

The background of the entire page is a blurred photograph of a medical professional, likely a nurse, wearing a white uniform and a stethoscope. Overlaid on this image is a semi-transparent green geometric pattern consisting of various shapes like hexagons, lines, and icons. These icons include a syringe, a pill, a virus/cell, a heart, a stethoscope, and a group of three people. A large, solid green cross is positioned in the center of the image, partially overlapping the medical professional's face.

# GEORGIA DEPARTMENT OF COMMUNITY HEALTH

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

CareSource

Quarter 4: October 2024 – December 2024

February 20, 2025



**MYERS AND  
STAUFFER<sup>LC</sup>**  
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.



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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, 2024, and ending December 31, 2024 (“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.



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## 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 3, 2025. For Quarter 4, 45 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 22 report requests.

Telephone calls or e-mails regarding 22 HS&R reports were initiated on February 3, 2025, and completed on February 18, 2025. 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.



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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 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, 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	45	0	22	22 (100%)	0 (0.0%)	0 (0.0%)

For the Quarter 4 analysis, 22 out of 45 HS&R reports were sampled. The results indicate information reported by CareSource was confirmed for 100 percent (22 of 22) 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	17.6	114

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 zero days while the maximum number of days taken to release an HS&R report to a provider was 114 days.

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## Findings

### CareSource

For Quarter 4, eleven representatives were contacted regarding 22 HS&R report requests. The request and release dates reported by CareSource were confirmed for 22 requests. Myers and Stauffer did identify nine HS&R reports released by CareSource that were greater than 20 days.

Myers and Stauffer identified three HS&R reports released by CareSource to a provider that were greater than 30 days. CareSource released one HS&R report to Dorminy Medical Center 81 days late. CareSource also released two HS&R reports to Tanner Medical Center and Tanner Medical Center- Villa Rica one day late. We contacted CareSource in order to validate the HS&R report release dates. The compliance representative provided the following responses as it relates to two providers:

#### ■ Dorminy Medical Center

“We researched this internally and confirmed the dates shown on the report for Q4 are correct. The delay in fulfilling the report was due to human error. Specifically, the HS&R inbox was configured to group emails by “Conversations,” which led to the conflation of two HS&R report requests submitted by Dorminy Medical Center within a week of each other.”

During our reconciliation of requests and reports delivered for Q4, we identified this oversight. We contacted the requestor by phone, and they indicated that the request had also fallen off their radar. Since the requested report was a detailed HS&R, we sent an email to the facility on January 29, 2025, requesting permission to share the report with the requestor. After receiving approval on January 30, 2025, we promptly sent the report.”

#### ■ Tanner Medical Center and Tanner Medical Center- Villa Rica

“The dates shown on the report for Q4 are correct. The reason the fulfillment was delayed was due to human error. The HS&R inbox view was set to Show as Conversations and the original request date was not seen. When the error was identified the reports were run and delivered to the requestor. The inbox view has been reset.”

Please refer to *Table 3* on page 8 for a detailed listing of the late reports with potential penalties.





Table 3. Total Number of Late Reports with Potential Penalties

CareSource					
No.	Provider Name	Date Report Requested	Date Report Released	Days Late	Potential Penalty
1	Dorminy Medical Center	10/8/2024	1/30/2025	79	\$79,000
2	Tanner Medical Center	10/08/2024	11/08/2024	1	\$1,000
3	Tanner Medical Center- Villa Rica	10/08/2024	11/08/2024	1	\$1,000

## Summary of Potential Penalties

Based on the findings, there are potential penalties for late reporting that DCH may elect to assess for the Quarter 4, beginning October 1, 2024, and ending December 31, 2024.

For the three instances of late reporting, 81 days were determined to be late. O.C.G.A. 33-21A-11) states, "...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."

Pursuant to the statutory and contractual requirements, DCH may elect to impose a penalty of \$81,000 on CareSource.

## Recommendations

We make the following recommendations to DCH and CareSource based on our findings after analyzing the Quarter 4, 2024 HS&R report:

- *The Department may wish to assess a penalty of \$81,000 against CareSource for the HS&R reports which were not released within 30 days.*
- *CareSource should review their processes and procedures to ensure all HS&R report requests are accurately produced and sent to the requesting provider within the required 30-day time period.*
- *CareSource should perform quality review of all reports for accuracy before submission to DCH.*



## Exhibit A: CareSource Quarterly Report

HS&R Report Quarterly Report				
CMO Name: CareSource Reporting Date: 1/30/25 Reporting Period: 10/1/2024 – 12/31/2024				
Hospital Name	Location	Date Report Requested	Date Report Released	Requester's Name
South Georgia Medical Center - Lanier	116 W Thigpen Ave., Lakeland, GA, 316351006	10/01/2024	10/22/2024	Becki, Shaughnessy
South Georgia Medical Center - Berrien	1221 E McPherson Ave., Nashville, GA, 316392326	10/01/2024	10/22/2024	Becki, Shaughnessy
South Georgia Medical Center	2501 N Patterson St., Valdosta, GA, 316021735	10/01/2024	10/18/2024	Becki, Shaughnessy
South Georgia Medical Center - Smith Northview	4280 N Valdosta Rd., Valdosta, GA, 316026814	10/01/2024	10/21/2024	Becki, Shaughnessy
Tanner Medical Center	75 Dixie St., Carrollton, GA, 301173818	10/01/2024	10/16/2024	Becki, Shaughnessy
Tanner Medical Center Villa Rica	601 Dallas Hwy., Villa Rica, GA, 301801202	10/01/2024	10/16/2024	Becki, Shaughnessy
St. Joseph's Hospital	11705 Mercy Blvd., Savannah, GA, 314191711	10/03/2024	10/15/2024	Tami, Jeffers
Candler Hospital	5353 Reynolds St., Savannah, GA, 314056005	10/03/2024	10/15/2024	Tami, Jeffers
Tanner Medical Center	75 Dixie St., Carrollton, GA, 301173818	10/08/2024	11/08/2024	Shae, Foy
Tanner Medical Center Villa Rica	601 Dallas Hwy., Villa Rica, GA, 301801202	10/08/2024	11/08/2024	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: 1/30/25 Reporting Period: 10/1/2024 – 12/31/2024				
Hospital Name	Location	Date Report Requested	Date Report Released	Requester's Name
Flint River Hospital	509 Sumter St., Montezuma, GA, 310632502	10/08/2024	10/21/2024	Lynn , Poole
Jefferson Hospital	1067 Peachtree St., Louisville, GA, 304341558	10/08/2024	10/21/2024	Keith, Williams
Jenkins County Hospital	931 East Winthrop Ave., Millen, GA, 304421839	10/08/2024	11/07/2024	Keith, Williams
Jeff Davis Hospital	163 South Tallahassee St., Hazelhurst, GA, 315396465	10/08/2024	10/23/2024	Keith, Williams
Dorminy Medical Center	200 Perry House Rd., Fitzgerald, GA, 317508857	10/08/2024	01/30/2025	Shae, Foy
Donalsonville Hospital	102 Hospital Circle, Donalsonville, GA, 398451100	10/08/2024	10/23/2024	Katie, Hatcher
South Georgia Medical Center - Smith Northview	4280 N Valdosta Rd., Valdosta, GA, 316026814	10/10/2024	10/21/2024	Laura, Stair
South Georgia Medical Center	2501 N Patterson St., Valdosta, GA, 316021735	10/10/2024	10/21/2024	Laura, Stair
South Georgia Medical Center - Lanier Campus	116 W Thigpen Ave., Lakeland, GA, 316351006	10/10/2024	10/21/2024	Laura, Stair
South Georgia Medical Center - Berrien	1221 E McPherson Ave., Nashville, GA, 316392326	10/10/2024	10/21/2024	Laura, Stair
Clinch Memorial Hospital	1050 Valdosta Hwy., Homerville, GA, 316349701	10/10/2024	10/23/2024	Rebecca, McKinley
Southwell Medical Center	260 MJ Taylor Rd., Adel, GA, 316203485	10/11/2024	10/23/2024	Shae, Foy



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HS&R Report Timeliness Validation  
State Fiscal Year 2025

HS&R Report Quarterly Report				
CMO Name: CareSource Reporting Date: 1/30/25 Reporting Period: 10/1/2024 – 12/31/2024				
Hospital Name	Location	Date Report Requested	Date Report Released	Requester's Name
Dorminy Medical Center	200 Perry House Rd., Fitzgerald, GA, 317508857	10/14/2024	10/16/2024	Nate, Wilson
Wayne Memorial Hospital	865 S 1st St., Jesup, GA, 315450210	10/15/2024	10/23/2024	Jennifer, Gay
Donalsonville Hospital	102 Hospital Circle, Donalsonville, GA, 398451100	10/17/2024	10/28/2024	Ashley, Ferguson
Morgan Memorial Hospital	1077 S Main St., Madison, GA, 306502073	10/22/2024	10/22/2024	Becki, Shaughnessy
Elbert Memorial Hospital	4 Medical Dr., Elberton, GA, 306351830	10/29/2024	11/12/2024	Laura, Stair
Emanuel Medical Center	117 Kite Rd., Swainsboro, GA, 304013231	10/31/2024	11/12/2024	Shelby, Ashley
Crisp Regional Hospital	902 N 7th St., Cordele, GA, 310153234	10/31/2024	11/13/2024	Emily, Morris
Phoebe Putney Memorial Hospital	417 W 3rd Ave., Albany, GA, 317011943	11/01/2024	11/15/2024	Rebecca, Kendall
Phoebe North	2000 Palmyra Rd., Albany, GA, 317011528	11/01/2024	11/15/2024	Rebecca, Kendall
Phoebe Sumter Medical Center	126 US Hwy 280, Americus, GA, 317198645	11/01/2024	11/15/2024	Rebecca, Kendall
Phoebe Worth Medical Center	807 S Isabella St., Sylvester, GA, 317917554	11/01/2024	11/15/2024	Rebecca, Kendall
Emory Rehabilitation Hospital	1441 Clifton Rd. NE, Atlanta, GA, 303221004	11/04/2024	11/15/2024	Sunny, Kemp
Effingham Hospital	459 GA HWY 119 S, Springfield, GA, 313293021	11/04/2024	11/20/2024	Matthew, Moore



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HS&R Report Timeliness Validation  
State Fiscal Year 2025

HS&R Report Quarterly Report				
CMO Name: CareSource Reporting Date: 1/30/25 Reporting Period: 10/1/2024 – 12/31/2024				
Hospital Name	Location	Date Report Requested	Date Report Released	Requester's Name
Taylor Regional Hospital	222 Perry Hwy., Hawkinsville, GA, 310366748	12/12/2024	12/19/2024	Tiffany, Chan
South Georgia Medical Center - Smith Northview	4280 N Valdosta Rd., Valdosta, GA, 316026814	12/19/2024	01/14/2025	Laura, Stair
South Georgia Medical Center	2501 N Patterson St., Valdosta, GA, 316021735	12/19/2024	01/14/2025	Laura, Stair
South Georgia Medical Center - Lanier Campus	116 W Thigpen Ave., Lakeland, GA, 316351006	12/19/2024	01/14/2025	Laura, Stair
South Georgia Medical Center - Berrien	1221 E McPherson Ave., Nashville, GA, 316392326	12/19/2024	01/14/2025	Laura, Stair
Colquitt Regional Medical Center	3131 S Main St., Moultrie, GA, 317686925	12/30/2024	01/14/2025	Katie, Beavers
John D. Archbold Memorial Hospital	915 Gordon Ave., Thomasville, GA, 317926614	12/30/2024	01/14/2025	Patricia, Barrett
Brooks County Hospital	903 N Court St., Quitman, GA, 316431315	12/30/2024	01/14/2025	Patricia, Barrett
Grady General Hospital	1155 5th St., SE, Cairo, GA, 398283142	12/30/2024	01/14/2025	Patricia, Barrett
Mitchell County Hospital	90 E Stephens St., Camilla, GA, 317301836	12/30/2024	01/14/2025	Patricia, Barrett