



DEPARTMENT OF COMMUNITY HEALTH

GEORGIA FAMILIES

MEDICAID CARE MANAGEMENT

ORGANIZATIONS ACT

COMPLIANCE MONITORING

**ANALYSES OF HOSPITAL STATISTICAL AND
REIMBURSEMENT (HS&R) REPORT SUBMISSIONS
– APRIL THROUGH JUNE 2010**

SEPTEMBER 3, 2010

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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 AND METHODOLOGY

OBJECTIVE

As requested by the Department, Myers and Stauffer LC (MSLC) 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, 2010 and ending June 30, 2010 ("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.

We attempted to confirm report requests which, as reported by the CMOs, were released by the CMO on or after the 20th day or later from the date of the request by the provider. 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. For AMERIGROUP Community Care (AMERIGROUP) and WellCare of Georgia (WellCare), these reports were obtained on August 10, 2010 by accessing each CMO's web portal. 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 11, 2010. The Quarter 2 HS&R reports from the CMOs are included in Exhibit A of this report.

In accordance with the confirmation process approved by DCH, MSLC seeks confirmation of the CMO-reported request and release dates from providers when the CMOs report a release date that is 20 or more days from the CMO-reported request date. For the Quarter 2 reporting period, a total of thirteen HS&R reports were reported by the CMOs to have been released 20 or more days from the date of the provider request.

Telephone calls or e-mails regarding these thirteen HS&R reports were completed on August 20, 2010 to seven unique contacts representing thirteen facilities. Providers were asked to provide the date they requested the HS&R report and the date the CMO notified them that 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. Providers' responses were compared with the dates reported on the CMO's quarterly reports. In situations where a hospital reported receiving an HS&R report but on a date significantly different than that reported by the CMO, a follow-up e-mail was sent to the CMO to request supporting documentation for these reports and dates.

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, MSLC would have communicated with the respective CMO to confirm the information obtained from the provider.
- Our procedures did not include requesting confirmation from providers where the CMO indicated that the requested HS&R report was made available to the provider in less than 20 days. However, 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.
- MSLC 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.

ANALYTICAL SUMMARIES AND FINDINGS

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

Table I. Total Report Counts by 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 for Which MSLC was Able to Contact Provider	Provider in Agreement with CMO-Reported Dates	Provider Disagrees with CMO-Reported Dates
AMERIGROUP	18	2	2	2 (100%)	0 (0%)
PSHP	23	11	11	11 (100%)	0 (0%)
WellCare	13	0	N/A	N/A	N/A
Total	54	13	13	13 (100%)	0 (0%)

As illustrated in the table above, we have included the total number of reports each respective CMO reported to the Department for Quarter 2. For the reports identified by the CMOs or providers as having been released on the 20th day or after from the date of the provider request, the findings indicate that for 100 percent (13 of the 13) of the HS&R reports, the providers were able to confirm the information reported by the CMO.

Table II. Length of Time between Request and Release Dates for HS&R Reports, As Reported by the CMOs

CMO	Days Between Request and Release Dates		
	Minimum	Average	Maximum
AMERIGROUP	0	10.8	27
PSHP	1	20.0	30
WellCare	1	5.2	12

The statistics included in Table II are based on the dates provided within the CMO quarterly reports. Although the dates given to MSLC 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, MSLC did not identify any HS&R reports released by AMERIGROUP to a provider that was greater than 30 days. There were 2 HS&R reports released greater than 20 days from the date of the request. Both providers confirmed the dates reported by the CMO.

Peach State Health Plan

For Quarter 2, MSLC did not identify any HS&R reports released by PSHP to a provider at greater than 30 days. There were 11 HS&R reports released greater than 20 days from the date of the request. All providers confirmed the dates reported by the CMO.

WellCare

Based on the information submitted to the Department by WellCare in the quarterly report for the period ending June 30, 2010, it appears all reports were released by WellCare to providers within 30 days of the date requested, as required by the Act. Additionally, all reports were reported by WellCare as being released less than 20 days from the request date. Therefore, no provider contacts were required to be made to confirm the data reported in WellCare's quarterly report.

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 April 1, 2010 through June 30, 2010.

EXHIBITS

EXHIBIT A
Amerigroup Community Care
Hospital Statistical and Reimbursement Report
4th Quarter 2009

CMO Name:	AMERIGROUP					
Reporting Date:	7/23/2010					
Reporting Period:	4/1/2010 - 6/30/2010					
Hospital Name	Location	Date Report Requested	Date Report Released	Requestors Name	Comments	TAT
St Mary's Health Care System	Athens	4/5/2010	4/8/2010	Stephen Gillette	Dixon Hughes PLLC	3
St Mary's Health Care System	Athens	4/5/2010	4/8/2010	Stephen Gillette	Dixon Hughes PLLC	3
The Doctors Hospital of Tattnall	Reidsville	4/5/2010	4/8/2010	Karen O'Neal	The Doctors Hospital of Tattnall	3
Habersham Medical Center	Demorest	4/7/2010	4/20/2010	Gwen Clark	Habersham Medical Center	13
Jefferson Hospital	Louisville	4/6/2010	4/20/2010	Deborah Pate	Jefferson Hospital	14
Mountain Lakes Medical Center	Clayton	4/6/2010	4/20/2010	Christine Holland	Mountain Lakes Medical Center	14
University Hospital	Augusta	4/16/2010	4/23/2010	Sheri Poole	University Hospital	7
Medical Center of Central GA	Macon	4/6/2010	4/23/2010	Bryan Forlines	Medical Center of Central GA - 2007	17
Medical Center of Central GA	Macon	4/6/2010	4/23/2010	Bryan Forlines	Medical Center of Central GA - 2008	17
Medical Center of Central GA	Macon	4/6/2010	4/23/2010	Bryan Forlines	Medical Center of Central GA - 2009	17
Ty Cobb Healthcare System	Royston	4/6/2010	4/26/2010	Beth Dalton	Ty Cobb Memorial Healthcare System	20
Children's Healthcare of Atlanta @ Hughes Spaulding	Atlanta	4/15/2010	4/26/2010	Carolyn Ford	Childre's Healthcare of Atlanta @ Hughes Spaulding	11
Grady Memorial Hospital	Atlanta	4/28/2010	4/28/2010	Rhonda Birenbaum	Grady Memorial Hospital	0
Children's Healthcare of Atlanta @ Egleston	Atlanta	4/22/2010	4/29/2010	Sherry McQueen	Children's Healthcare of Atlanta @ Egleston	7
Children's Healthcare of Atlanta @ Scottish Rite	Atlanta	4/22/2010	4/29/2010	Sherry McQueen	Children's Healthcare of Atlanta @ Scottish Rite	7
Cobb Memorial Hospital	Royston	5/17/2010	5/18/2010	Kimberly Massey	Cobb Memorial Hospital	1
Hart County Hospital	Hartwell	4/28/2010	5/25/2010	Beth Dalton	Ty Cobb Memorial Healthcare System	27
Athens Regional Medical Center	Athens	6/11/2010	6/24/10 & 6/28/10	Matt Diskin	Dixon Hughes PLLC	13 & 17

EXHIBIT A

**Hospital Statistical & Reimbursement Report
Quarterly Report**

Peach State Health Plan

Reporting Date: 7/30/2010

Reporting Period: April 1, 2010 thru June 30, 2010

Hospital Name	Location	Date Report Requested	Date Report Released	Requestor's Name
Wellstar Cobb Hospital	Georgia	3/23/2010	4/22/2010	George Lane
Wellstar Douglas Hospital	Georgia	3/23/2010	4/22/2010	George Lane
Wellstar Kennestone Hospital	Georgia	3/23/2010	4/22/2010	George Lane
Wellstar Paulding Hospital	Georgia	3/23/2010	4/22/2010	George Lane
Wellstar Windy Hill Hospital	Georgia	3/23/2010	4/22/2010	George Lane
St. Mary's Healthcare System, Inc	Georgia	4/1/2010	4/21/2010	Stephen Gillette
Hart County Hospital	Georgia	4/6/2010	4/22/2010	Beth Dalton
Cobb Memorial Hospital	Georgia	4/6/2010	4/22/2010	Beth Dalton
Medical Center of Central Georgia	Georgia	4/6/2010	5/6/2010	Bryan Forlines
Jefferson County Hospital	Georgia	4/7/2010	5/7/2010	Mike Sombar
Satilla Regional Medical Center	Georgia	4/21/2010	5/7/2010	Shae Foy
Upson Regional Medical Center	Georgia	4/21/2010	5/7/2010	Shae Foy
Newton Medical Center	Georgia	4/21/2010	5/7/2010	Shae Foy
St. Francis Hospital	Georgia	4/21/2010	5/7/2010	Shae Foy
Children's Healthcare of Atlanta - Hughes Spalding	Georgia	4/21/2010	5/11/2010	Carolyn Ford
Children's Healthcare of Atlanta - Egleston	Georgia	4/22/2010	5/21/2010	Sherry McQueen
Children's Healthcare of Atlanta - Scottish Rite	Georgia	4/22/2010	5/21/2010	Sherry McQueen
Grady Health System	Georgia	4/27/2010	5/10/2010	Rhonda Birenbaum
St. Mary's Healthcare System, Inc	Georgia	5/10/2010	5/26/2010	Matt Diskin
Cobb Memorial Hospital	Georgia	5/18/2010	5/26/2010	Kimberly Massey
Tift Regional Medical Center	Georgia	6/2/2010	6/3/2010	Matt Diskin
Athens Regional Medical Center	Georgia	6/11/2010	6/22/2010	Matt Diskin
	Georgia			

EXHIBIT B

Georgia Department of Community Health
Hospital Statistical and Reimbursement Report Requests
Quarter 2 (April 1st - June 30th) 2010 AMGP, PSHP, WellCare

Requestor's Name	Hospital Name	Date Call Made	Comment Category	AMGP Report										PSHP Report						WellCare Report						
				CMO-reported Request/Release Dates >= 20 Days	CMO(s) to Call	CMO-reported Request Date	CMO-reported Release Date	CMO-reported Requestor Name	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	CMO-reported Requestor Name	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	CMO-reported Requestor Name	Provider-reported Request Date	Provider-reported Release Date
Stephen Gillette	St Mary's Health System	8/20/2010	7	Call	PSHP	4/5/2010	4/8/2010	Stephen Gillette			3	No call required	4/1/2010	4/21/2010	Stephen Gillette			20	Y	4/1/2010	4/8/2010	Stephen Gillette			7	No call required
Stephen Gillette	St Mary's Health System					4/5/2010	4/8/2010	Stephen Gillette			3	No call required	N/A	N/A				N/A	N/A	N/A	N/A				N/A	N/A
Karen O'Neal	The Doctors Hospital of Tattall					4/5/2010	4/8/2010	Karen O'Neal			3	No call required	N/A	N/A				N/A	N/A	N/A	N/A				N/A	N/A
Gwen Clark	Habersham Medical Center					4/7/2010	4/20/2010	Gwen Clark			13	No call required	N/A	N/A				N/A	N/A	N/A	N/A				N/A	N/A
Deborah Pate	Jefferson Hospital					4/6/2010	4/20/2010	Deborah Pate			14	No call required	N/A	N/A				N/A	N/A	4/9/2010	4/13/2010	Deborah Pate			4	No call required
Christine Holland	Mountain Lakes Medical Center					4/6/2010	4/20/2010	Christine Holland			14	No call required	1/4/2010	1/12/2010	Bill Hulinq			8	Y	N/A	N/A				N/A	N/A
Sherri Poole	University Hospital					4/16/2010	4/23/2010	Sherri Poole			7	No call required	N/A	N/A				N/A	N/A	4/21/2010	4/22/2010	Sherri Poole			1	No call required
Bryan Forlines	Medical Center of Central Georgia	8/16/2010	7	Call	PSHP	4/6/2010	4/23/2010	Bryan Forlines			17	No call required	4/6/2010	5/6/2010	Bryan Forlines	4/6/2010	5/6/2010	30	Y	N/A	N/A				N/A	N/A
Bryan Forlines	Medical Center of Central Georgia					4/6/2010	4/23/2010	Bryan Forlines			17	No call required	NA	NA				N/A	N/A	N/A	N/A				N/A	N/A
Bryan Forlines	Medical Center of Central Georgia					4/6/2010	4/23/2010	Bryan Forlines			17	No call required	NA	NA				N/A	N/A	N/A	N/A				N/A	N/A
Beth Dalton	Ty Cobb Memorial Healthcare System	8/20/2010	7	Call	AMGP	4/6/2010	4/26/2010	Beth Dalton			20	Y	4/6/2010	4/22/2010	Beth Dalton			16	No call required	4/6/2010	4/7/2010	Beth Dalton			1	No call required
Beth Dalton	Hart County Hospital	8/20/2010	7	Call	AMGP	4/28/2010	5/25/2010	Beth Dalton			27	Y	4/6/2010	4/22/2010	Beth Dalton			16	No call required	4/6/2010	4/7/2010	Beth Dalton			1	No call required
Carolyn Ford	Children's Healthcare of Atlanta @ Hughes Spaulding	8/20/2010	7	Call	PSHP	4/15/2010	4/26/2010	Carolyn Ford			11	No call required	4/21/2010	5/11/2010	Carolyn Ford			20	Y	4/15/2010	4/16/2010	Carolyn Ford			1	No call required
Rhonda Birenbaum	Grady Memorial Hospital					4/28/2010	4/28/2010	Rhonda Birenbaum			0	No call required	4/27/2010	5/10/2010	Rhonda Birenbaum			13	Y	N/A	N/A				N/A	N/A
Sherry McQueen	Children's Healthcare of Atlanta @ Edgeston	8/16/2010	7	Call	PSHP	4/22/2010	4/29/2010	Sherry McQueen			7	No call required	4/22/2010	5/21/2010	Sherry McQueen			29	Y	4/22/2010	5/4/2010	Sherry McQueen			12	No call required
Sherry McQueen	Children's Healthcare of Atlanta @ Scottish Rite	8/16/2010	7	Call	PSHP	4/22/2010	4/29/2010	Sherry McQueen			7	No call required	4/22/2010	5/21/2010	Sherry McQueen			29	Y	4/22/2010	5/4/2010	Sherry McQueen			12	No call required
Kimberly Massey	Cobb Memorial Hospital					5/17/2010	5/18/2010	Kimberly Massey			1	No call required	5/18/2010	5/26/2010	Kimberly Massey			8	Y	4/22/2010	5/4/2010	Sherry McQueen			8	No call required
Matt Diskin	Athens Regional Medical Center					6/11/2010	6/24/2010	Matt Diskin			13	No call required	6/11/2010	6/22/2010	Matt Diskin			11	No call required	6/11/2010	6/17/2010	Matt Diskin			6	No call required
Matt Diskin	Tift Regional Medical Center					N/A	N/A	Matt Diskin			N/A	N/A	6/2/2010	6/3/2010	Matt Diskin			1	No call required	6/2/2010	6/8/2010	Matt Diskin			6	No call required
Matt Diskin	St Mary's Health System					N/A	N/A	Matt Diskin			N/A	N/A	6/2/2010	6/3/2010	Matt Diskin			16	No call required	5/18/2010	5/25/2010	Matt Diskin			7	No call required
George Lane	Wellstar Cobb	8/16/2010	7	Call	PSHP	N/A	N/A	George Lane			N/A	N/A	5/10/2010	5/26/2010	Matt Diskin			16	No call required	5/18/2010	5/25/2010	Matt Diskin			7	No call required
George Lane	Wellstar Douglas Hospital	8/16/2010	7	Call	PSHP	N/A	N/A	George Lane			N/A	N/A	3/23/2010	4/22/2010	George Lane	3/23/2010	4/22/2010	30	Y	N/A	N/A				N/A	N/A
George Lane	Wellstar Kennesaw Hospital	8/16/2010	7	Call	PSHP	N/A	N/A	George Lane			N/A	N/A	3/23/2010	4/22/2010	George Lane	3/23/2010	4/22/2010	30	Y	N/A	N/A				N/A	N/A
George Lane	Wellstar Paulding Hospital	8/16/2010	7	Call	PSHP	N/A	N/A	George Lane			N/A	N/A	3/23/2010	4/22/2010	George Lane	3/23/2010	4/22/2010	30	Y	N/A	N/A				N/A	N/A
George Lane	Wellstar Windy Hill Hospital	8/16/2010	7	Call	PSHP	N/A	N/A	George Lane			N/A	N/A	3/23/2010	4/22/2010	George Lane	3/23/2010	4/22/2010	30	Y	N/A	N/A				N/A	N/A
Shae Foy	St. Francis Hospital					N/A	N/A	Shae Foy			N/A	N/A	4/21/2010	5/7/2010	Shae Foy			16	No call required	N/A	N/A				N/A	N/A
Shae Foy	Satilla Regional Medical Center					N/A	N/A	Shae Foy			N/A	N/A	4/21/2010	5/7/2010	Shae Foy			16	No call required	N/A	N/A				N/A	N/A
Shae Foy	Newton Medical Center					N/A	N/A	Shae Foy			N/A	N/A	4/21/2010	5/7/2010	Shae Foy			16	No call required	N/A	N/A				N/A	N/A
Shae Foy	Upson Regional Medical Center					N/A	N/A	Shae Foy			N/A	N/A	4/21/2010	5/7/2010	Shae Foy			16	No call required	N/A	N/A				N/A	N/A
Mike Sombor	Jefferson County Hospital	8/16/2010	7	Call	PSHP	N/A	N/A	Mike Sombor			N/A	N/A	4/7/2010	5/7/2010	Mike Sombor			30	Y	N/A	N/A				N/A	N/A
Lynn Mitchell	Flint River					N/A	N/A	Lynn Mitchell			N/A	N/A	N/A	N/A	Lynn Mitchell			N/A	N/A	4/12/2010	4/14/2010	Lynn Mitchell			2	No call required

MIN 0
MAX 27
AVG 10.8

MIN 1
MAX 30
AVG 20.0

MIN 1
MAX 12
AVG 5.2

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

Contact Comment Key	
1 Incorrect contact, information is requested by auditors.	
2 Contact did not request.	
3 Person does not work at facility.	
4 Name correct, reviewed by another person within company.	
5 Incorrect contact for facility.	