

The background of the entire page is a blurred photograph of a medical professional, likely a nurse, wearing a white uniform and a face mask. Overlaid on this image is a semi-transparent green geometric pattern consisting of various shapes like hexagons and lines. Scattered throughout this green overlay are several white medical icons: a syringe in the upper right, a pill in the middle left, a virus particle in the center, a stethoscope in the lower left, and a group of three people in the lower center. A large white medical cross is positioned in the center of the page, partially overlapping the green overlay and the background image.

GEORGIA DEPARTMENT OF COMMUNITY HEALTH

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

CareSource

Quarter 3: July 2024 – September 2024

December 9, 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 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 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 November 1, 2024. For Quarter 3, 40 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 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 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 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
CareSource	40	0	16	16 (100%)	0 (0.0%)	0 (0.0%)

For the Quarter 3 analysis, 16 out of 40 HS&R reports were sampled. The results indicate information reported by CareSource 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
CareSource	0	11.8	23

The statistics included in *Table 2* are based on the request and release dates reported by CareSource 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 23 days.



Findings

CareSource

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

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



Exhibit A: CareSource Quarterly Report

HS&R Report Quarterly Report				
CMO Name: CareSource 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
Wills Memorial Hospital	120 Gordon St., Washington, GA, 306731602	07/02/2024	07/03/2024	Mandy, Rose
Bleckley Memorial Hospital	145 E Peacock St., Cochran, GA, 310147846	07/15/2024	07/17/2024	Tiffany, Chan
Taylor Regional Hospital	222 Perry Hwy., Hawkinsville, GA, 310366748	07/15/2024	07/17/2024	Tiffany, Chan
Southeast Georgia Health System - Brunswick Campus	2415 Parkwood Dr., Brunswick, GA, 315204722	07/22/2024	07/22/2024	Cara, Sumner
Southeast Georgia Health System - Camden Campus	2000 Dan Proctor Dr., St Marys, GA, 315583810	07/22/2024	07/22/2024	Cara, Sumner
Tift Regional Medical Center	901 18th St. E., Tifton, GA, 317943648	08/08/2024	08/09/2024	Shae, Foy
South Georgia Medical Center - Smith Northview	4280 N Valdosta Rd., Valdosta, GA, 316026814	08/09/2024	08/12/2024	Shae, Foy
South Georgia Medical Center	2501 N Patterson St., Valdosta, GA, 316021735	08/09/2024	08/12/2024	Shae, Foy
South Georgia Medical Center - Lanier Campus	116 W Thigpen Ave., Lakeland, GA, 316351006	08/09/2024	08/12/2024	Shae, Foy
South Georgia Medical Center - Berrien	1221 E McPherson Ave., Nashville, GA, 316392326	08/09/2024	08/12/2024	Shae, Foy



EXHIBIT A: CARESOURCE QUARTERLY REPORT

HS&R Report Timeliness Validation
State Fiscal Year 2025

HS&R Report Quarterly Report				
CMO Name: CareSource 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
Southeast Alabama Medical Center	1108 Ross Clark Cir., Dothan, AL, 363013022	08/09/2024	08/13/2024	Shae, Foy
Taylor Regional Hospital	222 Perry Hwy., Hawkinsville, GA, 310366748	08/15/2024	08/15/2024	Shae, Foy
Crisp Regional Hospital	902 N 7th St., Cordele, GA, 310153234	08/29/2024	09/06/2024	Darin, Reed
Southeast Georgia Health System - Brunswick Campus	2415 Parkwood Dr., Brunswick, GA, 315204722	09/09/2024	09/24/2024	Kim, Holcomb
Southeast Georgia Health System - Camden Campus	2000 Dan Proctor Dr., St Marys, GA, 315583810	09/09/2024	09/24/2024	Kim, Holcomb
Children's Healthcare of Atlanta @ Egleston	2220 N Druid Hills Rd NE, Atlanta, GA, 303293117	09/18/2024	09/27/2024	Mary Kate, Johnson
Children's Healthcare of Atlanta @ Scottish Rite	1001 Johnson Ferry Rd. NE, Atlanta, GA, 303421605	09/18/2024	09/27/2024	Mary Kate, Johnson
Children's Healthcare of Atlanta @ Hughes Spalding	35 Jesse Hill Dr. SE, Atlanta, GA, 303033032	09/18/2024	09/27/2024	Mary Kate, Johnson
Miller County Hospital	209 N Cuthbert St., Colquitt, GA, 398373518	09/19/2024	10/02/2024	Jill, Brown
Miller County Medical Center	2087 N Cuthbert St., Colquitt, GA, 398373517	09/19/2024	10/02/2024	Jill, Brown
Jennings Medical Clinic	103 R E Jennings Ave SE, Arlington, GA, 398138725	09/19/2024	10/02/2024	Jill, Brown
Emory University Midtown Hospital	550 Peachtree St. NE, Atlanta, GA, 303082247	09/26/2024	10/04/2024	Sunny, Kemp



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CMO Name: CareSource 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
Emory Rehab Hospital	1441 Clifton Rd. NE, Atlanta, GA, 303221004	09/26/2024	10/14/2024	Sunny, Kemp
Emory University Hospital	1364 Clifton Rd NE, Atlanta, GA 303221059	09/26/2024	10/14/2024	Sunny, Kemp
TMC/Higgins General Hospital, Inc.	200 Allen Memorial Dr., Bremen, GA, 301102012	09/27/2024	10/15/2024	Keri, Smith
Elbert Memorial Hospital	4 Medical Dr., Elberton, GA, 306351830	09/30/2024	10/17/2024	Becki, Shaughnessy
TMC/Higgins General Hospital, Inc.	200 Allen Memorial Dr., Bremen, GA, 301102012	09/30/2024	10/17/2024	Becki, Shaughnessy
Jasper Memorial Hospital	898 College St., Monticello, GA, 310641258	09/30/2024	10/17/2024	Becki, Shaughnessy
Wayne Memorial Hospital	865 S 1st St., Jesup, GA, 315450210	09/30/2024	10/17/2024	Becki, Shaughnessy
Wills Memorial Hospital	120 Gordon St., Washington, GA, 306731602	09/30/2024	10/17/2024	Becki, Shaughnessy
Miller County Hospital	209 N Cuthbert St., Colquitt, GA, 398373518	09/30/2024	10/17/2024	Becki, Shaughnessy
Irwin County Hospital	710 N Irwin Ave., Ocilla, GA, 317745011	09/30/2024	10/18/2024	Becki, Shaughnessy
Liberty Regional Medical Center	462 Elma G Miles Pkwy., Hinesville, GA, 313134000	09/30/2024	10/18/2024	Becki, Shaughnessy
Clinch Memorial Hospital	1050 Valdosta Hwy., Homerville, GA, 316349701	09/30/2024	10/18/2024	Becki, Shaughnessy
South Georgia Medical Center	2501 N Patterson St., Valdosta, GA, 316021735	09/30/2024	10/18/2024	Becki, Shaughnessy



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HS&R Report Quarterly Report				
CMO Name: CareSource 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
Warm Springs Medical Center	5995 Spring St., Warm Springs, GA, 318302149	09/30/2024	10/21/2024	Becki, Shaughnessy
Dodge County Hospital	901 Griffin Ave., Eastman, GA, 310236720	09/30/2024	10/21/2024	Becki, Shaughnessy
South Georgia Medical Center - Smith Northview	4280 N Valdosta Rd., Valdosta, GA, 316026814	09/30/2024	10/21/2024	Becki, Shaughnessy
Taylor Regional Hospital	222 Perry Hwy., Hawkinsville, GA, 310366748	09/30/2024	10/22/2024	Becki, Shaughnessy
Bleckley Memorial Hospital	145 E Peacock St., Cochran, GA, 310147846	09/30/2024	10/23/2024	Becki, Shaughnessy