



# GEORGIA DEPARTMENT OF COMMUNITY HEALTH

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

Amerigroup

Quarter 4: October 2023 – December 2023

March 4, 2024



**MYERS AND  
STAUFFER**<sub>LC</sub>  
CERTIFIED PUBLIC ACCOUNTANTS



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## Table of Contents

■ Table of Contents.....	1
■ Project Background.....	2
■ Objective .....	3
■ Methodology.....	4
■ Assumptions and Limitations.....	5
■ Report Results.....	6
■ Findings .....	7
■ Exhibit A: Amerigroup Quarterly Report .....	8



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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 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 30 days following the calendar quarter period.



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## 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 October 1, 2023 and ending December, 31 2023 (“Quarter 4”). 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 February 9, 2024. For Quarter 4, 66 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 20 report requests.

Telephone calls or e-mails regarding 20 HS&R reports were initiated on February 9, 2024 and completed on February 22, 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.



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## 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 4, 2023 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	66	0	20	16 (80.00%)	0 (0.0%)	4 (20.00%)

For the Quarter 4 analysis, 20 out of 66 HS&R reports were sampled. The results indicate information reported by Amerigroup was confirmed for 80 percent (16 of 20) 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	1	16.2	30

The statistics included in *Table 2* are based on the request and release dates reported by Amerigroup for Quarter 4. The minimum number of days taken to release an HS&R report to a provider was one day while the maximum number of days taken to release an HS&R report to a provider was 30 days.



## Findings

### Amerigroup

For Quarter 4, eight representatives were contacted regarding 20 HS&R report requests. The request and release dates reported by Amerigroup were confirmed for 16 requests. Myers and Stauffer was unable to confirm four report requests and release dates for Amerigroup due to the necessary provider deemed unreachable. Myers and Stauffer did not identify any HS&R reports released by Amerigroup to a provider that were greater than 30 days. Myers and Stauffer identified 29 HS&R reports that were greater than 20 days.

Based on our findings, Amerigroup did not have any cases of late reporting for the quarter beginning October 1, 2023 ending December 31, 2023.





## Exhibit A: Amerigroup Quarterly Report

HS&R Report Quarterly Report				
<b>CMO Name: Amerigroup</b>				
<b>Reporting Date: 1/15/24</b>				
<b>Reporting Period: 10/1/2023 – 12/31/2023</b>				
Hospital Name	Location	Date Report Requested	Date Report Released	Requester's Name
MITCHELL COUNTY HOSPITAL	915 Gordon Ave, Thomasville, GA 31792	12/28/2023	12/29/2023	Patricia Barrett
GRADY GENERAL HOSPITAL	1155 5th St SE, Cairo, GA 39828	12/28/2023	12/29/2023	Patricia Barrett
BROOKS COUNTY HOSPITAL	903 N Court St, Quitman, GA 31643	12/28/2023	12/29/2023	Patricia Barrett
JOHN D. ARCHBOLD MEMORIAL HOSPITAL	915 Gordon Ave, Thomasville, GA 31792	12/28/2023	12/29/2023	Patricia Barrett
Appling Hospital	163 E Tollison St, Baxley, GA 31513	12/18/2023	12/19/2023	Savannah R. Sartain, CPA
Emory University Hospital	1364 Clifton Rd NE, Atlanta, GA 30322	12/11/2023	12/19/2023	Lisa Gilmore, CPA
Appling Hospital	163 E Tollison St, Baxley, GA 31513	12/6/2023	12/7/2023	Shae S. Foy, CPA
UPSON Regional Medical Center	801 W Gordon St, Thomaston, GA 30286	12/6/2023	12/7/2023	April Williams
Elbert Memorial Hospital	4 Medical Dr, Elberton, GA 30635	11/21/2023	11/27/2023	Laura J. Stair
Emory Johns Creek Hospital.	6325 Hospital Pkwy, Johns Creek, GA 30097	11/15/2023	11/27/2023	Wendy Chen
SouthWell Medical Center	110 Irving St NW, Washington, DC 20010	11/14/2023	11/27/2023	Shae S. Foy, CPA
PHOEBE PUTNEY MEMORIAL HOSPITAL	417 W 3rd Ave, Albany, GA 31701	11/1/2023	11/16/2023	Rebecca Kendall
PHOEBE NORTH	2000 Palmyra Rd, Albany, GA 31701	11/1/2023	11/16/2023	Rebecca Kendall
PHOEBE WORTH MEDICAL CENTER	807 S ISABELLA ST SYLVESTER GA 317917554	11/1/2023	11/21/2023	Rebecca Kendall
PHOEBE SUMTER MEDICAL CENTER	126 US-280, Americus, GA 31719	11/1/2023	11/21/2023	Rebecca Kendall
Emory University Hospital Midtown	550 Peachtree St NE, Atlanta, GA 30308	11/1/2023	11/3/2023	Joseph Peggram
Clinch Memorial Hospital	1050 Valdosta Hwy, Homerville, GA 31634	10/26/2023	11/16/2023	Rebecca McKinley, CPA
Habersham Medical Center	541 Historic Hwy. 441-N, Demorest, GA 30535	10/20/2023	10/31/2023	Jeffrey B Laird
Children's Healthcare of Atlanta @ Scottish Rite	1001 Johnson Ferry Rd NE, Atlanta, GA 30342	10/16/2023	11/7/2023	Mary Kate Johnson
Emory University Hospital	1364 Clifton Rd NE, Atlanta, GA 30322	10/14/2023	10/31/2023	Joseph Peggram
Emory Midtown Hospital	550 Peachtree St NE, Atlanta, GA 30308	10/14/2023	10/31/2023	Joseph Peggram
TMC/Higgins General Hospital, Inc.	200 Allen Memorial Dr, Bremen, GA 30110	10/11/2023	10/29/2023	Keri Smith



**HS&R Report  
Quarterly Report**

**CMO Name: Amerigroup**  
**Reporting Date: 1/15/24**  
**Reporting Period: 10/1/2023 – 12/31/2023**

Hospital Name	Location	Date Report Requested	Date Report Released	Requester's Name
Morgan Memorial Hospital	1740 Lions Club Rd, Madison, GA 30650	10/10/2023	10/16/2023	Mackenzie Studebaker
Children's Healthcare of Atlanta @ Scottish Rite	1001 Johnson Ferry Rd NE, Atlanta, GA 30342	10/9/2023	10/10/2023	Mary Kate Johnson
Tanner Medical Center - Carrollton	705 Dixie St, Carrollton, GA 30117	10/4/2023	10/8/2023	Shae S. Foy, CPA
Tanner AND Villa Rica	706 Dixie St Suite 110, Carrollton, GA 30117	10/4/2023	10/8/2023	Shae S. Foy, CPA
Miller County Hospital	208 N Cuthbert St, Colquitt, GA 39837	9/29/2023	10/8/2023	Monica Branch
Wayne Memorial Hospital	865 S 1st St, Jesup, GA 31545	9/29/2023	10/8/2023	Monica Branch
Southwell Medical	260 M J Taylor Rd, Adel, GA 31620	9/29/2023	10/8/2023	Monica Branch
Children's Healthcare of Atlanta - Scottish Rite Hospital	1001 Johnson Ferry Rd NE, Atlanta, GA 30342	9/20/2023	10/2/2023	Mary Kate Johnson
Crisp Regional Hospital	902 7th St N, Cordele, GA 31015	9/19/2023	10/8/2023	Emily Morris
Emanuel Medical Center	117 Kite Rd, Swainsboro, GA 30401	9/19/2023	10/8/2023	Emily Morris
Candler Hospital	5353 Reynolds St, Savannah, GA 31405	9/18/2023	10/6/2023	Tami Jeffers
St. Joseph's Hospital	11705 Mercy Boulevard, Savannah, GA 31419	9/18/2023	10/6/2023	Tami Jeffers
Emory Johns Creek Hospital.	6325 Hospital Pkwy, Johns Creek, GA 30097	9/15/2023	10/6/2023	Wendy Chen
Bacon County Hospital	302 S Wayne St, Alma, GA 31510	9/15/2023	10/6/2023	Cheryl C. Dubose, C.P.A.
Emory University Hospital	1364 Clifton Rd NE, Atlanta, GA 30322	9/14/2023	10/6/2023	Joseph Peggram
Emory University Hospital	1364 Clifton Rd NE, Atlanta, GA 30322	9/14/2023	10/14/2023	Joseph Peggram
Emory Midtown Hospital	550 Peachtree St NE, Atlanta, GA 30308	9/14/2023	10/6/2023	Joseph Peggram
Emory Midtown Hospital	550 Peachtree St NE, Atlanta, GA 30308	9/14/2023	10/14/2023	Joseph Peggram
Higgins General Hospital	200 Allen Memorial Dr, Bremen, GA 30110	9/12/2023	10/1/2023	Mackenzie Studebaker
Irwin County Hospital	710 N Irwin Ave, Ocilla, GA 31774	9/12/2023	10/1/2023	Mackenzie Studebaker
EMORY UNIVERSITY HOSPITAL AT WESLEY WOODS REHAB UNIT	1821 CLIFTON RD NE ATLANTA GA 303294021	9/12/2023	10/1/2023	Mackenzie Studebaker
EMORY UNIVERSITY HOSPITAL	1364 CLIFTON RD NE DEPT RM ATLANTA GA 303221059	9/12/2023	10/1/2023	Mackenzie Studebaker



**HS&R Report  
Quarterly Report**

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**Reporting Date: 1/15/24**  
**Reporting Period: 10/1/2023 – 12/31/2023**

Hospital Name	Location	Date Report Requested	Date Report Released	Requester's Name
Emory University Hospital Midtown	550 Peachtree St NE, Atlanta, GA 30308	9/12/2023	10/1/2023	Mackenzie Studebaker
NGMC – Barrow	316 N Broad St, Winder, GA 30680	9/12/2023	10/4/2023	Mackenzie Studebaker
Northeast Georgia Med Ctr - Gainesville	743 Spring St NE, Gainesville, GA 30501	9/12/2023	10/4/2023	Mackenzie Studebaker
Northeast Georgia Med Ctr - Braselton	1400 River Pl, Braselton, GA 30517	9/12/2023	10/4/2023	Mackenzie Studebaker
NGMC – Lumpkin	227 Mountain Dr, Dahlonega, GA 30533	9/12/2023	10/4/2023	Mackenzie Studebaker
NGMC – Habersham	541 Historic Hwy #441-N, Demorest, GA 30535	9/12/2023	10/4/2023	Mackenzie Studebaker
South Georgia Medical Center	2501 N Patterson St, Valdosta, GA 31602	9/12/2023	10/4/2023	Mackenzie Studebaker
South Georgia Medical Center - Smith Northview	4280 N Valdosta Rd, Valdosta, GA 31602	9/12/2023	10/4/2023	Mackenzie Studebaker
South Georgia Medical Center - Berrien	1221 E Mcpherson Ave, Nashville, GA 31639	9/12/2023	10/4/2023	Mackenzie Studebaker
South Georgia Medical Center - Lanier	116 W Thigpen Ave, Lakeland, GA 31635	9/12/2023	10/4/2023	Mackenzie Studebaker
Bleckley Memorial Hospital	145 Peacock St Suite 3, Cochran, GA 31014	9/12/2023	10/4/2023	Mackenzie Studebaker
Jasper Memorial Hospital	898 College St, Monticello, GA 31064	9/12/2023	10/5/2023	Mackenzie Studebaker
Liberty Regional Medical Center	462 Elma G Miles Pkwy, Hinesville, GA 31313	9/12/2023	10/5/2023	Mackenzie Studebaker
Hospital Authority of Miller County	208 N Cuthbert St, Colquitt, GA 39837	9/12/2023	10/5/2023	Mackenzie Studebaker
Tanner Medical - Villa Rica	705 Dixie St, Carrollton, GA 30117	9/12/2023	10/5/2023	Mackenzie Studebaker
Tanner Medical Center	601 DALLAS HWY VILLA RICA GA 301801202	9/12/2023	10/5/2023	Mackenzie Studebaker
Taylor Regional Hospital	1700 Old Lebanon Rd, Campbellsville, KY 42718	9/12/2023	10/5/2023	Mackenzie Studebaker
Warm Springs Medical Center	5995 Spring St #2149, Warm Springs, GA 31830	9/12/2023	10/5/2023	Mackenzie Studebaker
Wayne Memorial Hospital	865 S 1st St, Jesup, GA 31545	9/12/2023	10/5/2023	Mackenzie Studebaker
Wills Memorial Hospital	120 Gordon St, Washington, GA 30673	9/12/2023	10/5/2023	Mackenzie Studebaker
University Hospital (now Piedmont Augusta)	1350 Walton Way, Augusta, GA 30901	9/12/2023	10/5/2023	Sheri Poole



**HS&R Report  
Quarterly Report**

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**Reporting Period: 10/1/2023 – 12/31/2023**

Hospital Name	Location	Date Report Requested	Date Report Released	Requester's Name
University McDuffie County Regional Medical Center (now Piedmont McDuffie):	2460 Washington Rd, Thomson, GA 30824	9/12/2023	10/5/2023	Sheri Poole