



GEORGIA DEPARTMENT OF COMMUNITY HEALTH

Hospital Statistical and
Reimbursement (HS&R) Report
Timeliness Validation

Amerigroup

Quarter 3: July 2024 – September 2024

December 9, 2024



**MYERS AND
STAUFFER**
CERTIFIED PUBLIC ACCOUNTANTS



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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 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 30-8-152. 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 30 days following the calendar quarter period.



Objective

As requested by the Department, Myers and Stauffer LC (Myers and Stauffer) tested the data on the quarterly HS&R reports submitted by the CMOs in response to the “Act” for the quarter beginning July 1, 2024 and ending September 30, 2024 (“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 submitted to the Department by Amerigroup 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.

HS&R reports were randomly selected for Amerigroup to contact providers for confirmation of the dates reported by the CMOs. 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 Amerigroup. Amerigroup's report was obtained by accessing their web portal on November 1, 2024. For Quarter 3, 23 HS&R reports were submitted and can be found in Exhibit A of this report.

In accordance with the validation process approved by DCH, Myers and Stauffer requests confirmation of the CMO reported request and release dates from providers or their representatives. Using the HS&R reports provided by Amerigroup, we sampled no less than 16 report requests.

Telephone calls or e-mails regarding 16 HS&R reports were initiated on November 4, 2024 and completed on November 20, 2024. Providers were asked to provide the date they requested the HS&R report and 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 with Amerigroup or the provider, as necessary. Provider responses were compared with the dates reported on Amerigroup'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 Amerigroup may have failed to include a provider's request for an HS&R report in the report to DCH. However, had instances occurred where a provider stated they requested an HS&R report from Amerigroup that was not included in the report to DCH, Myers and Stauffer would have communicated with Amerigroup 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 Amerigroup and the provider, Myers and Stauffer accepted the documentation submitted by Amerigroup as confirmation.*
- *If instances occurred where a provider stated they received a requested HS&R report from Amerigroup after 20 days and that report was originally excluded from our confirmation process, we would have communicated with the Amerigroup 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.*



Report Results

This section provides the results of the analysis of the Quarter 3, 2024 HS&R report.

Table 1. Report Analysis

CMO	Reports - Requested	Reports - Released Greater Than 30 Days	Sample Reports	Reports - Confirmed	Reports - Disagreed	Unable to Reach
Amerigroup	16	0	16	16 (100%)	0 (0.0%)	(0.0%)

For the Quarter 3 analysis, 16 out of 23 HS&R reports were sampled. The results indicate information reported by Amerigroup was confirmed for 100 percent (16 of 16) of the HS&R reports.

Table 2. Length of Time between Request and Release Dates for HS&R Report Requests

CMO	Minimum	Average	Maximum
Amerigroup	0	9.3	26

The statistics included in *Table 2* are based on the request and release dates reported by Amerigroup for Quarter 3. The minimum number of days taken to release an HS&R report to a provider was zero days while the maximum number of days taken to release an HS&R report to a provider was 26 days.



Findings

Amerigroup

For Quarter 3, nine representatives were contacted regarding 16 HS&R report requests. The request and release dates reported by Amerigroup were confirmed for 16 requests. Myers and Stauffer did identify five HS&R reports released by Amerigroup that were greater than 20 days. Myers and Stauffer did not identify any HS&R reports released by Amerigroup to a provider that were greater than 30 days.

Observation

During the review of Amerigroup's Quarter 3, HS&R report, Myers and Stauffer identified two report requests with incorrect release dates. Myers and Stauffer requested clarification regarding the release dates. Please refer to Exhibit A where the release dates are denoted with an asterisk.

Beth Mull, an Amerigroup representative, responded to Myers and Stauffer's request for clarification with the following:

"Thank you for reaching out. The report owner reviewed and advised the release date was 9/27. We have updated the report to reflect the correct date. I also uploaded the documentation the report owner shared to support the 9/27 date."

Myers and Stauffer requested that Amerigroup submit an updated report to reflect the correct release dates. The updated report can be found in Exhibit B.

Based on our findings, Amerigroup did not have any cases of late reporting for the quarter beginning July 1, 2024 and ending September 30, 2024.



Exhibit A: Amerigroup Quarterly Report

HS&R Report Quarterly Report				
CMO Name: Amerigroup Reporting Date: 10/30/24 Reporting Period: 7/1/2024 – 9/30/2024				
Hospital Name	Location	Date Report Requested	Date Report Released	Requester's Name
TMC/Higgins General Hospital, Inc.	200 Allen Memorial Dr., Bremen, GA 30110	9/27/2024	9/27/2024	Keri Smith
Emory University Hospital	1364 Clifton Rd NE, Atlanta, GA 30322	9/25/2024	9/26/2024	Sunny Lynette Kemp
Emory University Midtown Hospital	550 Peachtree St NE, Atlanta, GA 30308	9/25/2024	9/26/2024*	Sunny Lynette Kemp
Emory University Midtown Hospital	550 Peachtree St NE, Atlanta, GA 30308	9/25/2024	9/26/2024*	Sunny Lynette Kemp
Miller County Hospital	208 N Cuthbert St, Colquitt, GA 39837	9/19/2024	9/25/2024	Jill Brown, CFO
Miller County Medical Center	208 N Cuthbert St, Colquitt, GA 39837	9/19/2024	9/25/2024	Jill Brown, CFO
Jennings Medical Clinic	103 R E Jennings Avenue, Arlington, Georgia 39813	9/19/2024	9/25/2024	Jill Brown, CFO
Southeast Georgia Health System- Brunswick Campus	2415 Parkwood Dr, Brunswick, GA 31520	9/9/2024	9/10/2024	Kim Holcomb
Southeast Georgia Health System- Camden Campus	2000 Dan Proctor Dr, St Marys, GA 31558	9/9/2024	9/10/2024	Kim Holcomb
Crisp Regional Hospital	902 N 7th Ave, Cordele, GA 31015	8/29/2024	9/5/2024	Darin L. Reed
Taylor Regional Hospital	175 E Chester Pike, Ridley Park, PA 19078	8/15/2024	8/22/2024	Shae S. Foy, CPA
Southeast Alabama Medical Center	1108 Ross Clark Cir, Dothan, AL 36301	8/9/2024	8/29/2024	Shae S. Foy, CPA
South Medical Center Berrien	1221 East McPherson Avenue, Nashville, Georgia 31639	8/9/2024	9/4/2024	Shae S. Foy, CPA
South Georgia Medical Center - Lanier Campus	116 W Thigpen Ave, Lakeland, GA 31635	8/9/2024	9/4/2024	Shae S. Foy, CPA
South Georgia Medical Center)	2501 N Patterson St, Valdosta, GA 31602	8/9/2024	9/4/2024	Shae S. Foy, CPA
SGMC Health - Smith Northview	4280 N Valdosta Rd, Valdosta, GA 31602	8/9/2024	9/4/2024	Shae S. Foy, CPA

*During the review of Amerigroup's Quarter 3, HS&R report, Myers and Stauffer identified two report requests with incorrect release dates. Myers and Stauffer requested clarification regarding the release dates. Please refer to Exhibit A where the release dates are denoted with an asterisk.



EXHIBIT A: AMERIGROUP QUARTERLY REPORT

HS&R Report Timeliness Validation
State Fiscal Year 2025

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CMO Name: Amerigroup Reporting Date: 10/30/24 Reporting Period: 7/1/2024 – 9/30/2024				
Hospital Name	Location	Date Report Requested	Date Report Released	Requester's Name
Tift Regional Medical Center	901 18th St, Tifton, GA 31794	8/8/2024	8/29/2024	Shae S. Foy, CPA
Southeast Georgia Health System - Brunswick Campus	2415 Parkwood Drive Brunswick, GA 31520	7/22/2024	7/23/2024	Sumner, Cara
Southeast Georgia Health System - Camden Campus	2000 Dan Proctor Dr, St Marys, GA 31558	7/22/2024	7/23/2024	Cara Sumner
Bleckley Memorial Hospital	145 Peacock St Suite 3, Cochran, GA 31014	7/15/2024	7/16/2024	Tiffany Chan
Taylor Regional Hospital	222 Perry Hwy, Hawkinsville, GA 31036	7/15/2024	7/17/2024	Tiffany Chan
Lifebrite Community Hospital of Early LLC	11740 Columbia St, Blakely, GA 39823	7/3/2024	7/16/2024	Debbie Blair
Wills Memorial Hospital	120 Gordon St, Washington, GA 30673	7/2/2024	7/15/2024	Mandy Rose



Exhibit B: Amerigroup Quarterly Report

HS&R Report Quarterly Report				
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Reporting Date: 10/30/24				
Reporting Period: 7/1/2024 – 9/30/2024				
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SGMC Health - Smith Northview	4280 N Valdosta Rd, Valdosta, GA 31602	8/9/2024	9/4/2024	Shae S. Foy, CPA



EXHIBIT B: AMERIGROUP QUARTERLY REPORT

HS&R Report Timeliness Validation
State Fiscal Year 2025

HS&R Report Quarterly Report

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Reporting Date: 10/30/24
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