

The background features a blurred image of a person lying in a hospital bed, overlaid with a green geometric pattern of lines and hexagons. Various medical icons are scattered throughout, including a syringe, a pill, a stethoscope, a microscope, a group of people, and a virus. A large white cross is centered over the person's chest.

GEORGIA DEPARTMENT OF COMMUNITY HEALTH

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

CareSource

Quarter 4: October 2023 – December 2023

March 4, 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 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 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 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 February 9, 2024. For Quarter 4, 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 CareSource, 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 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 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
CareSource	23	0	20	16 (80.00%)	0 (0.0%)	4 (20.00%)

For the Quarter 4 analysis, 20 out of 23 HS&R reports were sampled. The results indicate information reported by CareSource 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
CareSource	3	18.2	28

The statistics included in *Table 2* are based on the request and release dates reported by CareSource for Quarter 4. The minimum number of days taken to release an HS&R report to a provider was three days while the maximum number of days taken to release an HS&R report to a provider was 28 days.

Findings

CareSource

For Quarter 4, 11 representatives were contacted regarding 20 HS&R report requests. The request and release dates reported by CareSource were confirmed for 16 requests. Myers and Stauffer was unable to confirm four report requests and release dates for CareSource due to the necessary provider deemed unreachable. 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 identified eight 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 October 1, 2023 and ending December 31, 2023.



Exhibit A: CareSource Quarterly Report

HS&R Report Quarterly Report				
CMO Name: CareSource				
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
Tanner Medical	Carrollton	10/4/2023	10/30/2023	Foy, Shae
Villa Rica Hospital	Villa Rica	10/4/2023	10/30/2023	Foy, Shae
Higgins General Hospital	Bremen	10/11/2023	11/3/2023	Keri Smith
Emory University Hospital	Atlanta	10/14/2023	11/3/2023	Peggram, Joseph
Emory University Hospital Midtown	Atlanta	10/14/2023	11/3/2023	Peggram, Joseph
Emory University Hospital	Atlanta	10/14/2023	11/3/2023	Peggram, Joseph
Emory University Hospital Midtown	Atlanta	10/14/2023	11/3/2023	Peggram, Joseph
Habersham County	Demorest	10/20/2023	11/3/2023	Jeffrey B. Laird
Clinch Memorial	Homerville	10/26/2023	11/3/2023	McKinley, Rebecca
Morgan Memorial	Madison	10/10/2023	11/7/2023	Studebaker, Mackenzie
Phoebe Putney Memorial	Albany	11/1/2023	11/29/2023	Kendall, Rebecca
Phoebe North	Albany	11/1/2023	11/29/2023	Kendall, Rebecca
Phoebe Worth Medical Center	Sylvester	11/1/2023	11/29/2023	Kendall, Rebecca
Phoebe Sumter Medical Center	Americus	11/1/2023	11/29/2023	Kendall, Rebecca
Elbert Memorial Hospital	Elberton	11/21/2023	11/29/2023	Stair Laura
Emory Hospital	Atlanta	12/11/2023	12/20/2023	Gilmore, Lisa
Appling Healthcare System.	Baxley	12/18/2023	12/21/2023	Sartain, Savannah
Appling Hospital	Baxley	12/6/2023	12/20/2023	Foy, Shae
Upton Medical	Thomaston	12/5/2023	12/20/2023	Williams, April



EXHIBIT A: CARESOURCE QUARTERLY REPORT

HS&R Report Timeliness Validation
State Fiscal Year 2024

HS&R Report Quarterly Report

CMO Name: CareSource

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
John D. Archbold	Thomasville	12/28/2023	1/9/2024	Barrett, Patricia
Brooks County	Quitman	12/28/2023	1/9/2024	Barrett, Patricia
Grady General	Cairo	12/28/2023	1/9/2024	Barrett, Patricia
Mitchell County	Camilla	12/28/2023	1/9/2024	Barrett, Patricia