgia	6/27/2018	7/5/2018	Amy Grube

Hospital Statistical and Reimbursement Report Quarterly Report

CMO Name: WellCare Health Plans, Inc.

Reporting Date: July 30, 2018

Reporting Period: April 1, 2018 - June 30, 2018

Hospital Name	Location	Date Report Requested	Date Report Released	Requester's Name
Northridge Medical Center	70 Medical Center Dr, Commerce, GA 30529	4/2/2018	4/24/2018	Lisa A Gorge
Upson Regional Medical Center	801 West Gordon Street Thomaston, Georgia 30286	4/3/2018	5/1/2018	April Williams
Cornerstone Medical Center	This hospital is not contracted with WellCare. No claims exist.	4/5/2018	N/A	Rebecca Hixon
Irwin County Hospital	710 N Irwin Ave, Ocilla, GA 31774	4/10/2018	5/1/2018	Jessie L. Hamilton
Upson Regional Medical Center	801 West Gordon Street Thomaston, Georgia 30286	4/16/2018	5/2/2018	Shae Foy
Northridge Medical Center	70 Medical Center Dr, Commerce, GA 30529	4/23/2018	4/26/2018	Lisa A Gorge
Jefferson Hospital	1067 Peachtree St, Louisville, GA 30434	4/24/2018	5/9/2018	Keara Dowling
Memorial Health University Medical Center	4700 Waters Ave, Savannah, GA 31404	5/3/2018	5/10/2018	Jennifer A. Johnson
McDuffie County Regional Medical Center	1350 Walton Way Augusta, GA 30901	5/4/2018	5/15/2018	Sheri Poole
Jeff Davis Hospital	163 S Tallahassee Street Hazlehurst, GA 31539	5/11/2018	5/16/2018	Staci L. Ogilvie
Coffee Regional Medical Center	1101 Ocilla Rd, Douglas, GA 31533	5/11/2018	5/22/2018	Casey S. Wilburn
Stephens County Hospital	163 Hospital Drive Toccoa, GA 30577	5/29/2018	6/5/2018	Jeffrey Laird
Camden Medical	186 Hospital Dr, Camden, TN 38320	6/11/2018	6/18/2018	Michelle Morris
SE Georgia Regional Medical Center - Brunswick	2415 Parkwood Drive Brunswick, GA 31520	6/11/2018	6/19/2018	Michelle Morris
Archbold Memorial Hospital	915 Gordon Ave, Thomasville, GA 31792	6/18/2018	6/25/2018	Patricia Barrett
Mitchell County	90 E STEPHENS ST, CAMILLA, GA, 317301899	6/18/2018	6/25/2018	Patricia Barrett
Grady General	1155 5TH ST SE CAIRO, GA 398283142	6/18/2018	6/25/2018	Patricia Barrett
Brooks County	903 N COURT ST, QUITMAN, GA, 316431315	6/18/2018	6/25/2018	Patricia Barrett