

APRIL 1, 2023 THROUGH MARCH 31, 2025

**COMPARISON OF GEORGIA CARE
MANAGEMENT ORGANIZATION
ENCOUNTER DATA TO CASH
DISBURSEMENTS FOR
PEACH STATE HEALTH PLAN**



MAY 22, 2025





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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.



Peach State Health Plan 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 files utilized in this study met the following criteria:

- Encounters were paid within the reporting period of April 1, 2023 through March 31, 2025;
- CDJ transactions had payment dates within the reporting period of April 1, 2023 through March 31, 2025;
- Encounters were received and accepted by the FAC and transmitted to Myers and Stauffer LC through May 5, 2025.

Table A — Peach State Health Plan Cumulative Completion Totals and Percentages

Description	Entire Plan	Fee-for-Service (Non-Vendor)	Delegated Vendor				
			Express Scripts (Pharmacy Services)	Envolve Dental (Dental Services)	Envolve Vision (Vision Services)	Peach State Behavioral Health	CVS Health (Pharmacy Benefits)
Encounter Total (FAC reported)	\$4,031,106,650	\$2,810,582,678	\$312,871,585	\$263,295,210	\$16,134,246	\$365,432,599	\$262,790,331
<i>Total Encounter Adjustments (\$)</i>	<i>(\$8,587,972)</i>	<i>(\$6,603,687)</i>	<i>(\$6,082)</i>	<i>(\$1,731,128)</i>	<i>(\$2,156)</i>	<i>(\$236,597)</i>	<i>(\$8,323)</i>
<i>Total Encounter Adjustments (%)</i>	<i>-0.21%</i>	<i>-0.23%</i>	<i>0.00%</i>	<i>-0.65%</i>	<i>-0.01%</i>	<i>-0.06%</i>	<i>0.00%</i>
Net Encounter Total	\$4,022,518,678	\$2,803,978,992	\$312,865,504	\$261,564,082	\$16,132,090	\$365,196,002	\$262,782,009
CDJ Total	\$4,022,470,100	\$2,801,443,540	\$312,868,701	\$261,984,576	\$16,177,324	\$366,499,326	\$263,496,632
<i>Variance</i>	<i>\$48,578</i>	<i>\$2,535,452</i>	<i>(\$3,198)</i>	<i>(\$420,494)</i>	<i>(\$45,234)</i>	<i>(\$1,303,324)</i>	<i>(\$714,623)</i>
Completion (%)	100.00%	100.09%	99.99%	99.83%	99.72%	99.64%	99.72%
100% Limited^ Completion (%)	99.93%	100.00%					
Contract Min. Completeness Requirement (%)	99.00%						

^ - Since the Peach State Fee-for-Service (Non-Vendor) 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 18 for further explanation.



Peach State Health Plan Encounter and CDJ Comparison



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. 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 Peach State for examination. We have reviewed Peach State Health Plan's disputed duplicate response files submitted to us prior to April 5, 2025. 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 Peach State Health Plan Encounters

Description	Encounter Count	Paid Amount	Paid Amount (% of Total*)
Total Encounter Amount (FAC Reported)	30,601,701	\$4,031,106,650	100.00%
<i>Adjustment Type</i>			
<i>Denied</i>	(590,932)	\$4,330	0.00%
<i>Calculated Void</i>	(5,194)	(\$1,437,754)	-0.03%
<i>Duplicate</i>	(8,133)	(\$7,154,549)	-0.17%
<i>Total Adjustments Made</i>	(604,259)	(\$8,587,972)	-0.21%
Net Encounter Amounts	29,997,442	\$4,022,518,678	99.79%

* - 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 18 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 vendors 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 Peach State may need to continue to work to identify and resolve.

Please reference Tables 1 through 7 starting on page 8 for Peach State's entire plan, delegated vendor, and fee-for-service (non-vendor) reconciliation period tables for 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):** The Fee-for-Service cumulative completion percentage appears to be inflated due to instances of potentially mismatched paid dates and missing payment sequences, including voids, when the encounter data and CDJ files are compared. We observed instances of missing encounter and CDJ sequences in the data that are causing payments, including those outside the reconciliation period, to be allocated to different months between the encounter and CDJ sources (e.g., April 2023 and January 2025).
 - Additionally, the inflated monthly completion percentages appear to be impacted by differing payment dates between adjustment sequences, when the CDJ files and encounter data are compared. The adjusted encounters appear to have the original paid date instead of the adjustment date. This is causing the misallocation of the payments between the two data sources.
 - We identified a large number of missing encounter records that appear to be affecting the understated paid dates of January 17, 2024; May 8, 2024; and February 24, 2025 most significantly. We also noted instances of missing CDJ transactions and/or encounter voids that are potentially causing overstated monthly completion percentages most significantly in November 2024 to January 2025.
 - We noted inflated claim adjustment reason code values on some encounters. This can potentially cause the payment amounts to be overstated and/or incorrectly reflected on zero dollar paid claims, but this issue does not appear to have a significant impact on the final payment amount submitted on the encounter. Additionally, we identified records populated with positive (subtraction from the payment) hospital add-on tax values that appear to be offset by other adjustment codes (e.g., contractual obligations). This is also impacting the reported CAS segments on certain records.
- **We recommend Peach State continue to work with DCH and the FAC to submit missing encounters and resolve any encounter submission issues.**

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

2. **Express Scripts (Table 3):** The Express Scripts cumulative completion percentage is in compliance. The low completion percentage for January 2024 appears to be caused by missing encounters. The high monthly completion percentages for February 2024 through May 2024 and March 2025 appear to be caused by potentially missing CDJ transactions or missing encounter voids.
 - **We recommend Peach State continue to work with Express Scripts to submit missing CDJ and encounter records and resolve any encounter submission issues.**



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3. **Envolve Dental (Table 4):** The Envolve Dental cumulative completion percentage is in compliance. However, we noted high monthly completion percentages for four of the report months. We noted instances of CDJ records with a recoupment or void shortly after the record was paid, with no associated encounter reflecting one or both of these transactions. These instances of potentially missing encounter sequences (including voids) and mismatched paid dates may be causing the monthly completion percentage variances, impacting months like August 2023 and November 2023. In some instances, it appears that encounter voids are being submitted with the same paid date as the original claim and not when the void occurs like seen in the CDJ.
 - *The missing encounters issue was first noted in the May 2017 encounter reconciliation report.*
 - **We recommend Peach State continue to work with Envolve Dental to (re)submit and resolve any outstanding encounter issues.**
4. **Peach State Behavioral Health (Table 6):** The Peach State Behavioral Health cumulative completion percentage is in compliance, but we noted instances of unmatched records between the CDJ and encounter data that may be causing some months to be overstated and others to be understated. There appear to be a large number of missing encounter records, including voids, that may be causing the months of February 2024, February 2025, and March 2025 to be low and other months (i.e. June 2024) to be high. The potentially missing encounters for February 2025 and March 2025 appear to be primarily attributed to a specific provider. In addition, some of these unmatched records appear to be causing the encounter payments to be misallocated to a different month when compared to the CDJ transactions, causing months like January 2024 to be overstated.
 - *The missing encounter sequence issue was first noted in the May 2019 encounter reconciliation report.*
 - **We recommend Peach State continue to work with DCH and the FAC to (re)submit missing/misallocated CDJ and encounter records and to resolve the issues.**
5. **CVS Health (Table 7):** The overall CVS Health cumulative completion percentage is in compliance. However, we noted instances of high and low monthly completion percentages for some months of the reporting period prior to January 2024. These completion percentage fluctuations appear to be due to missing or unmatched payment sequences when the CDJ files and encounter data are compared. Noncompliant completion percentages since January 2024 are due to missing and unmatched records, but these small amounts are contained within CVS Health's run out period.
 - **We recommend Peach State continue to work with CVS Health to submit any outstanding records for the period prior to the run out.**

Peach State Health Plan Encounter and CDJ Comparison



PEACH STATE HEALTH PLAN ENTIRE PLAN MONTHLY TABLE

Table 1 — PSHP (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 2023	\$188,740,558	(\$91,899)	-0.04%	\$188,648,659	\$188,375,106	\$273,553	100.14%
May 2023	\$217,183,657	(\$84,260)	-0.03%	\$217,099,397	\$216,490,836	\$608,561	100.28%
June 2023	\$179,387,935	(\$59,112)	-0.03%	\$179,328,823	\$179,461,357	(\$132,534)	99.92%
July 2023	\$176,122,580	(\$27,138)	-0.01%	\$176,095,442	\$174,521,713	\$1,573,729	100.90%
August 2023	\$205,349,689	(\$103,588)	-0.05%	\$205,246,101	\$205,263,633	(\$17,531)	99.99%
September 2023	\$174,792,201	(\$33,771)	-0.01%	\$174,758,430	\$173,959,901	\$798,528	100.45%
October 2023	\$189,939,996	(\$214,358)	-0.11%	\$189,725,638	\$188,076,379	\$1,649,260	100.87%
November 2023	\$186,825,538	(\$224,655)	-0.12%	\$186,600,883	\$186,153,934	\$446,949	100.24%
December 2023	\$161,522,541	(\$274,497)	-0.16%	\$161,248,044	\$161,379,951	(\$131,907)	99.91%
January 2024	\$174,226,627	(\$807,960)	-0.46%	\$173,418,666	\$175,305,574	(\$1,886,907)	98.92%
February 2024	\$161,172,830	(\$285,397)	-0.17%	\$160,887,433	\$158,521,835	\$2,365,598	101.49%
March 2024	\$154,305,853	(\$414,129)	-0.26%	\$153,891,724	\$154,011,476	(\$119,752)	99.92%
April 2024	\$171,788,111	(\$786,908)	-0.45%	\$171,001,203	\$168,935,993	\$2,065,209	101.22%
May 2024	\$165,262,169	(\$60,188)	-0.03%	\$165,201,981	\$168,656,307	(\$3,454,326)	97.95%
June 2024	\$137,673,403	(\$28,382)	-0.02%	\$137,645,020	\$137,567,379	\$77,642	100.05%
July 2024	\$160,814,008	(\$660,265)	-0.41%	\$160,153,743	\$160,253,011	(\$99,269)	99.93%
August 2024	\$152,310,552	(\$447,974)	-0.29%	\$151,862,578	\$152,590,617	(\$728,039)	99.52%
September 2024	\$159,128,342	(\$515,298)	-0.32%	\$158,613,044	\$159,307,751	(\$694,707)	99.56%
October 2024	\$164,099,179	(\$536,526)	-0.32%	\$163,562,652	\$164,474,576	(\$911,924)	99.44%
November 2024	\$144,522,873	(\$378,099)	-0.26%	\$144,144,773	\$144,218,365	(\$73,592)	99.94%
December 2024	\$151,752,562	(\$584,198)	-0.38%	\$151,168,364	\$151,213,629	(\$45,265)	99.97%
January 2025	\$151,027,314	(\$644,988)	-0.42%	\$150,382,326	\$149,429,649	\$952,677	100.63%
February 2025	\$145,573,695	(\$565,115)	-0.38%	\$145,008,579	\$146,495,300	(\$1,486,721)	98.98%
March 2025	\$157,584,440	(\$759,266)	-0.48%	\$156,825,173	\$157,805,826	(\$980,653)	99.37%
Cumulative Totals	\$4,031,106,650	(\$8,587,972)	-0.21%	\$4,022,518,678	\$4,022,470,100	\$48,578	100.00%
100% Limited^ Cumulative Totals				\$4,019,983,226	\$4,022,470,100	(\$2,486,874)	99.93%
State Contract Minimum Completeness Percentage Requirement							99.00%

^ - Since the Peach State Fee-for-Service (non-vendor) 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 18 for further explanation.

Peach State Health Plan Encounter and CDJ Comparison



PEACH STATE HEALTH PLAN SUMMARY REPORTING CHARTS

Chart 1. Monthly CDJ totals and encounter submissions for Peach State Health Plan's entire plan

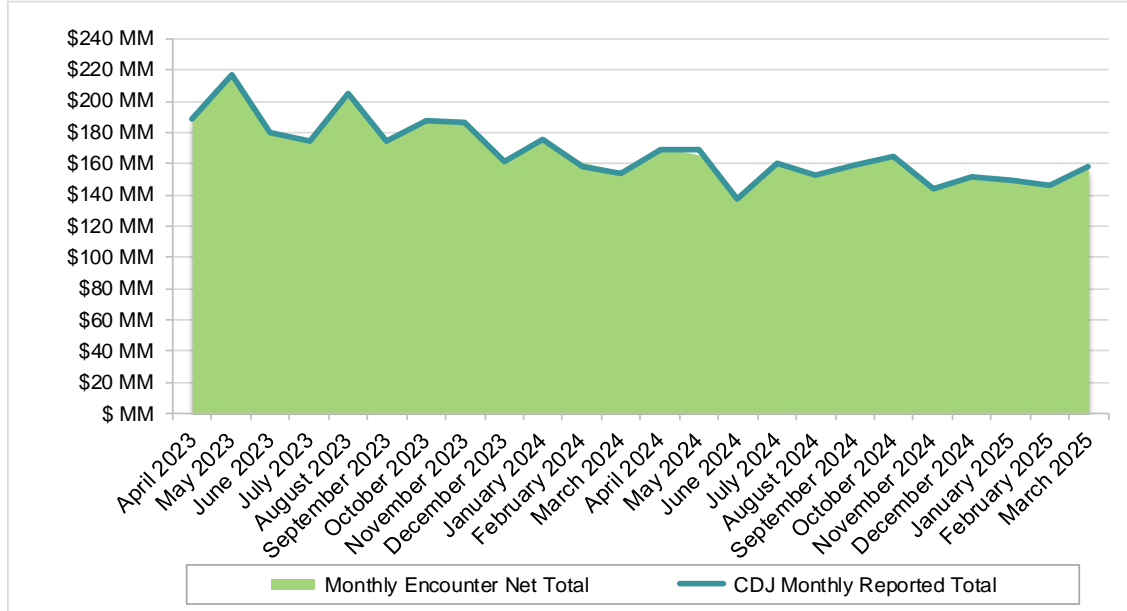
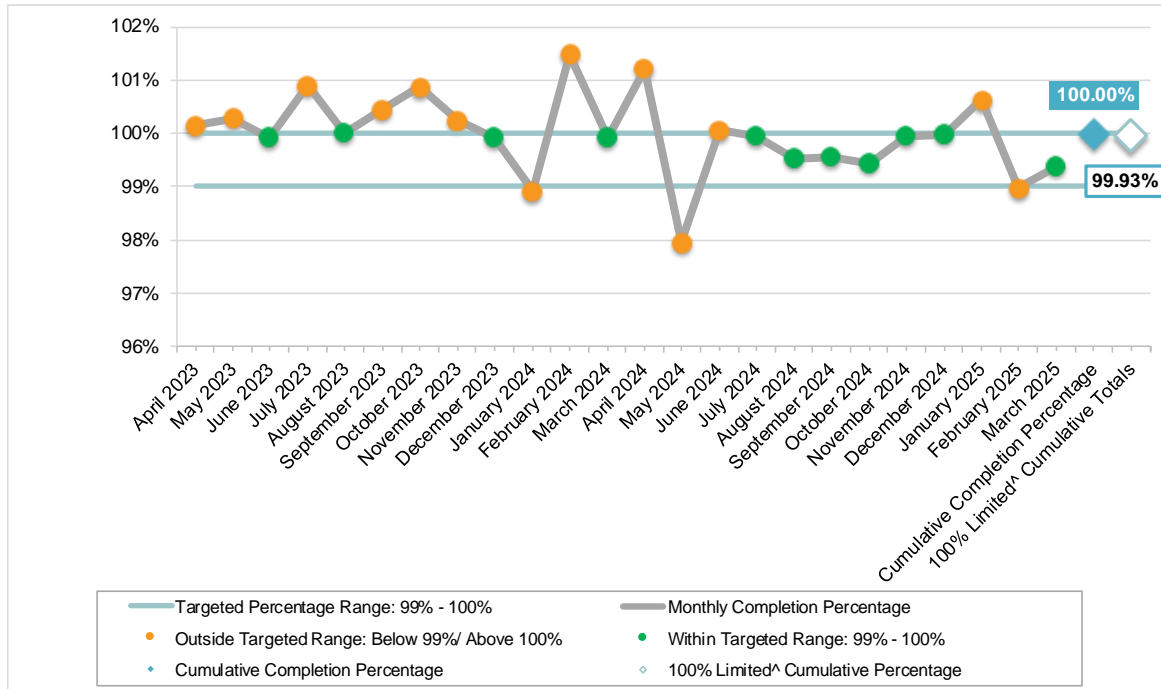


Chart 2. Peach State Health Plan's monthly encounter submissions expressed as a percentage of payments submitted to the FAC to reported CMO monthly CDJ payments for the entire plan



^ - Since the Peach State Fee-for-Service (non-vendor) 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 18 for further explanation.



Peach State Health Plan Encounter and CDJ Comparison



PEACH STATE HEALTH PLAN FEE-FOR-SERVICE (NON-VENDOR) MONTHLY TABLE

Table 2 — PSHP 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 2023	\$134,071,848	(\$79,520)	-0.05%	\$133,992,328	\$133,549,941	\$442,387	100.33%
May 2023	\$153,993,796	(\$72,353)	-0.04%	\$153,921,442	\$153,201,854	\$719,588	100.46%
June 2023	\$123,766,721	(\$49,600)	-0.04%	\$123,717,121	\$123,769,537	(\$52,416)	99.95%
July 2023	\$125,422,710	(\$23,669)	-0.01%	\$125,399,041	\$123,696,370	\$1,702,670	101.37%
August 2023	\$144,898,573	(\$91,551)	-0.06%	\$144,807,022	\$144,370,298	\$436,723	100.30%
September 2023	\$126,664,428	(\$25,562)	-0.02%	\$126,638,866	\$125,752,618	\$886,248	100.70%
October 2023	\$137,088,684	(\$192,790)	-0.14%	\$136,895,894	\$135,121,898	\$1,773,996	101.31%
November 2023	\$129,979,124	(\$212,096)	-0.16%	\$129,767,028	\$129,510,956	\$256,073	100.19%
December 2023	\$114,255,522	(\$262,864)	-0.23%	\$113,992,658	\$114,038,413	(\$45,755)	99.95%
January 2024	\$127,718,672	(\$787,553)	-0.61%	\$126,931,118	\$128,803,385	(\$1,872,267)	98.54%
February 2024	\$110,283,369	(\$52,527)	-0.04%	\$110,230,842	\$107,643,580	\$2,587,262	102.40%
March 2024	\$106,262,261	(\$63,151)	-0.05%	\$106,199,111	\$106,300,778	(\$101,667)	99.90%
April 2024	\$118,810,046	(\$94,305)	-0.07%	\$118,715,741	\$116,574,337	\$2,141,404	101.83%
May 2024	\$115,677,901	(\$38,706)	-0.03%	\$115,639,195	\$119,210,494	(\$3,571,298)	97.00%
June 2024	\$93,822,981	(\$14,896)	-0.01%	\$93,808,085	\$93,798,455	\$9,630	100.01%
July 2024	\$112,541,527	(\$555,085)	-0.49%	\$111,986,442	\$111,973,902	\$12,540	100.01%
August 2024	\$102,822,570	(\$424,439)	-0.41%	\$102,398,132	\$103,082,822	(\$684,690)	99.33%
September 2024	\$109,309,065	(\$450,435)	-0.41%	\$108,858,631	\$109,382,753	(\$524,123)	99.52%
October 2024	\$112,440,010	(\$510,168)	-0.45%	\$111,929,843	\$112,717,303	(\$787,460)	99.30%
November 2024	\$97,798,059	(\$366,183)	-0.37%	\$97,431,877	\$97,402,325	\$29,552	100.03%
December 2024	\$102,827,363	(\$555,802)	-0.54%	\$102,271,561	\$102,232,260	\$39,301	100.03%
January 2025	\$107,053,180	(\$525,427)	-0.49%	\$106,527,753	\$105,444,384	\$1,083,369	101.02%
February 2025	\$98,225,092	(\$556,118)	-0.56%	\$97,668,974	\$98,911,259	(\$1,242,285)	98.74%
March 2025	\$104,849,176	(\$598,888)	-0.57%	\$104,250,288	\$104,953,619	(\$703,331)	99.32%
Cumulative Totals	\$2,810,582,678	(\$6,603,687)	-0.23%	\$2,803,978,992	\$2,801,443,540	\$2,535,452	100.09%
100% Limited^ Cumulative Totals				\$2,801,443,540	\$2,801,443,540	\$0	100.00%
State Contract Minimum Completeness Percentage Requirement							99.00%

^ - Since the Peach State Fee-for-Service (non-vendor) 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 18 for further explanation.

Peach State Health Plan Encounter and CDJ Comparison



PEACH STATE HEALTH PLAN EXPRESS SCRIPTS MONTHLY TABLE

Table 3 — PSHP 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
January 2024	\$14,009,003	\$0	0.00%	\$14,009,003	\$14,308,895	(\$299,892)	97.90%
February 2024	\$22,854,585	\$0	0.00%	\$22,854,585	\$22,809,417	\$45,168	100.19%
March 2024	\$21,042,034	\$0	0.00%	\$21,042,034	\$20,904,158	\$137,876	100.65%
April 2024	\$24,070,908	\$0	0.00%	\$24,070,908	\$23,993,322	\$77,585	100.32%
May 2024	\$21,367,719	(\$4,206)	-0.01%	\$21,363,514	\$21,186,054	\$177,460	100.83%
June 2024	\$19,125,957	(\$54)	0.00%	\$19,125,903	\$19,134,047	(\$8,144)	99.95%
July 2024	\$22,252,368	\$0	0.00%	\$22,252,368	\$22,253,968	(\$1,601)	99.99%
August 2024	\$22,129,262	\$0	0.00%	\$22,129,262	\$22,162,143	(\$32,881)	99.85%
September 2024	\$21,064,237	\$0	0.00%	\$21,064,237	\$21,090,904	(\$26,667)	99.87%
October 2024	\$22,955,053	\$0	0.00%	\$22,955,053	\$23,014,813	(\$59,760)	99.74%
November 2024	\$19,963,024	\$0	0.00%	\$19,963,024	\$19,994,735	(\$31,711)	99.84%
December 2024	\$22,281,873	\$0	0.00%	\$22,281,873	\$22,302,306	(\$20,434)	99.90%
January 2025	\$18,726,312	\$0	0.00%	\$18,726,312	\$18,767,238	(\$40,926)	99.78%
February 2025	\$19,402,916	\$0	0.00%	\$19,402,916	\$19,417,074	(\$14,158)	99.92%
March 2025	\$21,626,335	(\$1,823)	0.00%	\$21,624,512	\$21,529,626	\$94,886	100.44%
Cumulative Totals	\$312,871,585	(\$6,082)	0.00%	\$312,865,504	\$312,868,701	(\$3,198)	99.99%
State Contract Minimum Completeness Percentage Requirement							99.00%

Peach State Health Plan Encounter and CDJ Comparison



PEACH STATE HEALTH PLAN INVOLVE DENTAL MONTHLY TABLE

Table 4 — PSHP Involve Dental (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 2023	\$10,819,498	(\$5,437)	-0.05%	\$10,814,061	\$10,920,102	(\$106,041)	99.02%
May 2023	\$11,482,742	(\$7,114)	-0.06%	\$11,475,628	\$11,585,890	(\$110,261)	99.04%
June 2023	\$11,480,820	(\$1,133)	0.00%	\$11,479,687	\$11,500,622	(\$20,935)	99.81%
July 2023	\$11,349,389	(\$408)	0.00%	\$11,348,981	\$11,360,942	(\$11,961)	99.89%
August 2023	\$12,454,719	(\$7,317)	-0.05%	\$12,447,402	\$12,437,687	\$9,715	100.07%
September 2023	\$9,591,359	(\$6,882)	-0.07%	\$9,584,478	\$9,617,199	(\$32,721)	99.65%
October 2023	\$12,158,912	(\$11,439)	-0.09%	\$12,147,472	\$12,231,885	(\$84,413)	99.30%
November 2023	\$11,333,341	(\$11,449)	-0.10%	\$11,321,893	\$10,946,576	\$375,317	103.42%
December 2023	\$9,965,206	(\$11,626)	-0.11%	\$9,953,580	\$9,881,266	\$72,314	100.73%
January 2024	\$9,730,297	(\$19,713)	-0.20%	\$9,710,584	\$9,722,770	(\$12,186)	99.87%
February 2024	\$11,543,932	(\$232,552)	-2.01%	\$11,311,379	\$11,338,542	(\$27,163)	99.76%
March 2024	\$11,649,605	(\$349,981)	-3.00%	\$11,299,624	\$11,317,796	(\$18,172)	99.83%
April 2024	\$12,206,727	(\$688,336)	-5.63%	\$11,518,391	\$11,525,253	(\$6,862)	99.94%
May 2024	\$10,967,176	(\$6,551)	-0.05%	\$10,960,626	\$10,972,691	(\$12,065)	99.89%
June 2024	\$10,193,274	(\$13,312)	-0.13%	\$10,179,962	\$10,173,372	\$6,590	100.06%
July 2024	\$11,258,070	(\$64,285)	-0.57%	\$11,193,785	\$11,257,518	(\$63,733)	99.43%
August 2024	\$11,630,624	(\$5,001)	-0.04%	\$11,625,623	\$11,686,390	(\$60,767)	99.48%
September 2024	\$11,266,466	(\$21,159)	-0.18%	\$11,245,307	\$11,294,677	(\$49,370)	99.56%
October 2024	\$11,434,561	(\$6,254)	-0.05%	\$11,428,307	\$11,475,802	(\$47,495)	99.58%
November 2024	\$10,383,622	(\$3,265)	-0.03%	\$10,380,357	\$10,423,478	(\$43,121)	99.58%
December 2024	\$9,314,468	(\$12,012)	-0.12%	\$9,302,456	\$9,348,320	(\$45,864)	99.50%
January 2025	\$8,938,696	(\$107,654)	-1.20%	\$8,831,042	\$8,870,103	(\$39,061)	99.55%
February 2025	\$10,905,763	(\$2,053)	-0.01%	\$10,903,710	\$10,951,499	(\$47,789)	99.56%
March 2025	\$11,235,943	(\$136,197)	-1.21%	\$11,099,746	\$11,144,193	(\$44,447)	99.60%
Cumulative Totals	\$263,295,210	(\$1,731,128)	-0.65%	\$261,564,082	\$261,984,576	(\$420,494)	99.83%
State Contract Minimum Completeness Percentage Requirement							99.00%

Peach State Health Plan Encounter and CDJ Comparison



PEACH STATE HEALTH PLAN ENVOLVE VISION MONTHLY TABLE

Table 5 — PSHP Envolv Vision (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 2023	\$773,987	\$0	0.00%	\$773,987	\$781,353	(\$7,366)	99.05%
May 2023	\$693,730	\$0	0.00%	\$693,730	\$696,070	(\$2,340)	99.66%
June 2023	\$833,679	(\$1,212)	-0.14%	\$832,468	\$834,424	(\$1,956)	99.76%
July 2023	\$659,435	\$0	0.00%	\$659,435	\$660,617	(\$1,183)	99.82%
August 2023	\$922,447	\$0	0.00%	\$922,447	\$926,871	(\$4,423)	99.52%
September 2023	\$568,009	\$0	0.00%	\$568,009	\$570,018	(\$2,009)	99.64%
October 2023	\$731,532	\$0	0.00%	\$731,532	\$733,989	(\$2,457)	99.66%
November 2023	\$817,416	(\$183)	-0.02%	\$817,232	\$821,153	(\$3,921)	99.52%
December 2023	\$465,656	\$0	0.00%	\$465,656	\$465,946	(\$290)	99.93%
January 2024	\$418,961	\$0	0.00%	\$418,961	\$419,195	(\$234)	99.94%
February 2024	\$736,698	(\$72)	0.00%	\$736,626	\$736,923	(\$298)	99.95%
March 2024	\$687,598	(\$409)	-0.05%	\$687,189	\$688,309	(\$1,120)	99.83%
April 2024	\$785,844	\$0	0.00%	\$785,844	\$786,467	(\$624)	99.92%
May 2024	\$655,100	\$0	0.00%	\$655,100	\$655,313	(\$213)	99.96%
June 2024	\$568,410	\$0	0.00%	\$568,410	\$570,269	(\$1,859)	99.67%
July 2024	\$647,911	\$0	0.00%	\$647,911	\$649,813	(\$1,901)	99.70%
August 2024	\$903,738	\$0	0.00%	\$903,738	\$905,796	(\$2,058)	99.77%
September 2024	\$600,131	(\$40)	0.00%	\$600,091	\$600,644	(\$552)	99.90%
October 2024	\$674,382	\$0	0.00%	\$674,382	\$676,734	(\$2,352)	99.65%
November 2024	\$579,262	(\$240)	-0.04%	\$579,022	\$579,850	(\$828)	99.85%
December 2024	\$616,995	\$0	0.00%	\$616,995	\$617,748	(\$754)	99.87%
January 2025	\$546,913	\$0	0.00%	\$546,913	\$548,258	(\$1,345)	99.75%
February 2025	\$578,647	\$0	0.00%	\$578,647	\$580,966	(\$2,319)	99.60%
March 2025	\$667,766	\$0	0.00%	\$667,766	\$670,599	(\$2,833)	99.57%
Cumulative Totals	\$16,134,246	(\$2,156)	-0.01%	\$16,132,090	\$16,177,324	(\$45,234)	99.72%
State Contract Minimum Completeness Percentage Requirement							99.00%

Peach State Health Plan Encounter and CDJ Comparison



PEACH STATE HEALTH PLAN BEHAVIORAL HEALTH MONTHLY TABLE

Table 6 — PSHP Behavioral Health

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 2023	\$14,211,394	(\$1,260)	0.00%	\$14,210,134	\$14,277,685	(\$67,550)	99.52%
May 2023	\$16,041,158	(\$3,844)	-0.02%	\$16,037,313	\$16,044,104	(\$6,791)	99.95%
June 2023	\$15,350,176	(\$6,773)	-0.04%	\$15,343,403	\$15,362,299	(\$18,896)	99.87%
July 2023	\$13,797,935	(\$2,945)	-0.02%	\$13,794,990	\$13,886,972	(\$91,982)	99.33%
August 2023	\$14,582,241	(\$3,572)	-0.02%	\$14,578,669	\$14,533,018	\$45,651	100.31%
September 2023	\$12,376,595	(\$1,328)	-0.01%	\$12,375,267	\$12,423,595	(\$48,327)	99.61%
October 2023	\$14,682,202	(\$10,124)	-0.06%	\$14,672,078	\$14,666,497	\$5,581	100.03%
November 2023	\$15,252,825	(\$927)	0.00%	\$15,251,897	\$15,260,909	(\$9,012)	99.94%
December 2023	\$13,246,326	\$23	0.00%	\$13,246,349	\$13,280,341	(\$33,992)	99.74%
January 2024	\$12,520,083	(\$694)	0.00%	\$12,519,389	\$12,493,981	\$25,408	100.20%
February 2024	\$15,818,417	(\$246)	0.00%	\$15,818,171	\$15,979,994	(\$161,823)	98.98%
March 2024	\$14,688,560	(\$589)	0.00%	\$14,687,971	\$14,813,160	(\$125,189)	99.15%
April 2024	\$15,922,515	(\$4,267)	-0.02%	\$15,918,248	\$16,060,833	(\$142,584)	99.11%
May 2024	\$16,600,588	(\$10,726)	-0.06%	\$16,589,862	\$16,643,645	(\$53,783)	99.67%
June 2024	\$13,966,094	(\$121)	0.00%	\$13,965,973	\$13,895,590	\$70,384	100.50%
July 2024	\$14,116,942	(\$40,896)	-0.28%	\$14,076,046	\$14,112,218	(\$36,172)	99.74%
August 2024	\$14,826,431	(\$18,534)	-0.12%	\$14,807,896	\$14,753,913	\$53,983	100.36%
September 2024	\$16,897,390	(\$43,665)	-0.25%	\$16,853,725	\$16,947,719	(\$93,994)	99.44%
October 2024	\$16,595,250	(\$20,104)	-0.12%	\$16,575,145	\$16,589,925	(\$14,780)	99.91%
November 2024	\$15,798,906	(\$8,412)	-0.05%	\$15,790,494	\$15,817,977	(\$27,483)	99.82%
December 2024	\$16,711,864	(\$16,385)	-0.09%	\$16,695,479	\$16,712,994	(\$17,515)	99.89%
January 2025	\$15,762,213	(\$11,906)	-0.07%	\$15,750,307	\$15,799,666	(\$49,360)	99.68%
February 2025	\$16,461,277	(\$6,945)	-0.04%	\$16,454,332	\$16,634,502	(\$180,170)	98.91%
March 2025	\$19,205,220	(\$22,358)	-0.11%	\$19,182,862	\$19,507,790	(\$324,928)	98.33%
Cumulative Totals	\$365,432,599	(\$236,597)	-0.06%	\$365,196,002	\$366,499,326	(\$1,303,324)	99.64%
State Contract Minimum Completeness Percentage Requirement							99.00%

Peach State Health Plan Encounter and CDJ Comparison



PEACH STATE HEALTH PLAN CVS HEALTH MONTHLY TABLE

Table 7 — PSHP CVS Health (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 2023	\$28,863,831	(\$5,683)	-0.01%	\$28,858,148	\$28,846,025	\$12,123	100.04%
May 2023	\$34,972,232	(\$948)	0.00%	\$34,971,283	\$34,962,918	\$8,365	100.02%
June 2023	\$27,956,538	(\$394)	0.00%	\$27,956,144	\$27,994,476	(\$38,331)	99.86%
July 2023	\$24,893,112	(\$116)	0.00%	\$24,892,996	\$24,916,811	(\$23,815)	99.90%
August 2023	\$32,491,710	(\$1,148)	0.00%	\$32,490,562	\$32,995,759	(\$505,197)	98.46%
September 2023	\$25,591,810	\$0	0.00%	\$25,591,810	\$25,596,472	(\$4,662)	99.98%
October 2023	\$25,278,666	(\$4)	0.00%	\$25,278,662	\$25,322,109	(\$43,447)	99.82%
November 2023	\$29,442,832	\$0	0.00%	\$29,442,832	\$29,614,340	(\$171,508)	99.42%
December 2023	\$23,589,831	(\$30)	0.00%	\$23,589,802	\$23,713,986	(\$124,184)	99.47%
January 2024	\$9,829,611	\$0	0.00%	\$9,829,611	\$9,557,348	\$272,263	102.84%
February 2024	(\$64,171)	\$0	0.00%	(\$64,171)	\$13,378	(\$77,549)	-479.65%
March 2024	(\$24,206)	\$0	0.00%	(\$24,206)	(\$12,726)	(\$11,480)	190.20%
April 2024	(\$7,929)	\$0	0.00%	(\$7,929)	(\$4,219)	(\$3,710)	187.93%
May 2024	(\$6,316)	\$0	0.00%	(\$6,316)	(\$11,890)	\$5,574	53.11%
June 2024	(\$3,313)	\$0	0.00%	(\$3,313)	(\$4,354)	\$1,041	76.08%
July 2024	(\$2,809)	\$0	0.00%	(\$2,809)	\$5,593	(\$8,402)	-50.23%
August 2024	(\$2,073)	\$0	0.00%	(\$2,073)	(\$447)	(\$1,626)	463.36%
September 2024	(\$8,947)	\$0	0.00%	(\$8,947)	(\$8,947)	\$0	100.00%
October 2024	(\$77)	\$0	0.00%	(\$77)	\$0	(\$77)	
November 2024	\$0	\$0		\$0	\$0	\$0	
December 2024	\$0	\$0		\$0	\$0	\$0	
January 2025	\$0	\$0		\$0	\$0	\$0	
February 2025	\$0	\$0		\$0	\$0	\$0	
March 2025	\$0	\$0		\$0	\$0	\$0	
Cumulative Totals	\$262,790,331	(\$8,323)	0.00%	\$262,782,009	\$263,496,632	(\$714,623)	99.72%
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 **Peach State Health Plan** encounters as follows:

- ❖ ***Peach State - Behavioral Health Services***
 - Patient account number field contains 'GH'.
- ❖ ***Envolve Dental - Dental Services***
 - Dental claim type of 'D'.
 - Patient account number field contains 'DH' in the third and fourth positions.
- ❖ ***Envolve Vision - Vision Services***
 - Patient account number field contains 'OC' in the third and fourth positions.
- ❖ ***Peach State Health Plan - Fee-for-Service (Non-Vendor)***
 - All other plan submitted encounters that do not meet the listed criteria.
- ❖ ***Express Scripts - Pharmacy Benefits***
 - Pharmacy claim types of 'P' and 'Q'.
 - Dates of service beginning with January 1, 2024.
- ❖ ***CVS Health - Pharmacy Benefits¹***
 - Pharmacy claim types of 'P' and 'Q'.
 - Dates of service from September 1, 2016 through July 31, 2019 and from November 1, 2020 to December 31, 2023.

1 – Replaced by Express Scripts – Effective January 1, 2024





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 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. 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 Fee-for-Service (non-vendor) 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 percentages are decreased to a maximum of 100 percent (Tables A, 1, and 2; 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.

