

The background features a blurred image of a person lying in a hospital bed, overlaid with a green semi-transparent layer. Various medical icons are scattered across the scene, including a syringe, a pill, a stethoscope, a microscope, a group of people, and a cross. A large white cross is centered over the patient's chest. The right side of the image is a dark grey diagonal gradient.

GEORGIA DEPARTMENT OF COMMUNITY HEALTH

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

Amerigroup

Quarter 2: April 2023–June 2023

August 17, 2023





Table of Contents

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



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, the Official Code of Georgia Annotated (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.

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 Quarter 2, beginning April 1, 2023 and ending June 30, 2023. 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 requester, date the HS&R report(s) were requested, the date the CMO released the report to the hospital or requester, 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 August 1, 2023. For Quarter 2, 24 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 nine report requests.

Telephone calls or emails regarding nine HS&R reports were initiated on August 8, 2023 and completed on August 9, 2023. 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 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 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 2, 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	24	0	9	9 (100.0%)	0 (0.0%)	0 (0.0%)

An overview of the analysis is included in *Table 1*. For this analysis, nine out of 24 HS&R reports were sampled. The results indicate information reported by Amerigroup was confirmed for 100 percent (9 of 9) 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	0.0	3.46	12

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 zero days, while the maximum number of days taken to release an HS&R report to a provider was 12 days.

Findings

For Quarter 2, three representatives were contacted regarding nine HS&R reports. The request and release dates reported by Amerigroup were confirmed for nine HS&R reports. Myers and Stauffer did not identify any HS&R reports that were greater than 20 days. We did not identify any HS&R reports released by Amerigroup to a provider that were greater than 30 days.

Based on our findings, Amerigroup did not have any cases of late reporting for Quarter 2, beginning April 1, 2023 and ending June 30, 2023.



Exhibit A: Amerigroup Quarterly Report

HS&R Report Quarterly Report				
CMO Name: Amerigroup Reporting Date: 6/30/23 Reporting Period: 4/1/2023 – 12/31/2023				
Hospital Name	Location	Date Report Requested	Date Report Released	Requester's Name
Children's Healthcare of Atlanta @ Egleston (Summary Only)	1405 Clifton Rd, Atlanta, GA 30322	4/3/2023	4/5/2023	Jessica Shin
Children's Healthcare of Atlanta @ Scottish Rite	1001 Johnson Ferry Rd NE, Atlanta, GA 30342	4/3/2023	4/5/2023	Jessica Shin
Children's Healthcare of Atlanta @ Hughes Spalding	35 Jesse Hill Jr Dr SE, Atlanta, GA 30303	4/3/2023	4/5/2023	Jessica Shin
WARM SPRINGS MEDICAL CTR	5995 SPRING STREET WARM SPRINGS, GA 31830	4/3/2023	4/5/2023	Shannon Dukes
Warm Springs Medical Center	5995 SPRING STREET WARM SPRINGS, GA 31830	4/3/2023	4/5/2023	Shannon Dukes
Warm Springs Medical Center	5995 SPRING STREET WARM SPRINGS, GA 31830	4/3/2023	4/5/2023	Shannon Dukes
Warm Springs Medical Center	5995 SPRING STREET WARM SPRINGS, GA 31830	4/3/2023	4/5/2023	Shannon Dukes
Candler County Hospital	400 Cedar St, Metter, GA 30439	4/5/2023	4/11/2023	Jesus F. Ruiz
University Hospital (now Piedmont Augusta):	1350 Walton Way, Augusta, GA 30901	4/6/2023	4/18/2023	Sheri Poole
University McDuffie County Regional Medical Center (now Piedmont McDuffie):	2460 Washington Rd, Thomson, GA 30824	4/6/2023	4/18/2023	Sheri Poole
Irwin County Hospital	710 N Irwin Ave, Ocilla, GA 31774	4/7/2023	4/18/2023	Barbara E. Pettis
John D. Archbold Memorial Hospital	915 Gordon Ave, Thomasville, GA 31792	4/27/2023	4/27/2023	Patricia L. Barrett
Brooks County Hospital	903 N Court St, Quitman, GA 31643	4/27/2023	4/27/2023	Patricia L. Barrett
Grady General Hospital	1155 5th St SE, Cairo, GA 39828	4/27/2023	4/27/2023	Patricia L. Barrett
Mitchell County Hospital	90 E Stephens St, Camilla, GA 31730	4/27/2023	4/27/2023	Patricia L. Barrett
SouthWell Medical Center	2225 US Hwy 41, Tifton, GA 31794	4/27/2023	4/27/2023	Shae S. Foy



**HS&R Report
Quarterly Report**

CMO Name: Amerigroup
Reporting Date: 6/30/23
Reporting Period: 4/1/2023 – 12/31/2023

Hospital Name	Location	Date Report Requested	Date Report Released	Requester's Name
Irwin County Hospital	710 N Irwin Ave, Ocilla, GA 31774	4/27/2023	4/27/2023	Shae S. Foy
Jefferson Hospital	1067 Peachtree St, Louisville, GA 30434	4/27/2023	4/27/2023	Shae Foy
UPSON REGIONAL MEDICAL CTR	801 W Gordon St, Thomaston, GA 30286	5/3/2023	5/5/2023	Shae S. Foy
MEMORIAL HOSPITAL & MANOR	1500 E SHOTWELL ST BAINBRIDGE GA 398194256	5/24/2023	5/25/2023	Kay Livingston
Upton Regional Medical Center	801 W Gordon St, Thomaston, GA 30286	6/5/2023	6/6/2023	Bobbiegean Reed
Southeast Georgia Health System, Inc. Brunswick Campus	2415 Parkwood Drive Brunswick, GA 31520	6/8/2023	6/20/2023	Michelle P. Morris
SOUTHEAST GEORGIA HEALTH SYSTEM - CAMDEN CAMPUS	2000 Dan Proctor Dr, St Marys, GA 31558	6/8/2023	6/20/2023	Michelle P. Morris
Wills Memorial Hospital	120 Gordon St, Washington, GA 30673	6/29/2023	6/29/2023	Mandy Rose