



GEORGIA DEPARTMENT OF COMMUNITY HEALTH

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

CareSource

Quarter 2: April 2023– June 2023

August 17, 2023





Table of Contents

■ Table of Contents.....	1
■ Project Background.....	2
• Objective	2
• Methodology	2
• Assumptions and Limitations	3
■ Report Results.....	4
• Findings	4
■ Exhibit A: CareSource Quarterly Report	5



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 Quarter 2, beginning April 1, 2023 and ending June 30, 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 August 1, 2023. For Quarter 2, 17 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 nine report requests.

Telephone calls or emails regarding 17 HS&R reports were initiated on August 8, 2023 and completed on August 9, 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 2, 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	17	0	9	8 (88.9%)	1 (11.1%)	0 (0.0%)

An overview of the analysis is included in *Table 1*. For this analysis, nine out of 17 HS&R reports were sampled. The results indicate information reported by CareSource was confirmed for 88.9 percent (8 of 9) 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	11.1	27

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 0 days, while the maximum number of days taken to release an HS&R report to a provider was 27 days.

Findings

For Quarter 2, three representatives were contacted regarding nine HS&R reports. The request and release dates reported by CareSource were confirmed for eight HS&R reports. For one request, the CMO's and provider's request date did not match; therefore, we were not able to validate the request date. Myers and Stauffer identified one HS&R reports released by CareSource to a provider that were greater than 20 days. We 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 Quarter 2, beginning April 1, 2023 and ending June 30, 2023.



Exhibit A: CareSource Quarterly Report

HS&R Report Quarterly Report				
CMO Name: CareSource Reporting Date: 6/30/23 Reporting Period: 4/1/2023 – 6/30/2023				
Hospital Name	Location	Date Report Requested	Date Report Released	Requester's Name
CHOA Egleston	Atlanta	4/3/2023	4/7/2023	Shin, Jessica
CHOA Scottish Rtie	Atlanta	4/3/2023	4/7/2023	Shin, Jessica
CHOA Hughes Spalding	Atlanta	4/3/2023	4/7/2023	Shin, Jessica
Meriwether Healthcare	Warm Springs	4/3/2023	4/7/2023	Dukes, Shannon
Irwin County Hospital	Ocilla	4/7/2023	5/3/2023	BPettis@draffin-tucker.com
Hospital Authority of Candler	Metter	4/5/2023	5/2/2023	Ruiz, Jesus
John D. Archbold Memorial Hospital	Thomasville	4/27/2023	5/9/2023	Barrett, Patricia
Brooks County Hospital	Quitman	4/27/2023	5/9/2023	Barrett, Patricia
Grady General Hospital	Cairo	4/27/2023	5/9/2023	Barrett, Patricia
Mitchell County Hospital	Camilla	4/27/2023	5/9/2023	Barrett, Patricia
Southwell Medical Center	Adel	4/27/2023	5/9/2023	Foy, Shae
Jefferson Hospital	Louisville	4/27/2023	5/9/2023	Foy, Shae
Upson Regional Medical Center	Thomaston	5/3/2023	5/11/2023	Foy, Shae
Memorial Hospital and Manor	Bainbridge	5/24/2023	6/6/2023	Livingston, Kay
Southeast GA Health System - Brunswick Campus	Brunswick	6/8/2023	6/19/2023	Morris, Michelle
Southeast GA Health System - Camden Campus	Saint Mary's	6/9/2023	6/19/2023	Morris, Michelle
Hospital Authority of Wilkes County	Washington	6/29/2023	7/5/2023	Rose, Mandy

*There were no Medicaid and iPCK 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®