

The background features a blurred image of a person in a hospital bed, overlaid with a green geometric pattern of hexagons and lines. Various medical icons are scattered throughout, including a syringe, a pill, a virus, a stethoscope, a microscope, and a group of people. 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 1: January 2023 – March 2023

August 8, 2023



**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, 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 the Quarter 1, beginning January 1, 2023 and ending March 31, 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 CareSource 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 CareSource 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 CareSource. CareSource's report was obtained by accessing their web portal on May 1, 2023. For Quarter 1, 38 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 17 report requests.

Telephone calls or emails regarding 17 HS&R reports were initiated on July 12, 2023 and completed on July 20, 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 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 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 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 1, 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 | 38 | 0 | 17 | 17 (100.0%) | 0 (0.0%) | 0 (0.0%) |

An overview of the analysis is included in *Table 1*. For this analysis, 17 out of 38 HS&R reports were sampled results indicate information reported by CareSource was confirmed for 100 percent (17 of 17) 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 | 8.0 | 27.45 | 30 |

The statistics included in *Table 2* are based on the request and release dates reported by CareSource for Quarter 1. The minimum number of days taken to release an HS&R report to a provider was eight days, while the maximum number of days taken to release an HS&R report to a provider was 30 days.

Findings

For Quarter 1, eight representatives were contacted regarding 17 HS&R reports. The request and release dates reported by CareSource were confirmed for the 17 HS&R reports. Myers and Stauffer identified 34 HS&R reports released by CareSource that were greater than 20 days. We did not identify any HS&R reports released by CareSource that were greater than 30 days.

Based on our findings, CareSource did not have any cases of late reporting for the quarter beginning January 1, 2023 and ending March 31, 2023.



Exhibit A: CareSource Quarterly Report

| HS&R Report Quarterly Report | | | | |
|--|-------------|-----------------------|----------------------|---------------------|
| CMO Name: CareSource Reporting Date: 4/30/23 Reporting Period: 1/1/2023 – 3/31/2023 | | | | |
| Hospital Name | Location | Date Report Requested | Date Report Released | Requester's Name |
| John D. Archbold Memorial Hospital | Thomasville | 1/8/2023 | 2/7/2023 | Shae Foy |
| Hamilton Medical Center | Dalton | 1/8/2023 | 2/7/2023 | Shae Foy |
| John D. Archbold Memorial Hospital | Thomasville | 1/9/2023 | 2/8/2023 | Patricia L. Barrett |
| Brooks County Hospital | Quitman | 1/9/2023 | 2/8/2023 | Patricia L. Barrett |
| Grady General Hospital | Cairo | 1/9/2023 | 2/8/2023 | Patricia L. Barrett |
| Mitchell County Hospital | Camilla | 1/9/2023 | 2/8/2023 | Patricia L. Barrett |
| Houston County Healthcare Authority DBA Southeast Health Medical Center | Dothan, AL | 1/9/2023 | 2/8/2023 | Lisa Payne |
| NGMC Lumpkin | Dahlonega | 1/11/2023 | 2/10/2023 | Shae Foy |
| NGMC Barrow | Winder | 1/11/2023 | 2/10/2023 | Shae Foy |
| *Braselton Hospital | Braselton | 1/11/2023 | 2/10/2023 | Shae Foy |
| Northeast Georgia Medical Center | Toccoa | 1/11/2023 | 2/10/2023 | Shae Foy |
| Tift Regional Medical Center | Tifton | 1/11/2023 | 2/10/2023 | Shae Foy |
| Jefferson Hospital | Louisville | 1/11/2023 | 2/10/2023 | Shae Foy |
| Appling Hospital | Baxley | 1/12/2023 | 2/11/2023 | Shae Foy |
| Colquitt Regional Medical Center | Moultrie | 1/12/2023 | 2/11/2023 | Shae Foy |
| Habersham Medical Center | Demorest | 1/13/2023 | 2/11/2023 | Jessica L. Turner |
| Habersham Medical Center | Demorest | 1/13/2023 | 2/11/2023 | Jeffrey B. Laird |
| South Georgia Medical Center | Valdosta | 1/13/2023 | 2/11/2023 | Shae Foy |
| South Georgia Medical Center Smith Northview | Valdosta | 1/13/2023 | 2/11/2023 | Shae Foy |
| South Georgia Medical Center Lanier Campus | Lakeland | 1/13/2023 | 2/11/2023 | Shae Foy |
| South Georgia Medical Center Berrien | Nashville | 1/16/2023 | 2/15/2023 | Shae Foy |
| Tanner Medical Center - Carrollton | Carrollton | 1/16/2023 | 2/15/2023 | Shae Foy |



EXHIBIT A: CARESOURCE QUARTERLY REPORT

State Fiscal Year 2023

| HS&R Report Quarterly Report | | | | |
|--|--------------|-----------------------|----------------------|------------------------------|
| CMO Name: CareSource Reporting Date: 4/30/23 Reporting Period: 1/1/2023 – 3/31/2023 | | | | |
| Hospital Name | Location | Date Report Requested | Date Report Released | Requester's Name |
| Tanner Medical Center - Villa Rica | Villa Rica | 1/16/2023 | 2/15/2023 | Shae Foy |
| Upson Regional Medical Center | Thomaston | 1/16/2023 | 2/15/2023 | Williams, April |
| Liberty Regional Medical Center | Hinesville | 1/19/2023 | 2/18/2023 | Heather Dyer |
| Monroe County Hospital | Forsyth | 1/24/2023 | 2/23/2023 | Katie Stalvey |
| Putnam General Hospital | Eatonton | 1/24/2023 | 2/23/2023 | Katie Stalvey |
| Hospital Authority of Valdosta and Lowndes County | Valdosta | 1/26/2023 | 2/25/2023 | Laura J. Stair |
| Early County Hospital | Blackley | 1/30/2023 | 3/2/2023 | Ginger Cushing |
| Dodge County Hospital | Eastman | 2/7/2023 | 3/2/2023 | Joan Hartley |
| Jasper Memorial Hospital | Monticello | 2/22/2023 | 3/16/2023 | JKitchens@draffin-tucker.com |
| Upson Regional Medical Center | Thomaston | 2/24/2023 | 3/16/2023 | Williams, April |
| Burke County Hospital Authority | Waynesboro | 3/13/2023 | 3/21/2023 | kgwhcadvisors@comcast.net |
| Southeast Georgia Health System - Camden | Saint Mary's | 2/21/2023 | 3/21/2023 | Morris, Michelle |
| Southeast Georgia Health System - Brunswick | Brunswick | 2/21/2023 | 3/21/2023 | Morris, Michelle |
| Jefferson Hospital | Louisville | 3/13/2023 | 3/29/2023 | kgwhcadvisors@comcast.net |
| Liberty Regional Medical Center | Hinesville | 3/20/2023 | 3/31/2023 | Heather Dyer |
| South Well Medical Center | Adel | 3/9/2023 | 4/3/2023 | Shae Foy |
| *There were no Medicaid and ⁱ PCK claims for the requested service and payment dates. Subsequently, no HS&Rs were provided. **CareSource was not in operation for the service dates requested. Subsequently, no HS&Rs were provided. | | | | |

ⁱ PeachCare for Kids®