



GEORGIA DEPARTMENT OF COMMUNITY HEALTH

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

CareSource

Quarter 2: April 2024 – June 2024

August 21, 2024



**MYERS AND
STAUFFER**_{LC}
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 April 1, 2024 and ending June 30, 2024 (“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 CareSource 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 CareSource and the corresponding providers were contacted 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 CareSource. CareSource’s report was obtained by accessing their web portal on August 1, 2024. For Quarter 2, 11 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 CareSource, we sampled no less than six report requests.

Telephone calls or e-mails regarding six HS&R reports were initiated on August 7, 2024 and completed on August 8, 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 CareSource or the provider, as necessary. Provider responses were compared with the dates reported on CareSource’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 CareSource 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 CareSource that was not included in the report to DCH, Myers and Stauffer would have communicated with CareSource 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 CareSource and the provider, Myers and Stauffer accepted the documentation submitted by CareSource as confirmation.*
- *If instances occurred where a provider stated they received a requested HS&R report from CareSource after 20 days and that report was originally excluded from our confirmation process, we would have communicated with the CareSource 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, 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
CareSource	11	0	6	6 (100%)	0 (0.0%)	0 (0.0%)

For the Quarter 2 analysis, 6 out of 11 HS&R reports were sampled. The results indicate information reported by CareSource was confirmed for 100 percent (6 of 6) of the HS&R reports.

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

CMO	Minimum	Average	Maximum
CareSource	0	1.6	6

The statistics included in *Table 2* are based on the request and release dates reported by CareSource for Quarter 2. 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 6 days.



Findings

CareSource

For Quarter 2, four representatives were contacted regarding 6 HS&R report requests. The request and release dates reported by CareSource were confirmed for six requests. Myers and Stauffer did not identify any HS&R reports released by CareSource to a provider that were greater than 30 days. Myers and Stauffer did not identify HS&R reports released by CareSource that were greater than 20 days.

Based on our findings, CareSource did not have any cases of late reporting for the quarter beginning April 1, 2024 and ending June 30, 2024.



Exhibit A: CareSource Quarterly Report

HS&R Report Quarterly Report				
CMO Name: CareSource				
Reporting Date: 7/30/24				
Reporting Period: 4/1/2024 – 6/30/2024				
Hospital Name	Location	Date Report Requested	Date Report Released	Requester's Name
Children's Healthcare of Atlanta	35 Jesse Hill Jr. Drive SE, Atlanta, GA, 30303	04/01/2024	04/01/2024	Requester's Name
Children's Healthcare of Atlanta @ Egleston	1405 Clifton Road, Atlanta, GA, 30322	04/01/2024	04/01/2024	Mary Kate, Johnson
Children's Healthcare of Atlanta @ Scottish Rite	1001 Johnson Ferry Road NE, Atlanta, GA, 30342	04/01/2024	04/01/2024	Mary Kate, Johnson
Jenkins County Hospital	931 E Winthrope Ave, Millen, GA, 30442	04/04/2004	04/10/2024	Keith, Williams
Burke Health	351 Liberty St, Waynesboro, GA, 30830	04/04/2004	04/10/2024	Keith, Williams
Jefferson Hospital	1067 Peachtree St, Louisville, GA, 30434	04/04/2004	04/08/2024	Keith, Williams
NGMC - Habersham	541 Historic Hwy #441-N, Demorest, GA, 30535	04/10/2024	04/10/2024	Shae S., Foy
Meriwether Healthcare LLC	5995 Spring St Warm Springs, GA, 31830	04/16/2024	04/16/2024	Shannon, Dukes
Upton Regional Medical Center	801 W Gordon St, Thomaston, GA, 30286	04/30/2024	05/01/2024	Shae S., Foy
Jefferson Hospital	1067 Peachtree St, Louisville, GA, 30434	04/30/2024	05/01/2024	Shae S., Foy
Memorial Hospital and Manor	1500 E Shotwell St, Bainbridge, GA 39819	05/06/2024	05/06/2024	Kay, Livingston