

DECEMBER 1, 2020 THROUGH NOVEMBER 30, 2022

**COMPARISON OF GEORGIA CARE  
MANAGEMENT ORGANIZATION  
ENCOUNTER DATA TO CASH  
DISBURSEMENTS FOR  
AMERIGROUP COMMUNITY CARE**



**JANUARY 26, 2023**





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The Department of Community Health (DCH) engaged Myers and Stauffer LC to analyze Georgia Families 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.



# Amerigroup Community Care Encounter and CDJ Comparison



## 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 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 December 1, 2020 through November 30, 2022;
- CDJ transactions had payment dates within the reporting period of December 1, 2020 through November 30, 2022;
- Encounters were received and accepted by the FAC and transmitted to Myers and Stauffer LC through January 9, 2023.

**Table A — Amerigroup Cumulative Completion Totals and Percentages**

Description	Entire Plan	Fee-for-Service (Non-Vendor)	Delegated Vendor		
			IngenioRx (Pharmacy Benefits)	DentaQuest (Dental Services)	Avesis (Vision Services)
<b>Encounter Total (FAC reported)</b>	<b>\$2,662,107,783</b>	<b>\$2,151,878,674</b>	<b>\$344,053,848</b>	<b>\$154,395,440</b>	<b>\$11,779,820</b>
Total Encounter Adjustments (\$)	(\$415,146)	(\$402,950)	(\$24)	(\$12,282)	\$111
Total Encounter Adjustments (%)	-0.01%	-0.01%	0.00%	0.00%	0.00%
<b>Net Encounter Total</b>	<b>\$2,661,692,637</b>	<b>\$2,151,475,724</b>	<b>\$344,053,824</b>	<b>\$154,383,158</b>	<b>\$11,779,931</b>
<b>CDJ Total</b>	<b>\$2,673,340,165</b>	<b>\$2,162,826,345</b>	<b>\$344,777,458</b>	<b>\$153,944,712</b>	<b>\$11,791,651</b>
Variance	(\$11,647,528)	(\$11,350,621)	(\$723,633)	\$438,446	(\$11,720)
<b>Completion (%)</b>	<b>99.56%</b>	<b>99.47%</b>	<b>99.79%</b>	<b>100.28%</b>	<b>99.90%</b>
<b>100% Limited<sup>^</sup> Completion (%)</b>	<b>99.54%</b>			<b>100.00%</b>	
<b>Contract Minimum Completeness Requirement (%)</b>			<b>99.00%</b>		

<sup>^</sup> - Since the DentaQuest (Dental Services) cumulative completion percentage exceeds 100 percent, we have decreased the Entire Plan encounter totals by the total variance in comparison to the CDJ to avoid overstating the Entire Plan results. Please see data analysis assumption number 9 on page 16 for further explanation.



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. Table B below outlines 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 December 3, 2022. 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 B — Myers and Stauffer LC’s Adjustments to Amerigroup Encounters**

Description	Encounter Count	Paid Amount	Paid Amount (% of Total*)
<b>Total Encounter Amount (FAC Reported)</b>	<b>24,208,765</b>	<b>\$2,662,107,783</b>	<b>100.00%</b>
<i>Adjustment Type</i>			
<i>Denied</i>	<i>(1,692,586)</i>	<i>\$253</i>	<i>0.00%</i>
<i>Calculated Void</i>	<i>(139)</i>	<i>(\$35,509)</i>	<i>0.00%</i>
<i>Duplicate</i>	<i>(919)</i>	<i>(\$379,890)</i>	<i>-0.01%</i>
<i>Total Adjustments Made</i>	<i>(1,693,644)</i>	<i>(\$415,146)</i>	<i>-0.01%</i>
<b>Net Encounter Amounts</b>	<b>22,515,121</b>	<b>\$2,661,692,637</b>	<b>99.99%</b>

\* 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 16 for further explanation.





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 5 starting on page 8 for Amerigroup's 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. **DentaQuest (Table 4):** Instances of potentially missing CDJ transactions were identified that may be contributing to a few overstated monthly completion percentages (December 2020, January 2021, June 2022, and November 2022). Additionally, denied claims in the encounters and unmatched paid amounts, when compared to the CDJ transactions, are causing May 2022 to have a low completion percentage (93.83 percent).
  - Instances of missing CDJ transactions appear to be inflating November 2022. Each week's paid date appears to be missing approximately 25 percent of its transactions when compared to the encounters.
  - **We recommend Amerigroup work with DentaQuest to identify and submit any missing CDJ transactions and adjustments.**

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

2. **Fee-for-Service (non-vendor) (Table 2):** The non-vendor cumulative completion percentage is in compliance; however, we noted that March 2021 appears to be overstated potentially due to missing and/or misallocated encounter voids (e.g. March 12, 2021). Additionally, instances of potentially missing negative CDJ transactions or duplicate CDJ transaction amounts (e.g. May 2021), missing encounter sequences (e.g. March 2022 and June 2022), and misallocated void records seem to be causing other low monthly completion percentage variances.
  - **We recommend Amerigroup continue to work with DCH and the FAC to identify any potentially missing encounters or CDJs.**
3. **IngenioRx (Table 3):** The IngenioRx overall completion percentage is in compliance. Instances of potentially missing claim sequences (e.g., CDJ payment transactions, encounter voids) have been noted when the encounters and CDJs are compared. This appears to be causing some misallocation of payments between the data sources and a few overstated completion percentages mostly in months prior to January 2021 when a system update was implemented.
  - Instances of missing encounters and missing CDJ voids appear to be causing the low September 2022 completion percentage. Large amounts of encounter voids were noted on September 12, 2022 that were not matched with CDJ voids.
  - Additionally, we noted instances of potentially missing or misallocated encounters (both payments and voids) particularly impacting December 1, 2021.
  - **We recommend Amerigroup work with IngenioRX to identify any potentially missing encounters, including voids, in recent months.**



## Amerigroup Community Care Encounter and CDJ Comparison

4. **Avesis Vision (Table 5):** The Avesis Vision cumulative completion percentage is in compliance; however, we noted instances of missing encounter sequences causing December 2021, July 2022, and August 2022 to be inflated.
  - **We recommend Amerigroup work with Avesis Vision to identify and submit any missing encounter sequences.**

## Amerigroup Community Care Encounter and CDJ Comparison



### AMERIGROUP ENTIRE PLAN MONTHLY TABLE

Table 1 — Amerigroup (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
December 2020	\$89,433,225	\$0	0.00%	\$89,433,225	\$89,782,157	(\$348,932)	99.61%
January 2021	\$91,047,732	\$0	0.00%	\$91,047,732	\$91,577,563	(\$529,832)	99.42%
February 2021	\$95,272,077	(\$628)	0.00%	\$95,271,449	\$95,698,708	(\$427,259)	99.55%
March 2021	\$104,737,699	(\$176)	0.00%	\$104,737,523	\$104,005,986	\$731,537	100.70%
April 2021	\$102,453,067	\$7	0.00%	\$102,453,075	\$102,738,693	(\$285,618)	99.72%
May 2021	\$101,301,927	(\$586)	0.00%	\$101,301,341	\$102,438,178	(\$1,136,837)	98.89%
June 2021	\$105,578,047	\$0	0.00%	\$105,578,047	\$106,128,360	(\$550,314)	99.48%
July 2021	\$109,283,441	(\$658)	0.00%	\$109,282,782	\$109,692,557	(\$409,775)	99.62%
August 2021	\$112,355,972	(\$2,906)	0.00%	\$112,353,066	\$112,882,782	(\$529,716)	99.53%
September 2021	\$98,405,760	(\$2,194)	0.00%	\$98,403,566	\$98,979,234	(\$575,667)	99.41%
October 2021	\$128,344,632	(\$739)	0.00%	\$128,343,893	\$129,165,928	(\$822,035)	99.36%
November 2021	\$106,339,747	(\$1,132)	0.00%	\$106,338,615	\$106,712,793	(\$374,178)	99.64%
December 2021	\$122,058,960	(\$2,092)	0.00%	\$122,056,867	\$122,436,226	(\$379,359)	99.69%
January 2022	\$107,102,191	(\$200)	0.00%	\$107,101,991	\$107,418,906	(\$316,915)	99.70%
February 2022	\$106,555,249	(\$3,603)	0.00%	\$106,551,646	\$106,985,650	(\$434,004)	99.59%
March 2022	\$122,465,742	(\$15,313)	-0.01%	\$122,450,429	\$123,711,483	(\$1,261,054)	98.98%
April 2022	\$121,521,037	(\$975)	0.00%	\$121,520,062	\$121,991,349	(\$471,287)	99.61%
May 2022	\$115,870,186	(\$365)	0.00%	\$115,869,821	\$116,564,941	(\$695,120)	99.40%
June 2022	\$99,384,737	\$2	0.00%	\$99,384,739	\$100,161,166	(\$776,427)	99.22%
July 2022	\$109,698,675	(\$1,348)	0.00%	\$109,697,327	\$110,098,128	(\$400,801)	99.63%
August 2022	\$123,868,145	(\$2,782)	0.00%	\$123,865,364	\$124,626,895	(\$761,532)	99.38%
September 2022	\$137,969,994	(\$141)	0.00%	\$137,969,853	\$138,659,837	(\$689,983)	99.50%
October 2022	\$121,489,193	(\$4,314)	0.00%	\$121,484,879	\$121,943,415	(\$458,536)	99.62%
November 2022	\$129,570,348	(\$375,004)	-0.28%	\$129,195,344	\$128,939,229	\$256,115	100.19%
<b>Cumulative Totals</b>	<b>\$2,662,107,783</b>	<b>(\$415,146)</b>	<b>-0.01%</b>	<b>\$2,661,692,637</b>	<b>\$2,673,340,165</b>	<b>(\$11,647,528)</b>	<b>99.56%</b>
<b>100% Limited^ Cumulative Totals</b>				<b>\$2,661,254,191</b>	<b>\$2,673,340,165</b>	<b>(\$12,085,975)</b>	<b>99.54%</b>
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>99.00%</b>

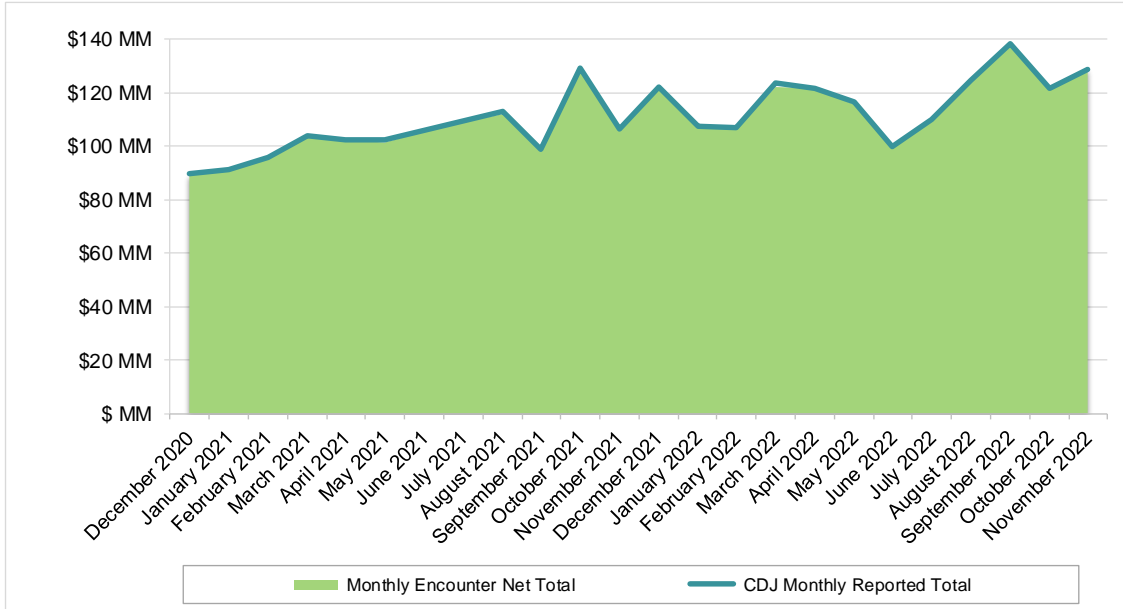
^ - Since the DentaQuest cumulative completion percentage exceeds 100 percent, we have decreased the Entire Plan encounter totals by the total variance in comparison to the CDJ to avoid overstating the Entire Plan results. Please see data analysis assumption number 9 on page 16 for further explanation.



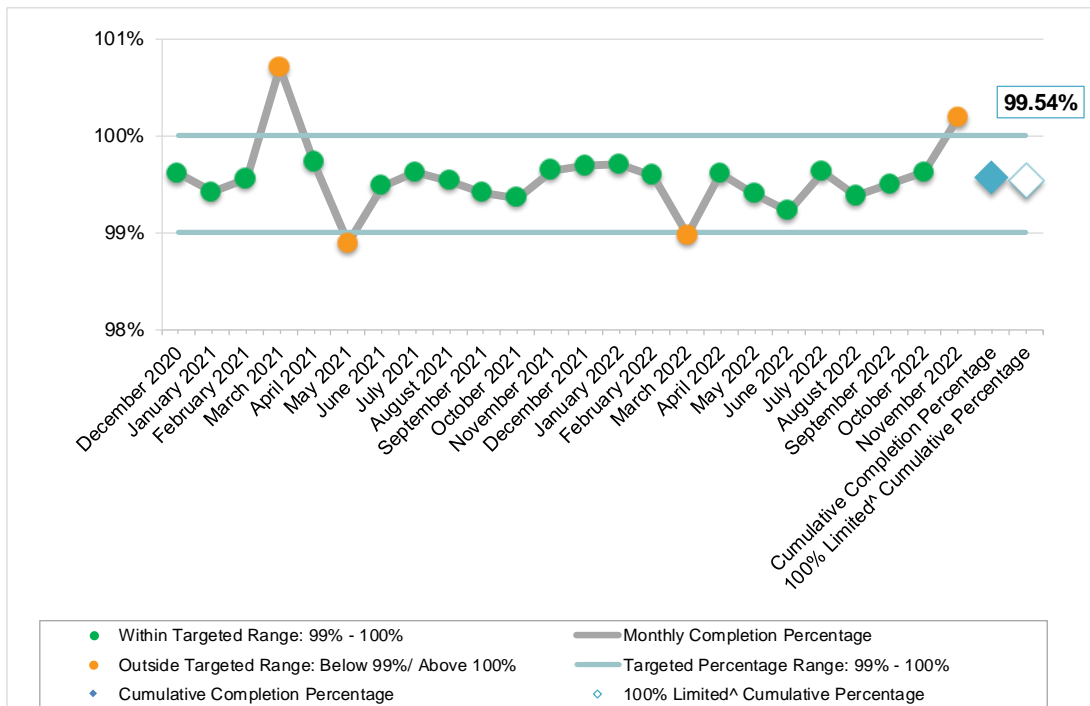


**AMERIGROUP SUMMARY  
REPORTS CHARTS**

**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**



^ - Since the DentaQuest cumulative completion percentage exceeds 100 percent, we have decreased the Entire Plan encounter totals by the total variance in comparison to the CDJ to avoid overstating the Entire Plan results. Please see data analysis assumption number 9 on page 16 for further explanation.

Amerigroup Community Care Encounter and CDJ Comparison



**AMERIGROUP FEE-FOR-SERVICE (NON-VENDOR)  
MONTHLY TABLE**

**Table 2 — Amerigroup Fee-for-Service (Non-Vendor)**

<b>Paid Month</b>	<b>Monthly Encounter Total (FAC Reported)</b>	<b>Monthly Encounter Total (Adjustments)</b>	<b>Percentage of Encounters Adjusted</b>	<b>Monthly Encounter Net Total</b>	<b>CDJ Monthly Reported Total</b>	<b>Monthly Variance</b>	<b>Monthly Completion Percentage</b>
December 2020	\$70,394,849	\$0	0.00%	\$70,394,849	\$70,785,624	(\$390,776)	99.44%
January 2021	\$73,657,879	\$0	0.00%	\$73,657,879	\$74,158,243	(\$500,365)	99.32%
February 2021	\$77,264,075	(\$628)	0.00%	\$77,263,447	\$77,619,497	(\$356,049)	99.54%
March 2021	\$84,456,791	(\$177)	0.00%	\$84,456,615	\$83,678,080	\$778,534	100.93%
April 2021	\$84,827,182	(\$0)	0.00%	\$84,827,182	\$85,092,017	(\$264,835)	99.68%
May 2021	\$81,465,488	(\$609)	0.00%	\$81,464,879	\$82,581,220	(\$1,116,341)	98.64%
June 2021	\$85,553,174	(\$0)	0.00%	\$85,553,174	\$86,067,462	(\$514,288)	99.40%
July 2021	\$90,081,470	(\$665)	0.00%	\$90,080,804	\$90,466,158	(\$385,354)	99.57%
August 2021	\$93,653,439	(\$2,914)	0.00%	\$93,650,525	\$94,125,075	(\$474,549)	99.49%
September 2021	\$77,096,774	(\$1,965)	0.00%	\$77,094,809	\$77,536,417	(\$441,608)	99.43%
October 2021	\$107,229,133	(\$739)	0.00%	\$107,228,394	\$107,927,124	(\$698,730)	99.35%
November 2021	\$86,921,682	(\$1,132)	0.00%	\$86,920,550	\$87,194,789	(\$274,240)	99.68%
December 2021	\$100,042,415	(\$2,093)	0.00%	\$100,040,322	\$100,583,051	(\$542,729)	99.46%
January 2022	\$87,520,672	(\$200)	0.00%	\$87,520,472	\$87,815,101	(\$294,629)	99.66%
February 2022	\$86,321,419	(\$2,649)	0.00%	\$86,318,770	\$86,727,379	(\$408,609)	99.52%
March 2022	\$98,113,691	(\$14,392)	-0.01%	\$98,099,300	\$99,328,919	(\$1,229,619)	98.76%
April 2022	\$98,404,718	(\$162)	0.00%	\$98,404,555	\$98,861,152	(\$456,596)	99.53%
May 2022	\$94,994,154	(\$307)	0.00%	\$94,993,847	\$95,300,912	(\$307,066)	99.67%
June 2022	\$76,065,518	(\$0)	0.00%	\$76,065,518	\$76,844,661	(\$779,143)	98.98%
July 2022	\$87,233,297	(\$248)	0.00%	\$87,233,048	\$87,602,327	(\$369,279)	99.57%
August 2022	\$98,100,689	\$1	0.00%	\$98,100,690	\$98,811,779	(\$711,089)	99.28%
September 2022	\$114,627,389	(\$123)	0.00%	\$114,627,266	\$115,047,729	(\$420,463)	99.63%
October 2022	\$95,829,058	(\$4,148)	0.00%	\$95,824,910	\$96,190,814	(\$365,904)	99.61%
November 2022	\$102,023,719	(\$369,800)	-0.36%	\$101,653,918	\$102,480,814	(\$826,895)	99.19%
<b>Cumulative Totals</b>	<b>\$2,151,878,674</b>	<b>(\$402,950)</b>	<b>-0.01%</b>	<b>\$2,151,475,724</b>	<b>\$2,162,826,345</b>	<b>(\$11,350,621)</b>	<b>99.47%</b>
							<i>State Contract Minimum Completeness Percentage Requirement</i>
							99.00%



Amerigroup Community Care Encounter and CDJ Comparison



**AMERIGROUP DENTAQUEST  
MONTHLY TABLE**

Table 4 — Amerigroup 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
December 2020	\$5,126,606	\$0	0.00%	\$5,126,606	\$5,123,805	\$2,801	100.05%
January 2021	\$6,060,994	\$0	0.00%	\$6,060,994	\$6,055,983	\$5,011	100.08%
February 2021	\$5,656,269	\$0	0.00%	\$5,656,269	\$5,666,061	(\$9,793)	99.82%
March 2021	\$5,948,021	\$0	0.00%	\$5,948,021	\$5,948,067	(\$46)	99.99%
April 2021	\$5,926,161	\$0	0.00%	\$5,926,161	\$5,927,356	(\$1,196)	99.97%
May 2021	\$7,406,218	\$13	0.00%	\$7,406,231	\$7,411,703	(\$5,473)	99.92%
June 2021	\$5,535,066	\$0	0.00%	\$5,535,066	\$5,542,104	(\$7,038)	99.87%
July 2021	\$6,972,005	\$0	0.00%	\$6,972,005	\$6,979,760	(\$7,755)	99.88%
August 2021	\$6,260,610	\$3	0.00%	\$6,260,613	\$6,279,393	(\$18,780)	99.70%
September 2021	\$5,810,444	(\$231)	0.00%	\$5,810,213	\$5,823,665	(\$13,452)	99.76%
October 2021	\$7,856,650	\$0	0.00%	\$7,856,650	\$7,864,425	(\$7,775)	99.90%
November 2021	\$5,915,088	\$1	0.00%	\$5,915,088	\$5,944,719	(\$29,631)	99.50%
December 2021	\$5,750,707	\$1	0.00%	\$5,750,708	\$5,779,604	(\$28,897)	99.50%
January 2022	\$6,603,502	\$0	0.00%	\$6,603,502	\$6,609,092	(\$5,591)	99.91%
February 2022	\$6,519,060	(\$954)	-0.01%	\$6,518,106	\$6,530,511	(\$12,405)	99.81%
March 2022	\$6,529,318	(\$944)	-0.01%	\$6,528,374	\$6,542,713	(\$14,339)	99.78%
April 2022	\$7,900,352	(\$817)	-0.01%	\$7,899,535	\$7,920,259	(\$20,724)	99.73%
May 2022	\$5,719,092	(\$61)	0.00%	\$5,719,031	\$6,094,601	(\$375,570)	93.83%
June 2022	\$5,657,640	\$1	0.00%	\$5,657,640	\$5,635,249	\$22,392	100.39%
July 2022	\$7,667,879	(\$1,099)	-0.01%	\$7,666,779	\$7,692,222	(\$25,443)	99.66%
August 2022	\$6,566,048	(\$2,830)	-0.04%	\$6,563,218	\$6,594,765	(\$31,547)	99.52%
September 2022	\$6,289,796	\$0	0.00%	\$6,289,796	\$6,300,019	(\$10,223)	99.83%
October 2022	\$8,372,497	(\$166)	0.00%	\$8,372,331	\$8,446,770	(\$74,438)	99.11%
November 2022	\$6,345,418	(\$5,198)	-0.08%	\$6,340,220	\$5,231,864	\$1,108,356	121.18%
<b>Cumulative Totals</b>	<b>\$154,395,440</b>	<b>(\$12,282)</b>	<b>0.00%</b>	<b>\$154,383,158</b>	<b>\$153,944,712</b>	<b>\$438,446</b>	<b>100.28%</b>
<b>100% Limited^ Cumulative Totals</b>				<b>\$153,944,712</b>	<b>\$153,944,712</b>	<b>\$0</b>	<b>100.00%</b>
						<b>State Contract Minimum Completeness Percentage Requirement</b>	<b>99.00%</b>

^ - Since the DentaQuest cumulative completion percentage exceeds 100 percent, we have decreased the Entire Plan encounter totals by the total variance in comparison to the CDJ to avoid overstating the Entire Plan results. Please see data analysis assumption number 9 on page 16 for further explanation.

Amerigroup Community Care Encounter and CDJ Comparison



**AMERIGROUP AVESIS VISION  
MONTHLY TABLE**

Table 5 — Amerigroup 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
December 2020	\$576,145	\$0	0.00%	\$576,145	\$577,694	(\$1,549)	99.73%
January 2021	\$355,887	\$0	0.00%	\$355,887	\$356,550	(\$663)	99.81%
February 2021	\$467,967	\$0	0.00%	\$467,967	\$468,876	(\$909)	99.80%
March 2021	\$543,415	\$1	0.00%	\$543,416	\$546,926	(\$3,509)	99.35%
April 2021	\$382,474	\$7	0.00%	\$382,481	\$384,361	(\$1,880)	99.51%
May 2021	\$473,670	\$10	0.00%	\$473,680	\$474,245	(\$565)	99.88%
June 2021	\$490,952	\$0	0.00%	\$490,952	\$491,125	(\$173)	99.96%
July 2021	\$413,941	\$7	0.00%	\$413,948	\$414,602	(\$655)	99.84%
August 2021	\$484,542	\$5	0.00%	\$484,547	\$485,441	(\$894)	99.81%
September 2021	\$568,513	\$2	0.00%	\$568,515	\$568,566	(\$50)	99.99%
October 2021	\$514,939	\$0	0.00%	\$514,939	\$515,471	(\$532)	99.89%
November 2021	\$459,563	\$0	0.00%	\$459,563	\$460,349	(\$786)	99.82%
December 2021	\$482,931	\$0	0.00%	\$482,931	\$482,505	\$426	100.08%
January 2022	\$435,496	\$0	0.00%	\$435,496	\$436,251	(\$755)	99.82%
February 2022	\$452,114	\$0	0.00%	\$452,114	\$452,932	(\$818)	99.81%
March 2022	\$613,936	\$22	0.00%	\$613,959	\$615,954	(\$1,995)	99.67%
April 2022	\$482,502	\$4	0.00%	\$482,506	\$482,480	\$26	100.00%
May 2022	\$440,975	\$3	0.00%	\$440,979	\$442,508	(\$1,530)	99.65%
June 2022	\$547,528	\$1	0.00%	\$547,529	\$548,230	(\$701)	99.87%
July 2022	\$359,023	\$0	0.00%	\$359,023	\$349,045	\$9,978	102.85%
August 2022	\$650,357	\$47	0.00%	\$650,405	\$648,540	\$1,864	100.28%
September 2022	\$479,000	\$0	0.00%	\$479,000	\$480,893	(\$1,893)	99.60%
October 2022	\$518,600	\$0	0.00%	\$518,600	\$519,376	(\$776)	99.85%
November 2022	\$585,350	\$0	0.00%	\$585,350	\$588,732	(\$3,381)	99.42%
<b>Cumulative Totals</b>	<b>\$11,779,820</b>	<b>\$111</b>	<b>0.00%</b>	<b>\$11,779,931</b>	<b>\$11,791,651</b>	<b>(\$11,720)</b>	<b>99.90%</b>
							<i>State Contract Minimum Completeness Percentage Requirement</i>
							99.00%



## APPENDIX A – DEFINITIONS AND ACRONYMS

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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. Before July 1, 2017, three CMOs were operating in the state of Georgia during the reconciliation period. They were Amerigroup Community Care (Amerigroup or AMG), Peach State Health Plan (PSHP), and WellCare of Georgia (WellCare or WCG). Effective July 1, 2017, CareSource (CS) joined the other three CMOs to provide services to enrolled members.
- **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).
- **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

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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:

- ❖ ***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.
- ❖ ***IngenioRx - 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

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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, B, and 1), 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 and B).
9. A cumulative completion percentage exceeding 100 percent was noted for the Amerigroup totals for DentaQuest. So that the impacted amounts do not overstate the Entire Plan results, we have decreased the encounter monthly reported totals by the variance between the encounter data and cash disbursement journals. Therefore, the cumulative completion percentages are decreased to a maximum of 100 percent (Tables A, 1, and 4; Chart 2).
10. 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.

