April 1, 2024 through March 31, 2026

Comparison of Georgia Care Management Organization Encounter Data to Cash Disbursements for Amerigroup Community Care

May 21, 2026

DEDICATED TO GOVERNMENT HEALTH PROGRAMS

MYERS AND STAUFFER LC
CERTIFIED PUBLIC ACCOUNTANTS

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STUDY PURPOSE

The Department of Community Health (DCH) engaged Myers and Stauffer LC to analyze Georgia Families and Georgia Families 360° (GF 360) encounter data that has been submitted by the care management organizations (CMO) to Georgia's fiscal agent contractor (FAC), Gainwell Technologies (formerly DXC Technology), and complete a comparison of the encounters to cash disbursement journals (CDJ) provided by each CMO. For purposes of this analysis, "encounter data" are claims that have been paid by CMOs or delegated vendors (e.g., dental, vision, and pharmacy) to health care providers that have rendered health care services to members enrolled with the CMO.

Myers and Stauffer LC receives encounter data on a weekly basis from the FAC in a standardized data extract. This data extract contains paid and denied CMO institutional, medical (including mental health services, where appropriate), dental, and pharmacy encounters that were submitted by the CMO to the FAC and were subsequently loaded into the Medicaid Management Information System (MMIS).

Myers and Stauffer LC analyzes header reported information of each paid encounter in the MMIS to capture the amount paid on the entire claim. In certain instances, we identify potential duplicate and calculated void encounters and conclude that some of these potential duplicates appear to be partial payments, some are actual duplicate submissions, and some are replacement encounters without a matching void when the encounter data is compared to the CDJ submissions.

Once the potential duplicate and calculated void encounters have been identified, we adjust the encounter totals to reflect the actual payment made (i.e. removing the duplicate payment amounts from our analysis). The net encounter total is then used for the reconciliation analysis and compared to the CMO submitted CDJs based on common fields, such as CMO identification number (ID), CMO paid date, and specific delegated vendor criteria.

Our work was performed in accordance with American Institute of Certified Public Accountants (AICPA) professional standards for consulting engagements. We were not engaged to, nor did we perform, an audit, examination, or review services; accordingly, we express no opinion or conclusion related to the procedures performed or the information and documentation we reviewed. In addition, our engagement was not specifically designed for, and should not be relied on, to disclose errors, fraud, or other illegal acts that may exist.

The results of our engagement and this report are intended only for the internal use of the Georgia Department of Community Health (DCH), and should not be used for any other purpose.

SUMMARY

DCH requested that, for this study, we review the CMO's entire plan, each delegated vendor, and fee-for-service (non-vendor) paid encounters for Georgia Families and Georgia Families 360 to determine if the paid encounters meet the state contract minimum completeness requirement of **99 percent** when compared to the CDJ files that are submitted by the CMO. The encounters and CDJ file utilized in this study met the following criteria:

- Encounters were paid within the reporting period of April 1, 2024 through March 31, 2026;
- CDJ transactions had payment dates within the reporting period of April 1, 2024 through March 31, 2026;
- Encounters were received and accepted by the FAC and transmitted to Myers and Stauffer LC through May 4, 2026.

Table A — Amerigroup Georgia Families Cumulative Completion Totals and Percentages

Description	Entire Plan	Fee-for-Service (Non-Vendor)	Delegated Vendor: CarelonRx (Pharmacy Benefits)	Delegated Vendor: DentaQuest (Dental Services)	Delegated Vendor: Avesis (Vision Services)
Encounter Total (FAC reported)	**$2,593,801,140**	**$2,119,245,729**	**$294,873,469**	**$170,034,869**	**$9,647,073**
Total Encounter Adjustments ($)	*($593,210)*	*($517,223)*	*($789)*	*($75,089)*	*($109)*
Total Encounter Adjustments (%)	*-0.02%*	*-0.02%*	*0.00%*	*-0.04%*	*0.00%*
Net Encounter Total	**$2,593,207,930**	**$2,118,728,507**	**$294,872,680**	**$169,959,780**	**$9,646,964**
CDJ Total	**$2,610,109,071**	**$2,134,530,838**	**$295,222,896**	**$170,523,426**	**$9,831,911**
Variance	*($16,901,141)*	*($15,802,331)*	*($350,216)*	*($563,647)*	*($184,947)*
Completion (%)	**99.35%**	**99.25%**	**99.88%**	**99.66%**	**98.11%**
Contract Minimum Completeness Requirement (%)			**99.00%**		
Non-Compliant (%)					**-0.89%**

Table B — Amerigroup Georgia Families 360 Cumulative Completion Totals and Percentages

Description	Entire Plan	Fee-for-Service (Non-Vendor)	Delegated Vendor: CarelonRx (Pharmacy Benefits)	Delegated Vendor: DentaQuest (Dental Services)	Delegated Vendor: Avesis (Vision Services)
Encounter Total (FAC reported)	**$414,636,971**	**$356,007,501**	**$41,609,803**	**$16,013,934**	**$1,005,734**
Total Encounter Adjustments ($)	*($48,296)*	*($47,409)*	*($18)*	*($872)*	*$3*
Total Encounter Adjustments (%)	*-0.01%*	*-0.01%*	*0.00%*	*0.00%*	*0.00%*
Net Encounter Total	**$414,588,675**	**$355,960,092**	**$41,609,785**	**$16,013,061**	**$1,005,737**
CDJ Total	**$425,325,003**	**$366,481,820**	**$41,707,104**	**$16,114,091**	**$1,021,987**
Variance	*($10,736,327)*	*($10,521,728)*	*($97,319)*	*($101,030)*	*($16,250)*
Completion (%)	**97.47%**	**97.12%**	**99.76%**	**99.37%**	**98.40%**
Contract Minimum Completeness Requirement (%)			**99.00%**		
Non-Compliant (%)	**-1.53%**	**-1.88%**			**-0.60%**

ENCOUNTER DATA ANALYSIS

For this study, Myers and Stauffer analyzes the encounter data that is submitted by the CMOs to the FAC's subcontracted data warehouse vendor, Gainwell Technologies, and loaded into the FAC MMIS. Encounters submitted by any CMO that were rejected by the FAC for errors in submission or other reasons are not transmitted to Myers and Stauffer.

Furthermore, Myers and Stauffer analyzes the encounter data from the FAC MMIS and makes the following adjustments. Tables C and D below outline the impact of applying these encounter analysis adjustments to the encounter paid amounts, when compared to the raw data received.

1. The payment amounts associated with denied encounters are identified as zero dollars in the encounter reconciliation analysis since they bear no impact on cash disbursements.

2. We identified potential duplicate encounters using our encounter review logic. Based on a comparison to the CDJ files, we noted some of these potential duplicates appear to be partial payments, some are actual duplicate submissions, and some are replacement encounters without a matching void. At the direction of DCH, we have attempted to adjust our totals to reflect the actual payment made and have removed duplicate payment amounts from our analysis. Lists of these potential duplicates, noted in previous reports, were provided to Amerigroup for examination. We have reviewed Amerigroup's disputed duplicate response files submitted to us prior to April 7, 2026. The accepted responses have been incorporated into the analysis for this report. Responses requiring further explanation have not been added to this report and will be resubmitted to the CMO.

Table C — Myers and Stauffer LC's Adjustments to Amerigroup Georgia Families Encounters

Description	Encounter Count	Paid Amount	Paid Amount (% of Total*)
Total Encounter Amount (FAC Reported)	**23,204,262**	**$2,593,801,140**	**100.00%**
Adjustment Type			
Denied	*(1,516,676)*	*$24*	*0.00%*
Calculated Void	*(333)*	*($71,381)*	*0.00%*
Duplicate	*(649)*	*($521,853)*	*-0.02%*
Total Adjustments Made	*(1,517,658)*	*($593,210)*	*-0.02%*
Net Encounter Amounts	**21,686,604**	**$2,593,207,930**	**99.98%**

Table D — Myers and Stauffer LC's Adjustments to Amerigroup Georgia Families 360 Encounters

Description	Encounter Count	Paid Amount	Paid Amount (% of Total*)
Total Encounter Amount (FAC Reported)	**3,290,655**	**$414,636,971**	**100.00%**
Adjustment Type			
Denied	*(158,444)*	*$3*	*0.00%*
Calculated Void	*(11)*	*($1,283)*	*0.00%*
Duplicate	*(97)*	*($47,016)*	*-0.01%*
Total Adjustments Made	*(158,552)*	*($48,296)*	*-0.01%*
Net Encounter Amounts	**3,132,103**	**$414,588,675**	**99.99%**

** Percentage ratios are rounded down for each adjustment type and may not add up to the total percentage of adjustments made for this reporting period. Please see data analysis assumption number 8 on page 23 for further explanation.*

DATA ISSUES AND RECOMMENDATIONS

During this analysis, Myers and Stauffer identified potential data issues that may impact the completion percentages for specific delegated vendor and/or fee-for-service (non-vendor). **Section A** details issues related to completion percentages outside the targeted range, while **Section B** notes outstanding data issues that Amerigroup may need to continue to work to identify and resolve.

Please reference Tables 1 through 10 starting on page 9 for Amerigroup's Georgia Families and Georgia Families 360 entire plan, delegated vendor, and fee-for-service (non-vendor) reconciliation period tables. These contain detailed reconciliation totals, completion percentages, and encounter analysis adjustments.

SECTION A – Data issues and notes that may impact the non-compliant completion percentages:

1. **Fee-for-Service (non-vendor) (Table 2 and 7):** The non-vendor cumulative completion percentage is below compliance for Georgia Families 360, and many of the monthly completion percentages are below 99 percent for Georgia Families. The low completion percentages appear to be caused by missing encounter sequences, impacting numerous months throughout the reporting period and impacting March 2026 most heavily. This issue is prevalent across the reporting period with July 16, 2024 and September 10, 2024 for Georgia Families 360, and March 24, 2026 for both programs in addition to numerous other dates in March 2026 missing a large number of encounters.

    - We identified scenarios of potentially missing voiding CDJ transactions that may be contributing to the understatement of several monthly completion percentages, including July 2024 for Georgia Families 360. We noted multiple CDJ payment transactions for the gross amount, but no offsetting void transaction to address the net payment when compared to the encounters. Certain providers appear to have more instances of potentially missing CDJ voids than others.

    - We noted instances of members potentially switching programs during a long inpatient service. For these members, certain CDJ transactions appear to be reflecting payment for the later program, and are not split between the applicable programs based on the service dates. Additionally, it appears that the associated claims are also rolled up into one encounter submission, causing unmatched program reporting between the CDJ files and encounter data (CDJ typically identifying the program at discharge and the encounter program identified on admission). This appears to be impacting the accurate program and payment allocation of claims, specifically for the July 2024 through September 2025 paid months, and may be significantly contributing to the non-compliant Georgia Families 360 cumulative completion percentage.

    - Additionally, we identified claims for Georgia Families that appear to combine CDJ transactions into a single encounter record with one reported date. These encounters appear to be causing misallocation that may be overstating the monthly completion percentages for certain months, such as July 2024 and August 2024.

    ➢ **We recommend Amerigroup continue to work with DCH and the FAC to identify any potentially missing encounters or CDJs, and to correct any potential instances of mismatched program identifiers between the encounters and CDJs.**

2. **Avesis Vision (Table 5 and 10):** The Avesis Vision Georgia Families and Georgia Families 360 cumulative completion percentages are below 99 percent. We noted instances of CDJ transactions, mostly adjustments and voids, where the related encounters appear to not be submitted or were submitted as denials. This appears to be impacting many months in the reporting period, with the understated monthly completion percentages of November 2024 through February 2025, May 2025, June 2025, September 2025, and March 2026 for both programs, and March 2025 for Georgia Families 360 being the most heavily impacted. Additionally, this issue appears to be contributing to the overstatement of a few months early in the reporting period.

    - Additionally, we noted a few records with unmatched Georgia Families and Georgia Families 360 indicators when comparing the CDJs to the encounters. Certain claims are listed as Georgia Families in the CDJ with the reflecting encounter/enrollment data identified as Georgia Families 360, and vice versa. This appears to be impacting a few encounters in numerous Georgia Families and Georgia Families 360 months and may be contributing to the inflated June 2024 and October 2025 monthly completion percentages for Georgia Families 360. It is not clear if the CDJ or the enrollment data is the reason for the unmatched values.

    - **We recommend Amerigroup work with Avesis Vision to identify and submit any missing encounter sequences.**

SECTION B – Additional data issues and notes that currently may not impact compliance:

3. **CarelonRx (Table 3 and 8):** The CarelonRx overall completion percentages are in compliance. However, we noted instances of potentially missing encounter voids and/or missing CDJ transactions that may be causing certain monthly completion percentages to be overstated, including February 2025 for Georgia Families, November 2024 for Georgia Families 360, and September 2024 for both programs. This issue appears to be most significantly impacting both programs on September 27, 2024 and September 28, 2024.

    - Amerigroup communicated that they have researched the noncompliant months and identified no instances of missing CDJ transactions. Additionally, Amerigroup previously communicated that these variances are due to claim iterations rejected by Gainwell.

    - **We recommend Amerigroup work with CarelonRx to (re)submit any potentially missing or corrected encounters and CDJ transactions, including voids.**

4. **DentaQuest (Table 4 and 9):** While the Dentaquest cumulative completion percentages are in compliance, we noted instances of CDJ adjustment sequences that appear to be missing or fully denied in the encounter data particularly impacting Georgia Families 360. The variance of paid amounts between the CDJ adjustment sequences and these denied encounters appear to be causing certain monthly completion percentages (e.g., November 2025) to fall out of compliance for Georgia Families 360.

    - We identified instances of potentially missing original encounter records that appear to be impacting the low March 2026 monthly completion percentage for Georgia Families, June 2024 for Georgia Families 360, and January 2026 for both programs. In particular, there appears to be a singular transaction for the June 1, 2024 paid date which is contributing to the low completion percentage for Georgia Families 360.

    - The inflated September 2025 monthly completion percentage for Georgia Families 360 appears to be due to a small number of missing CDJ transactions with high transaction amounts, specifically for the September 6, 2025 paid date.

- We noted a few CDJ records with a Georgia Families indicator that had a matching encounter identified as Georgia Families 360, and vice versa. This appeared to slightly impact the monthly completion percentages for a few months, and may be impacting the Georgia Families 360 non-compliant monthly completion percentages for June 2024, August 2024, April 2025, and August 2025. It is not clear if the CDJ or the enrollment data is the reason for the unmatched values.

➢ **We recommend Amerigroup work with DentaQuest to identify and resubmit any missing or denied encounter adjustments and CDJ records.**

AMERIGROUP GEORGIA FAMILIES ENTIRE PLAN MONTHLY TABLE

Table 1 — Amerigroup Georgia Families (Entire Plan)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
April 2024	$109,805,841	$7	0.00%	$109,805,848	$111,398,618	($1,592,770)	98.57%
May 2024	$108,105,222	$4	0.00%	$108,105,226	$109,436,924	($1,331,698)	98.78%
June 2024	$89,738,943	$4	0.00%	$89,738,947	$91,435,902	($1,696,954)	98.14%
July 2024	$102,691,227	$1	0.00%	$102,691,228	$101,791,013	$900,215	100.88%
August 2024	$114,891,892	$0	0.00%	$114,891,892	$112,960,252	$1,931,640	101.71%
September 2024	$99,072,273	($183)	0.00%	$99,072,090	$98,977,512	$94,578	100.09%
October 2024	$105,494,848	$1	0.00%	$105,494,849	$106,601,081	($1,106,233)	98.96%
November 2024	$116,875,428	($479)	0.00%	$116,874,949	$117,521,871	($646,922)	99.44%
December 2024	$101,188,983	($2,146)	0.00%	$101,186,837	$101,743,756	($556,920)	99.45%
January 2025	$107,394,502	$1	0.00%	$107,394,503	$108,099,935	($705,432)	99.34%
February 2025	$107,304,026	$0	0.00%	$107,304,026	$108,128,913	($824,887)	99.23%
March 2025	$107,891,486	$0	0.00%	$107,891,486	$108,050,451	($158,964)	99.85%
April 2025	$116,764,816	($2,096)	0.00%	$116,762,720	$117,198,922	($436,202)	99.62%
May 2025	$103,621,106	($700)	0.00%	$103,620,406	$104,185,769	($565,363)	99.45%
June 2025	$99,489,998	$0	0.00%	$99,489,999	$100,487,333	($997,334)	99.00%
July 2025	$107,968,721	$0	0.00%	$107,968,721	$108,391,343	($422,622)	99.61%
August 2025	$117,378,325	$0	0.00%	$117,378,325	$117,760,769	($382,445)	99.67%
September 2025	$115,204,792	$0	0.00%	$115,204,792	$115,974,229	($769,436)	99.33%
October 2025	$120,722,665	$0	0.00%	$120,722,665	$121,404,226	($681,561)	99.43%
November 2025	$104,504,131	$0	0.00%	$104,504,131	$104,989,286	($485,155)	99.53%
December 2025	$101,102,408	($6,742)	0.00%	$101,095,666	$101,612,111	($516,445)	99.49%
January 2026	$113,955,129	($147)	0.00%	$113,954,983	$115,775,183	($1,820,200)	98.42%
February 2026	$109,882,120	($39)	0.00%	$109,882,081	$109,831,065	$51,016	100.04%
March 2026	$112,752,259	($580,696)	-0.51%	$112,171,563	$116,352,608	($4,181,045)	96.40%
Cumulative Totals	**$2,593,801,140**	**($593,210)**	**-0.02%**	**$2,593,207,930**	**$2,610,109,071**	**($16,901,141)**	**99.35%**
					State Contract Minimum Completeness Percentage Requirement		*99.00%*

AMERIGROUP GEORGIA FAMILIES SUMMARY REPORTS CHARTS

Chart 1. Monthly CDJ totals and encounter submission for Amerigroup's entire plan

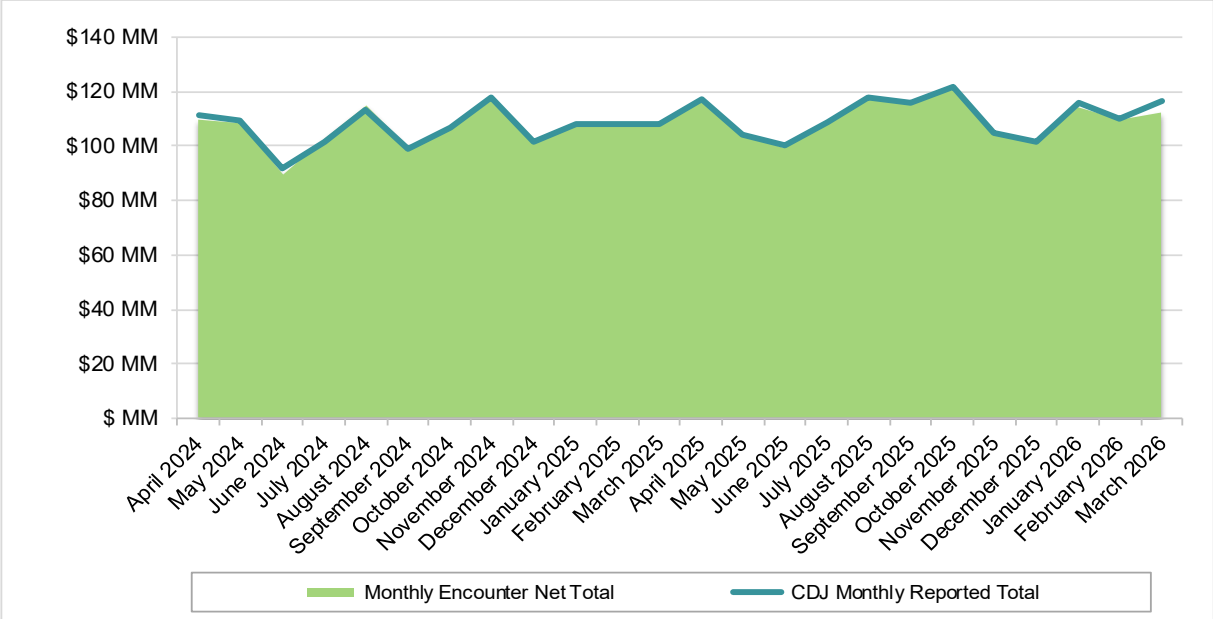
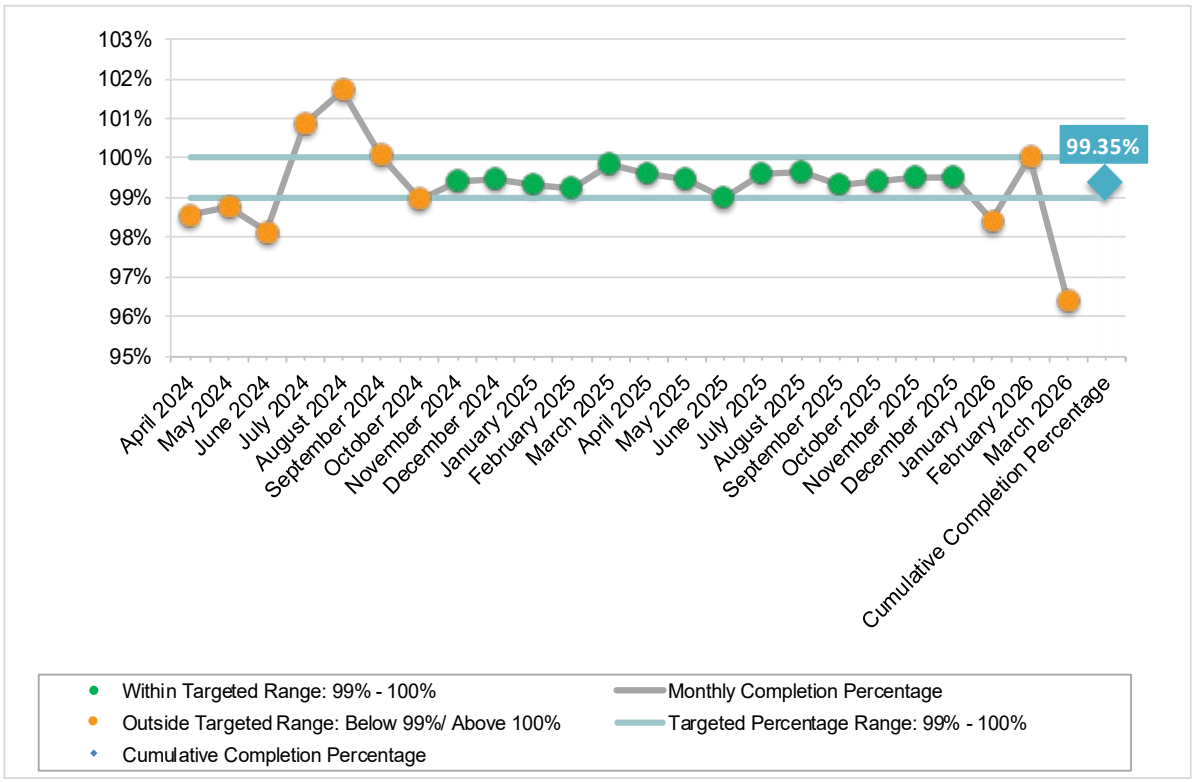


Chart 2. Amerigroup's monthly encounter submissions expressed as a percentage of payments submitted to the FAC to reported CMO monthly CDJ payment for the entire plan



AMERIGROUP GEORGIA FAMILIES FEE-FOR-SERVICE (NON-VENDOR) MONTHLY TABLE

Table 2 — Amerigroup Georgia Families Fee-for-Service (Non-Vendor)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
April 2024	$90,959,414	($0)	0.00%	$90,959,414	$92,531,875	($1,572,461)	98.30%
May 2024	$87,812,344	$0	0.00%	$87,812,344	$89,112,787	($1,300,444)	98.54%
June 2024	$70,886,983	($0)	0.00%	$70,886,983	$72,564,230	($1,677,247)	97.68%
July 2024	$83,352,882	$0	0.00%	$83,352,882	$82,396,978	$955,905	101.16%
August 2024	$94,833,528	$0	0.00%	$94,833,528	$92,887,283	$1,946,245	102.09%
September 2024	$80,621,510	($183)	0.00%	$80,621,327	$80,587,957	$33,371	100.04%
October 2024	$84,701,243	($0)	0.00%	$84,701,243	$85,790,200	($1,088,957)	98.73%
November 2024	$96,498,532	($350)	0.00%	$96,498,182	$97,109,644	($611,462)	99.37%
December 2024	$83,243,136	($2,148)	0.00%	$83,240,987	$83,770,163	($529,176)	99.36%
January 2025	$88,575,762	($0)	0.00%	$88,575,762	$89,246,300	($670,538)	99.24%
February 2025	$88,821,454	$0	0.00%	$88,821,454	$89,611,792	($790,338)	99.11%
March 2025	$86,778,778	$0	0.00%	$86,778,778	$86,875,439	($96,661)	99.88%
April 2025	$96,302,397	($2,096)	0.00%	$96,300,301	$96,666,029	($365,727)	99.62%
May 2025	$84,664,529	$0	0.00%	$84,664,529	$85,116,124	($451,595)	99.46%
June 2025	$81,301,567	($0)	0.00%	$81,301,567	$82,234,683	($933,116)	98.86%
July 2025	$88,909,752	$0	0.00%	$88,909,752	$89,280,618	($370,866)	99.58%
August 2025	$95,251,548	$0	0.00%	$95,251,548	$95,548,306	($296,759)	99.68%
September 2025	$95,841,641	($0)	0.00%	$95,841,641	$96,562,082	($720,441)	99.25%
October 2025	$99,841,777	$0	0.00%	$99,841,777	$100,468,947	($627,170)	99.37%
November 2025	$84,720,785	$0	0.00%	$84,720,785	$85,169,357	($448,572)	99.47%
December 2025	$81,551,948	$0	0.00%	$81,551,948	$82,014,368	($462,420)	99.43%
January 2026	$93,815,321	$0	0.00%	$93,815,321	$95,496,086	($1,680,765)	98.23%
February 2026	$89,273,818	($0)	0.00%	$89,273,818	$89,263,821	$9,997	100.01%
March 2026	$90,685,083	($512,446)	-0.56%	$90,172,637	$94,225,770	($4,053,133)	95.69%
Cumulative Totals	**$2,119,245,729**	**($517,223)**	**-0.02%**	**$2,118,728,507**	**$2,134,530,838**	**($15,802,331)**	**99.25%**
					State Contract Minimum Completeness Percentage Requirement		*99.00%*

AMERIGROUP GEORGIA FAMILIES CARELONRX MONTHLY TABLE

Table 3 — Amerigroup Georgia Families CarelonRx (Pharmacy Benefits)							
Paid Month	**Monthly Encounter Total (FAC Reported)**	**Monthly Encounter Total (Adjustments)**	**Percentage of Encounters Adjusted**	**Monthly Encounter Net Total**	**CDJ Monthly Reported Total**	**Monthly Variance**	**Monthly Completion Percentage**
April 2024	$11,828,237	$0	0.00%	$11,828,237	$11,839,763	($11,526)	99.90%
May 2024	$13,715,989	$0	0.00%	$13,715,989	$13,740,417	($24,428)	99.82%
June 2024	$10,674,803	$0	0.00%	$10,674,803	$10,690,527	($15,725)	99.85%
July 2024	$12,571,853	$0	0.00%	$12,571,853	$12,619,947	($48,094)	99.61%
August 2024	$11,604,195	$0	0.00%	$11,604,195	$11,609,833	($5,638)	99.95%
September 2024	$11,553,814	$0	0.00%	$11,553,814	$11,487,620	$66,194	100.57%
October 2024	$13,680,610	$0	0.00%	$13,680,610	$13,692,166	($11,557)	99.91%
November 2024	$12,304,395	$0	0.00%	$12,304,395	$12,324,241	($19,847)	99.83%
December 2024	$12,195,109	$0	0.00%	$12,195,109	$12,197,267	($2,157)	99.98%
January 2025	$13,037,399	$0	0.00%	$13,037,399	$13,056,375	($18,975)	99.85%
February 2025	$11,459,330	$0	0.00%	$11,459,330	$11,458,007	$1,323	100.01%
March 2025	$11,906,043	$0	0.00%	$11,906,043	$11,943,409	($37,367)	99.68%
April 2025	$13,584,982	$0	0.00%	$13,584,982	$13,632,128	($47,146)	99.65%
May 2025	$11,177,139	$0	0.00%	$11,177,139	$11,197,742	($20,603)	99.81%
June 2025	$10,573,000	$0	0.00%	$10,573,000	$10,580,064	($7,063)	99.93%
July 2025	$10,786,855	$0	0.00%	$10,786,855	$10,800,495	($13,640)	99.87%
August 2025	$12,704,551	$0	0.00%	$12,704,551	$12,740,367	($35,816)	99.71%
September 2025	$12,153,265	$0	0.00%	$12,153,265	$12,181,892	($28,627)	99.76%
October 2025	$13,320,978	$0	0.00%	$13,320,978	$13,332,243	($11,264)	99.91%
November 2025	$11,240,429	$0	0.00%	$11,240,429	$11,247,017	($6,588)	99.94%
December 2025	$13,327,272	$0	0.00%	$13,327,272	$13,356,124	($28,852)	99.78%
January 2026	$12,419,063	$0	0.00%	$12,419,063	$12,429,981	($10,918)	99.91%
February 2026	$12,807,289	($39)	0.00%	$12,807,250	$12,813,869	($6,618)	99.94%
March 2026	$14,246,869	($750)	0.00%	$14,246,119	$14,251,403	($5,283)	99.96%
Cumulative Totals	**$294,873,469**	**($789)**	**0.00%**	**$294,872,680**	**$295,222,896**	**($350,216)**	**99.88%**
						State Contract Minimum Completeness Percentage Requirement	*99.00%*

AMERIGROUP GEORGIA FAMILIES DENTAQUEST MONTHLY TABLE

Table 4 — Amerigroup Georgia Families DentaQuest (Dental)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
April 2024	$6,654,375	$0	0.00%	$6,654,375	$6,660,311	($5,935)	99.91%
May 2024	$6,124,310	$0	0.00%	$6,124,310	$6,130,828	($6,518)	99.89%
June 2024	$7,850,310	$0	0.00%	$7,850,310	$7,852,983	($2,673)	99.96%
July 2024	$6,230,122	$0	0.00%	$6,230,122	$6,235,137	($5,015)	99.91%
August 2024	$8,027,921	$0	0.00%	$8,027,921	$8,035,557	($7,636)	99.90%
September 2024	$6,468,607	$0	0.00%	$6,468,607	$6,472,433	($3,827)	99.94%
October 2024	$6,741,630	$0	0.00%	$6,741,630	$6,746,348	($4,718)	99.93%
November 2024	$7,757,427	$0	0.00%	$7,757,427	$7,765,900	($8,474)	99.89%
December 2024	$5,387,418	$0	0.00%	$5,387,418	$5,398,680	($11,262)	99.79%
January 2025	$5,486,122	$0	0.00%	$5,486,122	$5,488,316	($2,194)	99.96%
February 2025	$6,640,561	$0	0.00%	$6,640,561	$6,649,587	($9,026)	99.86%
March 2025	$8,823,803	$0	0.00%	$8,823,803	$8,847,816	($24,014)	99.72%
April 2025	$6,410,636	$0	0.00%	$6,410,636	$6,432,668	($22,032)	99.65%
May 2025	$7,416,159	($700)	0.00%	$7,415,459	$7,453,307	($37,848)	99.49%
June 2025	$7,242,646	$0	0.00%	$7,242,646	$7,278,587	($35,941)	99.50%
July 2025	$7,781,173	$0	0.00%	$7,781,173	$7,817,455	($36,281)	99.53%
August 2025	$8,928,737	$0	0.00%	$8,928,737	$8,977,056	($48,319)	99.46%
September 2025	$6,870,586	$0	0.00%	$6,870,586	$6,878,009	($7,422)	99.89%
October 2025	$7,003,443	$0	0.00%	$7,003,443	$7,043,349	($39,906)	99.43%
November 2025	$8,182,484	$0	0.00%	$8,182,484	$8,210,516	($28,032)	99.65%
December 2025	$5,773,346	($6,742)	-0.11%	$5,766,604	$5,790,545	($23,941)	99.58%
January 2026	$7,321,393	($147)	0.00%	$7,321,247	$7,448,779	($127,532)	98.28%
February 2026	$7,455,484	$0	0.00%	$7,455,484	$7,406,675	$48,809	100.65%
March 2026	$7,456,174	($67,500)	-0.90%	$7,388,674	$7,502,584	($113,910)	98.48%
Cumulative Totals	**$170,034,869**	**($75,089)**	**-0.04%**	**$169,959,780**	**$170,523,426**	**($563,647)**	**99.66%**
						State Contract Minimum Completeness Percentage Requirement	*99.00%*

AMERIGROUP GEORGIA FAMILIES AVESIS VISION MONTHLY TABLE

Table 5 — Amerigroup Georgia Families Avesis (Vision)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
April 2024	$363,815	$7	0.00%	$363,822	$366,669	($2,847)	99.22%
May 2024	$452,579	$4	0.00%	$452,583	$452,891	($308)	99.93%
June 2024	$326,847	$4	0.00%	$326,851	$328,162	($1,310)	99.60%
July 2024	$536,370	$1	0.00%	$536,370	$538,951	($2,581)	99.52%
August 2024	$426,249	$0	0.00%	$426,249	$427,579	($1,331)	99.68%
September 2024	$428,342	$0	0.00%	$428,342	$429,502	($1,160)	99.72%
October 2024	$371,365	$1	0.00%	$371,366	$372,367	($1,002)	99.73%
November 2024	$315,074	($129)	-0.04%	$314,945	$322,085	($7,140)	97.78%
December 2024	$363,320	$2	0.00%	$363,322	$377,646	($14,324)	96.20%
January 2025	$295,219	$1	0.00%	$295,220	$308,945	($13,725)	95.55%
February 2025	$382,681	$0	0.00%	$382,681	$409,527	($26,846)	93.44%
March 2025	$382,862	$0	0.00%	$382,862	$383,786	($924)	99.75%
April 2025	$466,801	$0	0.00%	$466,801	$468,097	($1,296)	99.72%
May 2025	$363,278	$0	0.00%	$363,278	$418,596	($55,318)	86.78%
June 2025	$372,785	$0	0.00%	$372,785	$393,999	($21,214)	94.61%
July 2025	$490,941	$0	0.00%	$490,941	$492,775	($1,835)	99.62%
August 2025	$493,489	$0	0.00%	$493,489	$495,041	($1,551)	99.68%
September 2025	$339,301	$0	0.00%	$339,301	$352,247	($12,946)	96.32%
October 2025	$556,467	$0	0.00%	$556,467	$559,687	($3,220)	99.42%
November 2025	$360,433	$0	0.00%	$360,433	$362,397	($1,964)	99.45%
December 2025	$449,842	$0	0.00%	$449,842	$451,074	($1,232)	99.72%
January 2026	$399,352	$0	0.00%	$399,352	$400,336	($984)	99.75%
February 2026	$345,528	$0	0.00%	$345,528	$346,699	($1,172)	99.66%
March 2026	$364,133	$0	0.00%	$364,133	$372,852	($8,719)	97.66%
Cumulative Totals	**$9,647,073**	**($109)**	**0.00%**	**$9,646,964**	**$9,831,911**	**($184,947)**	**98.11%**
						State Contract Minimum Completeness Percentage Requirement	*99.00%*
						Non-Compliant	***-0.89%***

AMERIGROUP GF 360 ENTIRE PLAN MONTHLY TABLE

Table 6 — Amerigroup Georgia Families 360 (Entire Plan)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
April 2024	$16,638,788	$0	0.00%	$16,638,788	$16,910,386	($271,599)	98.39%
May 2024	$15,807,481	$0	0.00%	$15,807,481	$15,915,175	($107,695)	99.32%
June 2024	$13,657,767	$3	0.00%	$13,657,770	$13,943,600	($285,830)	97.95%
July 2024	$15,734,734	$0	0.00%	$15,734,734	$17,639,576	($1,904,843)	89.20%
August 2024	$15,773,406	$0	0.00%	$15,773,406	$15,974,440	($201,034)	98.74%
September 2024	$14,939,191	$0	0.00%	$14,939,191	$16,475,928	($1,536,736)	90.67%
October 2024	$16,727,296	$0	0.00%	$16,727,296	$17,055,912	($328,616)	98.07%
November 2024	$17,528,557	($445)	0.00%	$17,528,112	$17,788,730	($260,617)	98.53%
December 2024	$16,705,277	$0	0.00%	$16,705,277	$16,966,569	($261,293)	98.45%
January 2025	$16,707,993	$0	0.00%	$16,707,993	$17,349,576	($641,583)	96.30%
February 2025	$16,404,372	$0	0.00%	$16,404,372	$17,020,799	($616,427)	96.37%
March 2025	$16,997,184	$0	0.00%	$16,997,184	$17,460,247	($463,064)	97.34%
April 2025	$21,097,157	($1,169)	0.00%	$21,095,988	$21,364,238	($268,250)	98.74%
May 2025	$17,657,340	$0	0.00%	$17,657,340	$17,900,043	($242,703)	98.64%
June 2025	$15,285,155	$0	0.00%	$15,285,155	$15,471,576	($186,421)	98.79%
July 2025	$17,619,423	$0	0.00%	$17,619,423	$17,975,273	($355,850)	98.02%
August 2025	$19,215,658	($291)	0.00%	$19,215,367	$19,587,580	($372,213)	98.09%
September 2025	$18,822,165	$0	0.00%	$18,822,165	$19,069,956	($247,791)	98.70%
October 2025	$20,467,987	$0	0.00%	$20,467,987	$20,547,306	($79,320)	99.61%
November 2025	$18,235,743	$0	0.00%	$18,235,743	$18,503,084	($267,341)	98.55%
December 2025	$16,569,148	($147)	0.00%	$16,569,001	$16,715,235	($146,234)	99.12%
January 2026	$20,190,617	$0	0.00%	$20,190,617	$20,647,904	($457,287)	97.78%
February 2026	$17,762,761	($18)	0.00%	$17,762,743	$18,178,861	($416,118)	97.71%
March 2026	$18,091,772	($46,229)	-0.25%	$18,045,543	$18,863,006	($817,463)	95.66%
Cumulative Totals	**$414,636,971**	**($48,296)**	**-0.01%**	**$414,588,675**	**$425,325,003**	**($10,736,327)**	**97.47%**
						State Contract Minimum Completeness Percentage Requirement	*99.00%*
						Non-Compliant	***-1.53%***

Chart 3. Monthly CDJ totals and encounter submission for Amerigroup's entire plan

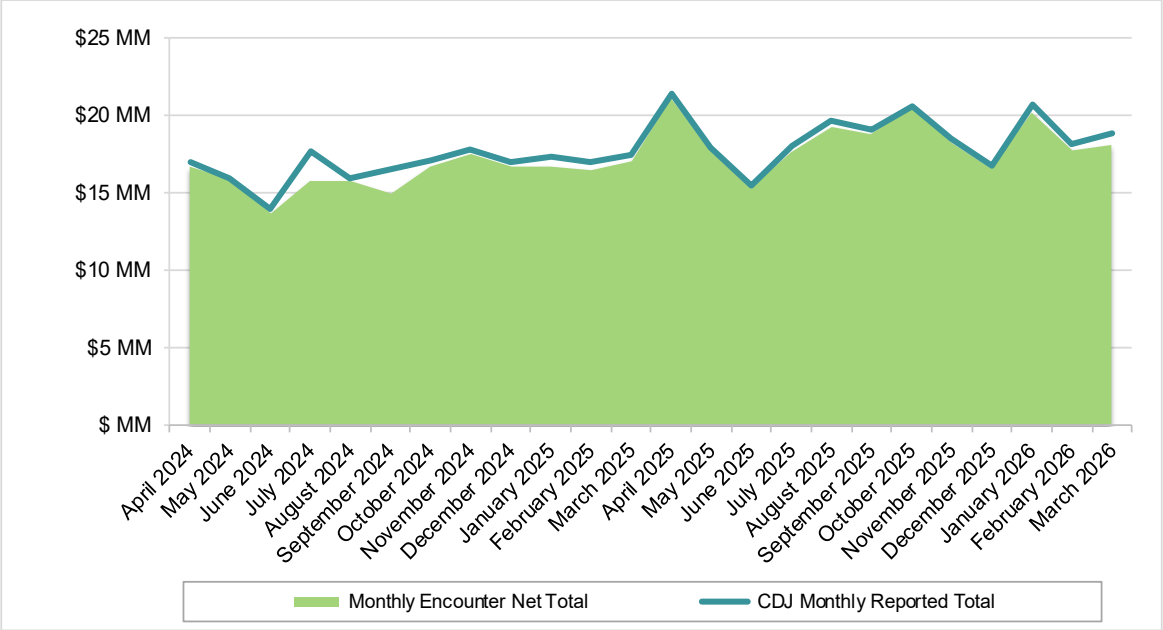
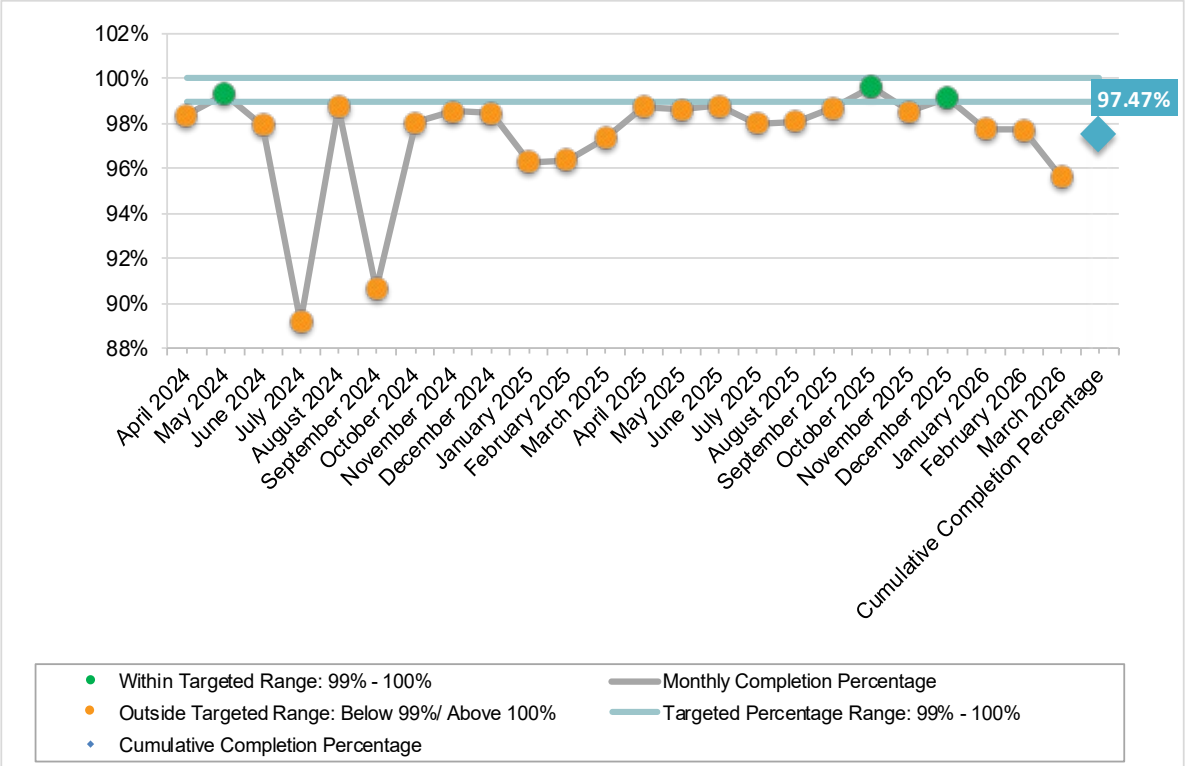


Chart 4. Amerigroup's monthly encounter submissions expressed as a percentage of payments submitted to the FAC to reported CMO monthly CDJ payment for the entire plan



AMERIGROUP GF 360 FEE-FOR-SERVICE (NON-VENDOR) MONTHLY TABLE

Table 7 — Amerigroup Georgia Families 360 Fee-for-Service (Non-Vendor)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
April 2024	$14,311,269	$0	0.00%	$14,311,269	$14,569,709	($258,439)	98.22%
May 2024	$13,203,471	$0	0.00%	$13,203,471	$13,303,805	($100,334)	99.24%
June 2024	$11,212,703	($0)	0.00%	$11,212,703	$11,478,981	($266,278)	97.68%
July 2024	$13,341,579	$0	0.00%	$13,341,579	$15,235,821	($1,894,241)	87.56%
August 2024	$13,358,911	$0	0.00%	$13,358,911	$13,550,841	($191,929)	98.58%
September 2024	$12,641,010	$0	0.00%	$12,641,010	$14,188,050	($1,547,040)	89.09%
October 2024	$14,088,592	$0	0.00%	$14,088,592	$14,410,652	($322,059)	97.76%
November 2024	$15,140,843	($445)	0.00%	$15,140,399	$15,397,928	($257,529)	98.32%
December 2024	$14,313,263	$0	0.00%	$14,313,263	$14,568,299	($255,036)	98.24%
January 2025	$14,310,547	$0	0.00%	$14,310,547	$14,944,736	($634,188)	95.75%
February 2025	$14,198,846	$0	0.00%	$14,198,846	$14,804,673	($605,827)	95.90%
March 2025	$14,445,657	$0	0.00%	$14,445,657	$14,903,207	($457,549)	96.92%
April 2025	$18,575,482	($1,169)	0.00%	$18,574,313	$18,819,783	($245,470)	98.69%
May 2025	$15,423,452	$0	0.00%	$15,423,452	$15,656,157	($232,705)	98.51%
June 2025	$13,128,853	$0	0.00%	$13,128,853	$13,302,329	($173,476)	98.69%
July 2025	$15,245,900	$0	0.00%	$15,245,900	$15,596,263	($350,363)	97.75%
August 2025	$16,471,208	($291)	0.00%	$16,470,917	$16,824,004	($353,087)	97.90%
September 2025	$16,637,332	$0	0.00%	$16,637,332	$16,890,753	($253,421)	98.49%
October 2025	$17,732,841	$0	0.00%	$17,732,841	$17,807,758	($74,917)	99.57%
November 2025	$15,649,502	$0	0.00%	$15,649,502	$15,898,021	($248,519)	98.43%
December 2025	$14,123,110	$0	0.00%	$14,123,110	$14,254,208	($131,098)	99.08%
January 2026	$17,610,857	$0	0.00%	$17,610,857	$18,047,684	($436,827)	97.57%
February 2026	$15,265,376	($0)	0.00%	$15,265,376	$15,680,215	($414,839)	97.35%
March 2026	$15,576,894	($45,504)	-0.29%	$15,531,391	$16,347,945	($816,554)	95.00%
Cumulative Totals	**$356,007,501**	**($47,409)**	**-0.01%**	**$355,960,092**	**$366,481,820**	**($10,521,728)**	**97.12%**
						State Contract Minimum Completeness Percentage Requirement	***99.00%***
						Non-Compliant	***-1.88%***

AMERIGROUP GF 360 CARELONRX MONTHLY TABLE

Table 8 — Amerigroup Georgia Families 360 CarelonRx (Pharmacy Benefits)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
April 2024	$1,682,035	$0	0.00%	$1,682,035	$1,693,966	($11,931)	99.29%
May 2024	$2,029,242	$0	0.00%	$2,029,242	$2,035,095	($5,853)	99.71%
June 2024	$1,623,149	$0	0.00%	$1,623,149	$1,634,195	($11,046)	99.32%
July 2024	$1,754,884	$0	0.00%	$1,754,884	$1,762,923	($8,038)	99.54%
August 2024	$1,649,569	$0	0.00%	$1,649,569	$1,651,306	($1,736)	99.89%
September 2024	$1,647,577	$0	0.00%	$1,647,577	$1,633,961	$13,615	100.83%
October 2024	$1,979,716	$0	0.00%	$1,979,716	$1,982,292	($2,576)	99.87%
November 2024	$1,613,539	$0	0.00%	$1,613,539	$1,612,037	$1,502	100.09%
December 2024	$1,867,318	$0	0.00%	$1,867,318	$1,869,493	($2,175)	99.88%
January 2025	$1,828,593	$0	0.00%	$1,828,593	$1,830,910	($2,317)	99.87%
February 2025	$1,563,405	$0	0.00%	$1,563,405	$1,569,454	($6,049)	99.61%
March 2025	$1,608,435	$0	0.00%	$1,608,435	$1,610,567	($2,132)	99.86%
April 2025	$1,855,396	$0	0.00%	$1,855,396	$1,870,686	($15,290)	99.18%
May 2025	$1,472,610	$0	0.00%	$1,472,610	$1,474,212	($1,602)	99.89%
June 2025	$1,400,286	$0	0.00%	$1,400,286	$1,406,506	($6,220)	99.55%
July 2025	$1,623,980	$0	0.00%	$1,623,980	$1,627,096	($3,117)	99.80%
August 2025	$1,865,545	$0	0.00%	$1,865,545	$1,868,574	($3,029)	99.83%
September 2025	$1,571,980	$0	0.00%	$1,571,980	$1,575,534	($3,554)	99.77%
October 2025	$1,980,681	$0	0.00%	$1,980,681	$1,984,408	($3,727)	99.81%
November 2025	$1,764,209	$0	0.00%	$1,764,209	$1,765,048	($839)	99.95%
December 2025	$1,820,455	$0	0.00%	$1,820,455	$1,830,858	($10,403)	99.43%
January 2026	$1,838,729	$0	0.00%	$1,838,729	$1,840,438	($1,709)	99.90%
February 2026	$1,785,402	($18)	0.00%	$1,785,385	$1,793,121	($7,737)	99.56%
March 2026	$1,783,068	$0	0.00%	$1,783,068	$1,784,425	($1,358)	99.92%
Cumulative Totals	**$41,609,803**	**($18)**	**0.00%**	**$41,609,785**	**$41,707,104**	**($97,319)**	**99.76%**
					State Contract Minimum Completeness Percentage Requirement		*99.00%*

AMERIGROUP GF 360 DENTAQUEST MONTHLY TABLE

Table 9 — Amerigroup Georgia Families 360 DentaQuest (Dental)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
April 2024	$609,629	$0	0.00%	$609,629	$610,737	($1,107)	99.81%
May 2024	$526,948	$0	0.00%	$526,948	$528,607	($1,660)	99.68%
June 2024	$789,313	$0	0.00%	$789,313	$798,703	($9,390)	98.82%
July 2024	$575,018	$0	0.00%	$575,018	$577,130	($2,112)	99.63%
August 2024	$714,822	$0	0.00%	$714,822	$722,179	($7,356)	98.98%
September 2024	$612,370	$0	0.00%	$612,370	$615,607	($3,237)	99.47%
October 2024	$621,299	$0	0.00%	$621,299	$625,129	($3,830)	99.38%
November 2024	$743,801	$0	0.00%	$743,801	$748,048	($4,248)	99.43%
December 2024	$490,736	$0	0.00%	$490,736	$493,197	($2,460)	99.50%
January 2025	$528,955	$0	0.00%	$528,955	$532,065	($3,111)	99.41%
February 2025	$605,802	$0	0.00%	$605,802	$607,760	($1,959)	99.67%
March 2025	$909,233	$0	0.00%	$909,233	$911,707	($2,475)	99.72%
April 2025	$615,948	$0	0.00%	$615,948	$623,378	($7,430)	98.80%
May 2025	$727,379	$0	0.00%	$727,379	$731,063	($3,684)	99.49%
June 2025	$713,747	$0	0.00%	$713,747	$718,747	($4,999)	99.30%
July 2025	$696,549	$0	0.00%	$696,549	$698,640	($2,091)	99.70%
August 2025	$825,071	$0	0.00%	$825,071	$841,042	($15,971)	98.10%
September 2025	$580,763	$0	0.00%	$580,763	$571,143	$9,620	101.68%
October 2025	$700,936	$0	0.00%	$700,936	$701,642	($706)	99.89%
November 2025	$782,797	$0	0.00%	$782,797	$800,660	($17,863)	97.76%
December 2025	$577,877	($147)	-0.02%	$577,730	$582,186	($4,456)	99.23%
January 2026	$698,405	$0	0.00%	$698,405	$716,768	($18,363)	97.43%
February 2026	$673,614	$0	0.00%	$673,614	$666,796	$6,818	101.02%
March 2026	$692,921	($726)	-0.10%	$692,196	$691,156	$1,039	100.15%
Cumulative Totals	**$16,013,934**	**($872)**	**0.00%**	**$16,013,061**	**$16,114,091**	**($101,030)**	**99.37%**
						State Contract Minimum Completeness Percentage Requirement	*99.00%*

AMERIGROUP GF 360 AVESIS VISION MONTHLY TABLE

Table 10 — Amerigroup Georgia Families 360 Avesis (Vision)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
April 2024	$35,854	$0	0.00%	$35,854	$35,975	($121)	99.66%
May 2024	$47,820	$0	0.00%	$47,820	$47,668	$152	100.31%
June 2024	$32,601	$3	0.00%	$32,604	$31,721	$883	102.78%
July 2024	$63,252	$0	0.00%	$63,252	$63,703	($451)	99.29%
August 2024	$50,103	$0	0.00%	$50,103	$50,115	($12)	99.97%
September 2024	$38,234	$0	0.00%	$38,234	$38,309	($75)	99.80%
October 2024	$37,688	$0	0.00%	$37,688	$37,840	($151)	99.60%
November 2024	$30,374	$0	0.00%	$30,374	$30,717	($343)	98.88%
December 2024	$33,959	$0	0.00%	$33,959	$35,580	($1,621)	95.44%
January 2025	$39,898	$0	0.00%	$39,898	$41,865	($1,967)	95.30%
February 2025	$36,320	$0	0.00%	$36,320	$38,913	($2,593)	93.33%
March 2025	$33,859	$0	0.00%	$33,859	$34,766	($908)	97.38%
April 2025	$50,331	$0	0.00%	$50,331	$50,391	($60)	99.88%
May 2025	$33,899	$0	0.00%	$33,899	$38,611	($4,712)	87.79%
June 2025	$42,269	$0	0.00%	$42,269	$43,995	($1,726)	96.07%
July 2025	$52,994	$0	0.00%	$52,994	$53,274	($280)	99.47%
August 2025	$53,834	$0	0.00%	$53,834	$53,960	($126)	99.76%
September 2025	$32,091	$0	0.00%	$32,091	$32,526	($435)	98.66%
October 2025	$53,529	$0	0.00%	$53,529	$53,498	$31	100.05%
November 2025	$39,234	$0	0.00%	$39,234	$39,354	($120)	99.69%
December 2025	$47,706	$0	0.00%	$47,706	$47,983	($277)	99.42%
January 2026	$42,626	$0	0.00%	$42,626	$43,014	($388)	99.09%
February 2026	$38,369	$0	0.00%	$38,369	$38,729	($360)	99.07%
March 2026	$38,889	$0	0.00%	$38,889	$39,479	($591)	98.50%
Cumulative Totals	**$1,005,734**	**$3**	**0.00%**	**$1,005,737**	**$1,021,987**	**($16,250)**	**98.40%**
						State Contract Minimum Completeness Percentage Requirement	***99.00%***
						Non-Compliant	***-0.60%***

APPENDIX A – DEFINITIONS AND ACRONYMS

The following terms are used throughout this document:

- **Care Management Organization (CMO)** – A private organization that has entered into a risk-based contractual arrangement with the Georgia Department of Community Health (DCH) to obtain and finance care for enrolled Medicaid or PeachCare for Kids© members. CMOs receive a per capita or capitation claim payment from DCH for each enrolled member. Effective July 1, 2017, four CMOs were operating in the state of Georgia during the reconciliation period. They were Amerigroup Community Care (Amerigroup or AMG), CareSource (CS), Peach State Health Plan (PSHP), and WellCare of Georgia (WellCare or WCG). Effective May 1, 2021 Peach State and WellCare merged.
- **Cash Disbursement Journal (CDJ) Monthly Reported Total** – The sum of all payments from a CMO or delegated vendor to service providers for a given month as reported by the CMO to DCH.
- **Department of Community Health (DCH)** – The agency in charge of overseeing the health services for the citizens of the state of Georgia.
- **Fiscal Agent Contractor (FAC)** – A contractor selected to design, develop, and maintain the claims processing system, Medicaid Management Information System (MMIS); Gainwell Technologies, formerly DXC Technology, became the effective FAC on November 1, 2010.
- **Gainwell Technologies** – State fiscal agent contractor effective November 1, 2010, formerly known as DXC Technology (DXC).
- **Georgia Families** – Georgia's managed care program for Medicaid and PeachCare for Kids eligible members.
- **Georgia Families 360° (GF 360)** – Georgia's managed care program for Foster Care, Adoption Assistance, and Juvenile Justice eligible members.
- **Medicaid Management Information System (MMIS)** – The claims processing system used by the FAC to adjudicate Georgia Medicaid and PeachCare for Kids© claims. CMO submitted encounters are loaded into this system and assigned a unique claim identifier.
- **Monthly Completion Percentage** – The percentage of the monthly encounter net total in relation to the CDJ monthly reported total.
- **Monthly Encounter Net Total** – The sum of the encounter submissions for a given month incorporating the Myers and Stauffer LC encounter data adjustments made to the encounter submissions stored in the FAC's encounter data warehouse.
- **Monthly Encounter Total (Adjustments)** – The sum of all Myers and Stauffer LC adjustments for a given month that were removed from the encounter submissions stored in the FAC's encounter data warehouse.
- **Monthly Encounter Total (FAC Reported)** – The sum of all encounter submissions for a given month stored in the FAC's encounter data warehouse.
- **Monthly Variance** – The difference between the monthly encounter net total and the CDJ monthly reported total.

APPENDIX B – ANALYSIS

Encounters from institutional, medical, and pharmacy service types were combined on like data fields. We analyzed the header reported information of each encounter to capture the amount paid on the entire claim. Encounter totals were calculated by summarizing the data by the CMO paid date, CMO identification number (ID), and specific delegated vendor criteria. Each CMO submitted cash disbursement was summarized by paid date, CMO ID, and specific delegated vendor criteria to create a matching table. These matching tables were combined using common fields and were used to produce the results.

Based on criteria provided by the FAC and/or the CMO, we identified the **Amerigroup** encounters as follows:

- ***Georgia Families Encounters***
  - Encounters where the managed care enrollment program is identified as Georgia Families for the first date of service as provided by Gainwell, if available.
  - All other encounters where no matching managed care enrollment program is observed.

- ***Georgia Families 360 Encounters***
  - Encounters where the managed care enrollment program is identified as Georgia Families 360 for the first date of service as provided by Gainwell, if available.

- ***DentaQuest - Dental Services***
  - Dental claim type of 'D'.
  - Patient account number field contains 'GA' in the eighteenth and nineteenth positions.

- ***Avesis - Vision Services***
  - Patient account number field contains 'V' in the last or third-to-last position.
  - Patient account number field contains 'GAV' in the eighteenth through twentieth positions.

- ***CarelonRx - Pharmacy Benefits***
  - Pharmacy claim types of 'P' and 'Q'.

- ***Amerigroup - Fee-for-Service (Non-Vendor)***
  - All other plan submitted encounters that do not meet the listed criteria.

APPENDIX C – DATA ANALYSIS ASSUMPTIONS

1. There are instances where the monthly completion percentages in the entire plan, delegated vendor and/or fee-for-service (non-vendor) completion tables exceeded 100 percent during some months of the reporting period. These overstated monthly completion rates may be due to certain claim voids and replacements that were absent from the encounter data, but were accounted for in the CDJ. Also, duplicate records may have existed in the encounter data that we were unable to identify and remove. Additionally, CDJ payment dates may not have matched the payment dates that were reported in the encounter data.
2. Since CDJ files submitted by the plans and their delegated vendors are not separated by Georgia Families region, the data does not permit providing region-specific information for any CMO.
3. When the CMO submits an adjustment encounter, the FAC's encounter processing system automatically creates a void for the original (replaced) encounter. These system-generated voids bear the same paid date as the original encounter. At the direction of DCH, and in order to more accurately reconcile to the cash payments, we have attempted to match these voids' paid dates to the adjustment dates.
4. Instances were noted where a record's transaction type implied a specific sign valuation for the CMO paid amount (e.g., a void implied that the amount should be negative). However, the data submitted for these records did not accurately reflect the correct sign valuation. Where possible, these CDJ and/or encounter payment amounts were adjusted to reflect the expected sign of the payment in accordance with the transaction type.
5. We instructed the CMOs to exclude referral fees, management fees and other non-encounter related fees from the CDJ data that is submitted to Myers and Stauffer LC. We reviewed the CDJs for these payments and removed them from the analysis when they were identified.
6. Separately itemized interest expenses are excluded from the CDJ and encounter totals when the interest amounts are included in the CMO paid amounts on the encounters and/or CDJ transaction amounts.
7. At the direction of DCH, we have removed ModivCare (formerly known as LogistiCare) non-emergency transportation from the encounter reconciliation reports. ModivCare's CDJ and encounter data have been excluded from Amerigroup's entire plan completion percentages (Tables A through D, 1, and 6), as well as from the delegated vendor analysis section.
8. Percentage ratios noted in this report are rounded down. The sum of the percentages may not add up to the percentage sum total (Tables A through D).
9. Opportunities for improving the encounter reconciliation process have been identified during the analysis of the encounter data and cash disbursement journals, as well as frequent interactions with the CMOs, their delegated vendors, DCH, and its FAC. While we have attempted to account for these situations, other potential issues within the data may exist that have not yet been identified which may require us to restate prior reports or modify reconciliation processes in the future.