April 1, 2024 through March 31, 2026

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

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 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 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 the 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 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 files 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 — CareSource Cumulative Completion Totals and Percentages

			Delegated Vendor			
Description	Entire Plan	Fee-for-Service (Non-Vendor)	Express Scripts (Pharmacy Benefits)	Skygen (Dental Services)	EyeMed (Vision Services)	Versant Health (Vision Services)
Encounter Total (FAC reported)	**$2,374,714,648**	**$1,964,185,744**	**$275,858,007**	**$129,157,597**	**$110,066**	**$5,403,234**
Total Encounter Adjustments ($)	*($394,583)*	*($389,594)*	*$0*	*($4,825)*	*($164)*	*$0*
Total Encounter Adjustments (%)	*-0.01%*	*-0.01%*	*0.00%*	*0.00%*	*-0.14%*	*0.00%*
Net Encounter Total	**$2,374,320,065**	**$1,963,796,150**	**$275,858,007**	**$129,152,772**	**$109,902**	**$5,403,234**
CDJ Total	**$2,377,095,068**	**$1,965,547,239**	**$276,705,655**	**$129,319,982**	**$109,827**	**$5,412,365**
Variance	*($2,775,003)*	*($1,751,088)*	*($847,647)*	*($167,211)*	*$75*	*($9,131)*
Completion (%)	**99.88%**	**99.91%**	**99.69%**	**99.87%**	**100.06%**	**99.83%**
100% Limited^ Completion (%)	***99.88%***				***100.00%***	
Contract Minimum Completeness Requirement (%)	**99.00%**					

^ - Since the EyeMed (Vision 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 8 on page 17 for further explanation.

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. Therefore, 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 are 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 CareSource for examination. We have reviewed CareSource'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 B — Myers and Stauffer LC's Adjustments to CareSource Encounters

Description	Encounter Count	Paid Amount	Paid Amount (% of Total*)
Total Encounter Amount (FAC Reported)	**17,985,263**	**$2,374,714,648**	**100.00%**
Adjustment Type			
Denied	*(1,809,503)*	*$3*	*0.00%*
Calculated Void	*(85)*	*($22,143)*	*0.00%*
Duplicate	*(355)*	*($372,442)*	*-0.01%*
Total Adjustments Made	*(1,809,943)*	*($394,583)*	*-0.01%*
Net Encounter Amounts	**16,175,320**	**$2,374,320,065**	**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 7 on page 17 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 CareSource may need to continue to work to identify and resolve.

Please reference Tables 1 through 5 starting on page 8 for CareSource'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. **EyeMed (Table 5):** The EyeMed Vision cumulative completion percentage is slightly above 100 percent. The inflated cumulative percentage appears to be due to missing CDJ transactions, particularly for the February 17, 2026 and February 18, 2026 paid dates, when compared to the encounter data. Additionally, we noted instances of potentially missing encounter records causing the March 2026 monthly completion percentage to be understated.

    - Instances of potentially missing encounter voids were identified for February 2026 and March 2026. Specifically, it appears that none of the submitted CDJ void transactions have an associated encounter record when the data sources are compared.

    ➢ **We recommend CareSource work with EyeMed to identify and submit any missing CDJ transactions for February 2026, missing positive encounter records for March 2026, and missing encounter voids for both months.**

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

2. **Fee-for-Service (non-vendor) (Table 2):** The CMO appears to be in compliance, but we have identified instances of potentially missing encounter sequences, including voids, that appear to be causing the non-compliant monthly completion percentages. The instances of potentially missing encounter sequences have a CDJ transaction from a prior month with a void or adjustment at a later date, but an encounter sequence (e.g., void or adjustment) appears to be missing (e.g., April 2024, November 2024, and September 2025). This may cause potential issues with confirming the accuracy of encounter values as well as the allocation of payments to the incorrect month.

    - Instances of potentially mismatched paid dates and instances of encounter voids submitted with claim numbers and void dates for different denied claims were identified. These appear to be inflating monthly completion percentages in September 2024, November 2024, January 2025, and August 2025 with the September 3, 2024 and August 30, 2025 paid dates being the most heavily impacted. Additionally, this issue appears to be understating the August 2024 and September 2025 monthly completion percentages, specifically for the August 31, 2024 and September 2, 2025 paid dates.

    ➢ **CareSource has identified the CDJ and encounter variances and is working with DCH, Myers and Stauffer, and Gainwell to submit corrections. We recommend that Caresource continue to make these corrections, however communications between CareSource and Myers and Stauffer have indicated that encounter resubmissions may create further paid date allocation issues.**

3. **Skygen (Table 4):** The Skygen Dental cumulative completion percentage is in compliance. However, we identified instances of CDJ records with a recoupment or void after the record was paid, with no associated encounter reflecting one or both of these transactions. These instances appear to be causing the encounter payments to be allocated to the wrong month when compared to the CDJ transactions or encounters to be missing entirely. This issue appears to also be causing the June 2024, August 2025, and February 2026 paid months to be overstated. As of January 1, 2026 Skygen Dental became a fully delegated passthrough vendor for CareSource with all subsequent encounters generated by the Skygen encounter system.

    - Additionally, we noted instances of potentially missing original CDJ transactions when compared to the encounter data, causing the October 2025 monthly completion percentage to be overstated.

    ➢ **CareSource has identified the encounter variances and is working with DCH, Myers and Stauffer, and Gainwell to submit corrections. We recommend CareSource work with Skygen Dental to submit any missing CDJ records for October 2025.**

4. **Versant Health (Table 6):** Although the cumulative completion percentage is in compliance, we have identified a few instances of unmatched paid amounts and instances of missing encounter sequences, including voids, which appear to be inflating several monthly completion percentages including April 2024, June 2024, September 2025, and October 2025. These appear to be instances where the adjustment/void encounter payment amount does not match to the CDJ transaction or a portion is allocated to the incorrect paid date and only the final payment amount, or final claim denial, is being reported in the encounters instead of each unique sequence. CareSource and Versant have identified records that were denied due to the NPI on the records not showing up in the 7400 file, which is likely contributing to the missing and/or misallocation instances we identified. CareSource and Versant have committed to improving pre-adjudication provider validation edits and daily enrollment file imports to reduce encounter submission issues. As of February 2026, EyeMed replaced Versant Health as the vision service delegated vendor for CareSource.

    ➢ **We recommend CareSource work with Versant Health to correct and/or resubmit any potentially missing encounters.**

CARESOURCE ENTIRE PLAN MONTHLY TABLE

Table 1 — CareSource (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	$103,077,359	$0	0.00%	$103,077,359	$102,589,977	$487,382	100.47%
May 2024	$95,377,803	$0	0.00%	$95,377,803	$94,884,601	$493,202	100.51%
June 2024	$87,438,885	$0	0.00%	$87,438,885	$87,417,479	$21,406	100.02%
July 2024	$98,333,622	($36)	0.00%	$98,333,585	$98,402,965	($69,380)	99.92%
August 2024	$84,470,791	$0	0.00%	$84,470,791	$85,678,394	($1,207,603)	98.59%
September 2024	$106,959,271	$1	0.00%	$106,959,271	$105,821,056	$1,138,215	101.07%
October 2024	$95,243,227	$0	0.00%	$95,243,227	$95,380,621	($137,394)	99.85%
November 2024	$94,275,475	($3,758)	0.00%	$94,271,717	$94,327,458	($55,741)	99.94%
December 2024	$94,797,125	($642)	0.00%	$94,796,483	$95,006,732	($210,249)	99.77%
January 2025	$97,535,088	$0	0.00%	$97,535,088	$97,455,826	$79,262	100.08%
February 2025	$93,101,906	$0	0.00%	$93,101,906	$93,315,493	($213,587)	99.77%
March 2025	$105,917,509	$0	0.00%	$105,917,509	$106,093,242	($175,733)	99.83%
April 2025	$99,767,441	$1	0.00%	$99,767,442	$99,858,931	($91,489)	99.90%
May 2025	$96,974,584	($641)	0.00%	$96,973,943	$97,215,598	($241,655)	99.75%
June 2025	$103,329,697	($215)	0.00%	$103,329,482	$103,512,121	($182,640)	99.82%
July 2025	$97,596,935	$0	0.00%	$97,596,935	$97,591,310	$5,625	100.00%
August 2025	$94,984,466	$0	0.00%	$94,984,466	$93,863,686	$1,120,780	101.19%
September 2025	$107,824,640	($194)	0.00%	$107,824,446	$109,579,166	($1,754,720)	98.39%
October 2025	$107,068,505	($853)	0.00%	$107,067,652	$107,343,165	($275,513)	99.74%
November 2025	$97,359,428	($13)	0.00%	$97,359,415	$97,539,324	($179,909)	99.81%
December 2025	$117,679,725	$0	0.00%	$117,679,725	$117,858,273	($178,548)	99.84%
January 2026	$83,158,464	($10,325)	-0.01%	$83,148,138	$83,293,774	($145,636)	99.82%
February 2026	$93,902,346	($2,037)	0.00%	$93,900,309	$94,073,429	($173,120)	99.81%
March 2026	$118,540,357	($375,870)	-0.31%	$118,164,486	$118,992,445	($827,959)	99.30%
Cumulative Totals	**$2,374,714,648**	**($394,583)**	**-0.01%**	**$2,374,320,065**	**$2,377,095,068**	**($2,775,003)**	**99.88%**
100% Limited^ Cumulative Totals				***$2,374,319,990***	***$2,377,095,068***	***(*$2,775,077)**	***99.88%***
					State Contract Minimum Completeness Percentage Requirement		*99.00%*

^ - Since the EyeMed (Vision 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 8 on page 17 for further explanation.

CARESOURCE SUMMARY REPORTING CHARTS

Chart 1. Monthly CDJ totals and encounter submissions for CareSource's entire plan

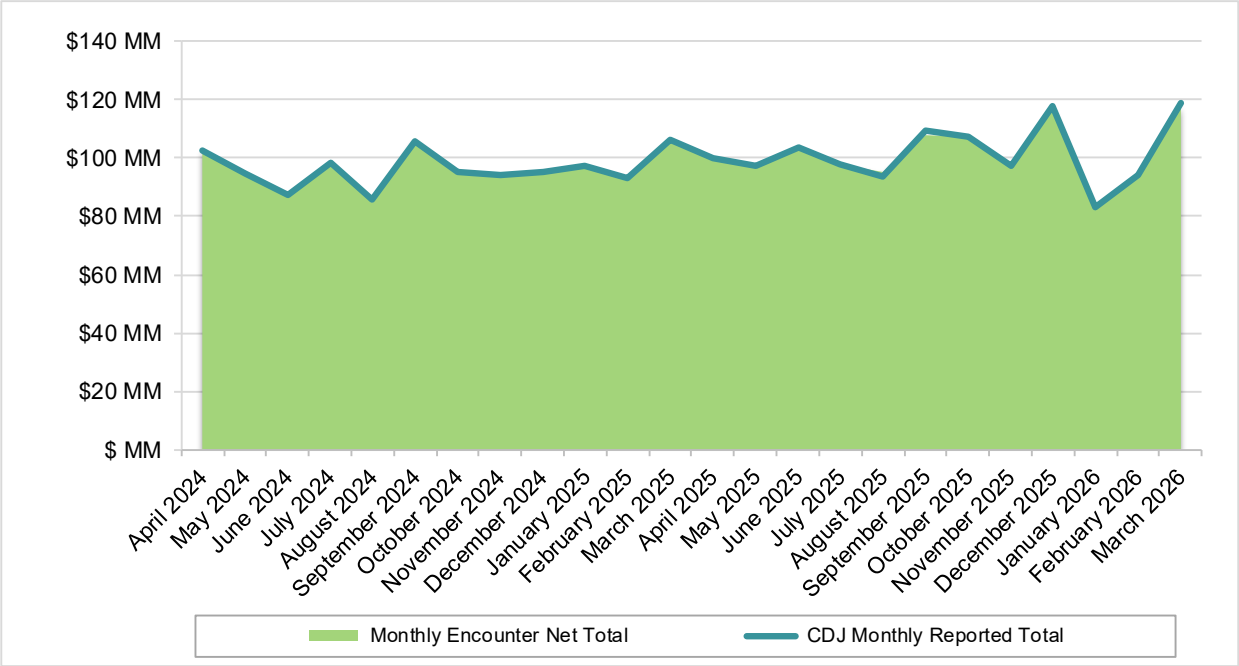
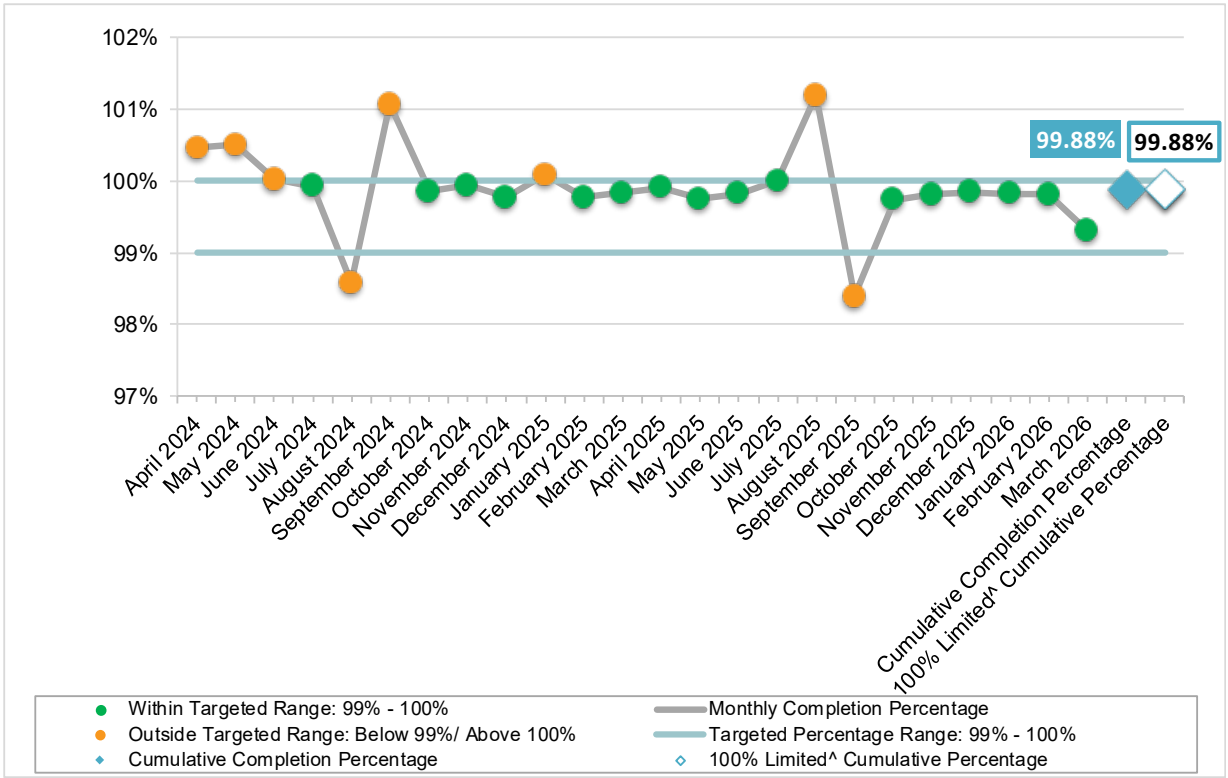


Chart 2. CareSource's monthly encounter submissions expressed as a percentage of payments submitted to the FAC to reported CMO monthly CDJ payments for the entire plan



CARESOURCE FEE-FOR-SERVICE (NON-VENDOR) MONTHLY TABLE

Table 2 — CareSource 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	$86,815,807	$0	0.00%	$86,815,807	$86,232,397	$583,410	100.67%
May 2024	$79,123,441	$0	0.00%	$79,123,441	$78,578,918	$544,522	100.69%
June 2024	$72,874,738	$0	0.00%	$72,874,738	$72,837,320	$37,419	100.05%
July 2024	$83,085,540	($36)	0.00%	$83,085,504	$83,113,145	($27,641)	99.96%
August 2024	$66,129,147	$0	0.00%	$66,129,147	$67,315,944	($1,186,798)	98.23%
September 2024	$91,425,954	$0	0.00%	$91,425,954	$90,241,789	$1,184,166	101.31%
October 2024	$78,724,100	$0	0.00%	$78,724,100	$78,833,190	($109,090)	99.86%
November 2024	$76,889,398	($3,759)	0.00%	$76,885,640	$76,825,984	$59,655	100.07%
December 2024	$79,516,000	($642)	0.00%	$79,515,359	$79,698,112	($182,753)	99.77%
January 2025	$82,526,885	$0	0.00%	$82,526,885	$82,429,330	$97,555	100.11%
February 2025	$77,486,960	$0	0.00%	$77,486,960	$77,677,977	($191,016)	99.75%
March 2025	$89,073,311	$0	0.00%	$89,073,311	$89,223,854	($150,543)	99.83%
April 2025	$82,908,565	$0	0.00%	$82,908,565	$82,920,325	($11,759)	99.98%
May 2025	$78,905,970	($641)	0.00%	$78,905,329	$79,105,261	($199,932)	99.74%
June 2025	$86,799,693	($215)	0.00%	$86,799,478	$86,952,280	($152,802)	99.82%
July 2025	$79,642,700	$0	0.00%	$79,642,700	$79,595,473	$47,228	100.05%
August 2025	$76,140,779	$0	0.00%	$76,140,779	$75,017,130	$1,123,649	101.49%
September 2025	$89,185,849	($194)	0.00%	$89,185,655	$90,852,483	($1,666,827)	98.16%
October 2025	$86,594,432	($853)	0.00%	$86,593,579	$86,870,924	($277,345)	99.68%
November 2025	$79,752,679	($13)	0.00%	$79,752,666	$79,882,717	($130,051)	99.83%
December 2025	$99,643,337	$0	0.00%	$99,643,337	$99,796,478	($153,141)	99.84%
January 2026	$65,539,666	($10,325)	-0.01%	$65,529,341	$65,611,878	($82,537)	99.87%
February 2026	$76,643,966	($1,873)	0.00%	$76,642,093	$76,754,420	($112,326)	99.85%
March 2026	$98,756,826	($371,043)	-0.37%	$98,385,783	$99,179,913	($794,130)	99.19%
Cumulative Totals	**$1,964,185,744**	**($389,594)**	**-0.01%**	**$1,963,796,150**	**$1,965,547,239**	**($1,751,088)**	**99.91%**
						State Contract Minimum Completeness Percentage Requirement	*99.00%*

CARESOURCE EXPRESS SCRIPTS MONTHLY TABLE

Table 3 — Express Scripts (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	$10,856,451	$0	0.00%	$10,856,451	$10,937,854	($81,404)	99.25%
May 2024	$10,757,177	$0	0.00%	$10,757,177	$10,799,199	($42,022)	99.61%
June 2024	$9,389,280	$0	0.00%	$9,389,280	$9,406,022	($16,742)	99.82%
July 2024	$10,303,385	$0	0.00%	$10,303,385	$10,335,224	($31,839)	99.69%
August 2024	$11,790,816	$0	0.00%	$11,790,816	$11,801,544	($10,728)	99.90%
September 2024	$10,556,900	$0	0.00%	$10,556,900	$10,596,097	($39,197)	99.63%
October 2024	$11,988,632	$0	0.00%	$11,988,632	$12,011,381	($22,749)	99.81%
November 2024	$10,069,561	$0	0.00%	$10,069,561	$10,165,927	($96,365)	99.05%
December 2024	$10,677,163	$0	0.00%	$10,677,163	$10,693,315	($16,152)	99.84%
January 2025	$10,130,959	$0	0.00%	$10,130,959	$10,136,962	($6,004)	99.94%
February 2025	$10,240,010	$0	0.00%	$10,240,010	$10,252,528	($12,518)	99.87%
March 2025	$11,317,047	$0	0.00%	$11,317,047	$11,326,358	($9,311)	99.91%
April 2025	$11,078,224	$0	0.00%	$11,078,224	$11,137,352	($59,127)	99.46%
May 2025	$12,005,736	$0	0.00%	$12,005,736	$12,036,565	($30,829)	99.74%
June 2025	$11,132,914	$0	0.00%	$11,132,914	$11,155,366	($22,452)	99.79%
July 2025	$12,742,403	$0	0.00%	$12,742,403	$12,776,193	($33,789)	99.73%
August 2025	$11,681,127	$0	0.00%	$11,681,127	$11,702,402	($21,275)	99.81%
September 2025	$13,144,232	$0	0.00%	$13,144,232	$13,216,772	($72,540)	99.45%
October 2025	$13,311,106	$0	0.00%	$13,311,106	$13,341,772	($30,666)	99.77%
November 2025	$12,124,861	$0	0.00%	$12,124,861	$12,157,502	($32,641)	99.73%
December 2025	$13,198,282	$0	0.00%	$13,198,282	$13,215,524	($17,242)	99.86%
January 2026	$12,023,587	$0	0.00%	$12,023,587	$12,030,239	($6,652)	99.94%
February 2026	$11,680,979	$0	0.00%	$11,680,979	$11,787,094	($106,115)	99.09%
March 2026	$13,657,174	$0	0.00%	$13,657,174	$13,686,462	($29,289)	99.78%
Cumulative Totals	**$275,858,007**	**$0**	**0.00%**	**$275,858,007**	**$276,705,655**	**($847,647)**	**99.69%**
					State Contract Minimum Completeness Percentage Requirement		*99.00%*

CARESOURCE SKYGEN MONTHLY TABLE

Table 4 — CareSource Skygen (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	$5,163,337	$0	0.00%	$5,163,337	$5,178,274	($14,937)	99.71%
May 2024	$5,284,950	$0	0.00%	$5,284,950	$5,293,496	($8,546)	99.83%
June 2024	$4,910,090	$0	0.00%	$4,910,090	$4,909,597	$492	100.01%
July 2024	$4,659,038	$0	0.00%	$4,659,038	$4,668,243	($9,205)	99.80%
August 2024	$6,247,369	$0	0.00%	$6,247,369	$6,256,825	($9,456)	99.84%
September 2024	$4,707,386	$1	0.00%	$4,707,387	$4,713,832	($6,445)	99.86%
October 2024	$4,285,647	$0	0.00%	$4,285,647	$4,290,838	($5,191)	99.87%
November 2024	$7,095,078	$1	0.00%	$7,095,079	$7,113,398	($18,319)	99.74%
December 2024	$4,406,768	$0	0.00%	$4,406,768	$4,417,360	($10,593)	99.76%
January 2025	$4,657,765	$0	0.00%	$4,657,765	$4,670,030	($12,265)	99.73%
February 2025	$5,157,088	$0	0.00%	$5,157,088	$5,166,880	($9,792)	99.81%
March 2025	$5,262,251	$0	0.00%	$5,262,251	$5,277,595	($15,345)	99.70%
April 2025	$5,552,874	$1	0.00%	$5,552,876	$5,573,326	($20,450)	99.63%
May 2025	$5,880,663	$0	0.00%	$5,880,663	$5,890,516	($9,852)	99.83%
June 2025	$5,147,198	$0	0.00%	$5,147,198	$5,153,368	($6,171)	99.88%
July 2025	$4,901,460	$0	0.00%	$4,901,460	$4,907,614	($6,153)	99.87%
August 2025	$6,878,625	$0	0.00%	$6,878,625	$6,859,701	$18,924	100.27%
September 2025	$5,255,446	$0	0.00%	$5,255,446	$5,271,567	($16,121)	99.69%
October 2025	$6,879,081	$0	0.00%	$6,879,081	$6,847,297	$31,785	100.46%
November 2025	$5,256,870	$0	0.00%	$5,256,870	$5,273,539	($16,669)	99.68%
December 2025	$4,655,588	$0	0.00%	$4,655,588	$4,663,426	($7,839)	99.83%
January 2026	$5,371,214	$0	0.00%	$5,371,214	$5,427,248	($56,034)	98.96%
February 2026	$5,508,577	$0	0.00%	$5,508,577	$5,464,855	$43,722	100.80%
March 2026	$6,033,234	($4,827)	-0.08%	$6,028,407	$6,031,157	($2,750)	99.95%
Cumulative Totals	**$129,157,597**	**($4,825)**	**0.00%**	**$129,152,772**	**$129,319,982**	**($167,211)**	**99.87%**
					State Contract Minimum Completeness Percentage Requirement		*99.00%*

CARESOURCE EYEMED MONTHLY TABLE

Table 5 — EyeMed (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**
February 2026	$28,480	$164	0.57%	$28,316	$26,452	$1,865	107.04%
March 2026	$81,586	$0	0.00%	$81,586	$83,376	($1,790)	97.85%
Cumulative Totals	**$110,066**	**$164**	**0.14%**	**$109,902**	**$109,827**	**$75**	**100.06%**
100% Limited^ Cumulative Totals				***$109,827***	***$109,827***	***$0***	***100.00%***
					State Contract Minimum Completeness Percentage Requirement		*99.00%*

^ - The EyeMed cumulative completion percentage was limited to a maximum of 100 percent by decreasing the encounter totals by the total variance in comparison to the CDJs. Please see data analysis assumption number 8 on page 17 for further explanation.

CARESOURCE VERSANT HEALTH MONTHLY TABLE

Table 6 — Versant Health (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	$241,765	$0	0.00%	$241,765	$241,451	$313	100.12%
May 2024	$212,236	$0	0.00%	$212,236	$212,988	($752)	99.64%
June 2024	$264,778	$0	0.00%	$264,778	$264,541	$237	100.08%
July 2024	$285,658	$0	0.00%	$285,658	$286,352	($694)	99.75%
August 2024	$303,459	$0	0.00%	$303,459	$304,080	($621)	99.79%
September 2024	$269,030	$0	0.00%	$269,030	$269,339	($309)	99.88%
October 2024	$244,848	$0	0.00%	$244,848	$245,213	($365)	99.85%
November 2024	$221,437	$0	0.00%	$221,437	$222,149	($712)	99.67%
December 2024	$197,194	$0	0.00%	$197,194	$197,945	($751)	99.62%
January 2025	$219,480	$0	0.00%	$219,480	$219,504	($24)	99.98%
February 2025	$217,848	$0	0.00%	$217,848	$218,108	($260)	99.88%
March 2025	$264,901	$0	0.00%	$264,901	$265,435	($534)	99.79%
April 2025	$227,777	$0	0.00%	$227,777	$227,930	($153)	99.93%
May 2025	$182,214	$0	0.00%	$182,214	$183,256	($1,042)	99.43%
June 2025	$249,892	$0	0.00%	$249,892	$251,107	($1,215)	99.51%
July 2025	$310,371	$0	0.00%	$310,371	$312,031	($1,661)	99.46%
August 2025	$283,935	$0	0.00%	$283,935	$284,453	($518)	99.81%
September 2025	$239,112	$0	0.00%	$239,112	$238,344	$768	100.32%
October 2025	$283,886	$0	0.00%	$283,886	$283,173	$713	100.25%
November 2025	$225,018	$0	0.00%	$225,018	$225,567	($549)	99.75%
December 2025	$182,518	$0	0.00%	$182,518	$182,845	($327)	99.82%
January 2026	$223,997	$0	0.00%	$223,997	$224,409	($412)	99.81%
February 2026	$40,344	$0	0.00%	$40,344	$40,608	($265)	99.34%
March 2026	$11,537	$0	0.00%	$11,537	$11,537	$0	100.00%
Cumulative Totals	**$5,403,234**	**$0**	**0.00%**	**$5,403,234**	**$5,412,365**	**($9,131)**	**99.83%**
					State Contract Minimum Completeness Percentage Requirement		*99.00%*

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).

- **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 **CareSource** encounters as follows:

- ***Skygen (formerly Scion) - Dental Services***
  - Dental claim type of 'D' or patient account number field contains a 'D' in the 17th character.
- ***Express Scripts - Pharmacy Benefits***
  - Pharmacy claim types of 'P' and 'Q'.
  - Dates of service from January 1, 2020.
- ***EyeMed – Vision Services***
  - Patient account number field contains 'EM' in the 3rd and 4th characters.
- ***Versant Health – Vision Services[1]***
  - Patient account number field contains a 'V' in the 15th character.
  - Dates of Service from June 1, 2020.
- ***CareSource - Fee-for-Service (Non-Vendor)***
  - All other plan submitted encounters that do not meet the listed criteria.

1 – Replaced by EyeMed – Effective February 1, 2026

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 monthly 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 date 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. 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).

8. A cumulative completion percentage exceeding 100 percent was noted for the EyeMed (Vision Services) totals. 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 percentage was decreased to a maximum of 100 percent (Tables A, 1, and 5; Chart 2).

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.