



**GEORGIA
DEPARTMENT OF
COMMUNITY
HEALTH**

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

WellCare

Quarter 1: January 2021 – March 2021

June 16, 2021



**MYERS AND
STAUFFER**
L.C.
CERTIFIED PUBLIC ACCOUNTANTS



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Project Background

The Medicaid Care Management Organizations Act (the “Act”) requires the Care Management Organizations (CMOs) to provide a Hospital Statistical and Reimbursement (HS&R) report within 30 days upon request of a provider. Specifically, O.C.G.A. 33-21A-11 states:

Upon request by a hospital provider related to a specific fiscal year, a care management organization shall, within 30 days of the request, provide that hospital with an HS&R report for the requested fiscal year. Any care management organization which violates this Code section by not providing the requested report within 30 days shall be subject to a penalty of \$1,000.00 per day, starting on the thirty-first day after the request and continuing until the report is provided. It is the intent of the General Assembly that such penalty be collected by the Department of Community Health and deposited into the Indigent Care Trust Fund created pursuant to Code Section 31-8-152. A care management organization shall not reduce the funding available for health care services for members as a result of payment of such penalties.

Additionally, the CMOs must submit a list of the requested HS&R reports to the Department of Community Health (“the Department” or DCH) no later than 30 days following the calendar quarter period.



Objective

As requested by the Department, Myers and Stauffer LC (Myers and Stauffer) tested the data on the quarterly HS&R reports submitted by the CMOs in response to the “Act” for the quarter beginning January 1, 2021 and ending March 31, 2021 (“Quarter 1”). We attempted to confirm the information reported by the CMOs to demonstrate their compliance with the HS&R reporting requirements of the “Act”.

The quarterly HS&R reports submitted to the Department by WellCare contain the following data: the identification of hospitals that requested HS&R reports including location, name of report requestor, date the HS&R report(s) were requested, the date the CMO released the report to the hospital or requestor, and other related information.

HS&R reports were randomly selected for WellCare to contact providers for confirmation of the dates reported by the CMO. The Methodology section provides an overview of how we analyzed the data on the quarterly reports.



Methodology

In order to perform this analysis, we utilized the quarterly reports submitted to DCH by WellCare. WellCare's report was obtained by accessing their web portal on April 22, 2021. For Quarter 1, 26 HS&R reports were submitted by WellCare and can be found in Exhibit A of this report.

In accordance with the validation process approved by DCH, Myers and Stauffer requests confirmation of the CMO reported request and release dates from providers or their representatives. Using the HS&R reports provided by WellCare, we sampled no less than 15 report requests.

Telephone calls or e-mails regarding 15 HS&R reports were initiated on May 11, 2021 and completed on May 24, 2021. Providers were asked to provide the date they requested the HS&R report and the date the CMO provided notification that the report was available.

A maximum of three attempts per provider were performed in an effort to acquire data for this analysis.

Once the data was collected, we analyzed the results and performed follow-up communication with the CMOs or provider, as necessary. Provider responses were compared with the dates reported on WellCare's quarterly report.



Assumptions and Limitations

The assumptions and limitations summarized below should be noted when reviewing this report.

- Our procedures were not designed to identify instances where WellCare may have failed to include a provider's request for an HS&R report in the report to DCH. However, had instances occurred where a provider stated they requested an HS&R report from WellCare that was not included in the report to DCH, Myers and Stauffer would have communicated with WellCare to confirm the information obtained from the provider.
- Myers and Stauffer accepted a verbal or an email confirmation for information received from providers.
- If there was a disagreement between WellCare and provider, Myers and Stauffer accepted the documentation submitted by WellCare as confirmation.
- If instances occurred where a provider stated they received a requested HS&R report from WellCare after 20 days and that report was originally excluded from our confirmation process, we would have communicated with WellCare to confirm the information obtained from the provider.
- As instructed by the Department, if the due date of the report, 30 days after the report was requested, fell on a Saturday or Sunday, the next business day was assumed to be the due date for purposes of this analysis.



Report Results

This section provides the results of the analysis of the Quarter 1, 2021 HS&R report.

Table I. Report Analysis

| CMO | Reports - Requested | Reports - Released Greater Than 30 Days | Sample Reports | Reports - Confirmed | Reports - Disagreed | Unable to Reach |
|----------|---------------------|---|----------------|---------------------|---------------------|-----------------|
| WellCare | 26 | 0 | 15 | 14 (93.3%) | 0 (0.0%) | 1 (6.7%) |

For the Quarter 1 analysis, 15 out of the 26 HS&R reports were sampled. The results indicate information reported by WellCare was confirmed for 93.3 percent (14 out of 15) of the HS&R reports. Providers were deemed unreachable after three contact attempts were made represents 6.7 percent (1 of 15) in the sample.

Table II. Length of Time between Request and Release Dates for HS&R Reports, as reported per CMO

| CMO | Days Between Request and Release Dates | | |
|----------|--|---------|---------|
| | Minimum | Average | Maximum |
| WellCare | 2.0 | 7.0 | 14.0 |

The statistics included in Table II are based on the request and release dates reported by WellCare for Quarter 1. The minimum number of days taken to release an HS&R report to a provider was two days while the maximum number of days taken to release an H&SR report to a provider was 14 days.



Findings

WellCare

For Quarter 1, fourteen representatives were contacted regarding 15 HS&R report requests. The request and release dates reported by WellCare were confirmed for 14 requests. Myers and Stauffer did not identify any HS&R reports released by WellCare to a provider that were greater than 30 days. We did not identify any HS&R reports released by WellCare that were greater than 20 days. We were unable to confirm five report requests as four providers were deemed unreachable after contact was initiated three times.

Based on our findings, WellCare did not have any case of late reporting for the quarter beginning January 1, 2021 ending March 31, 2021.



Hospital Statistical and Reimbursement Report Quarterly Report

CMO Name: WellCare Health Plans, Inc.
Reporting Date: 04/30/2021
Reporting Period: 01/01/2021 - 03/31/2021

| Hospital Name | Location | Date Report Requested | Date Report Released | Requester's Name |
|--|---|-----------------------|----------------------|--------------------|
| Tifton Regional Medical Center | 901 18th St, Tifton, GA 31794 | 1/7/2021 | 1/15/2021 | Elisabeth Pak |
| Dodge County Hospital | 901 Griffin Ave, Eastman, GA 31023 | 1/12/2021 | 1/15/2021 | Joan Hartley |
| Colquitt Regional Medical Center | 2501 N Patterson St, Valdosta, GA 31602 | 1/13/2021 | 1/15/2021 | Joe Pierce |
| Northeast Georgia Medical Center (Barrow) | 316 N Broad St, Winder, GA 30680 | 1/14/2021 | 1/22/2021 | Shae S. Foy |
| Northeast Georgia Medical Center (Braselton) | 1400 River Pl, Braselton, GA 30517 | 1/14/2021 | 1/22/2021 | Shae S. Foy |
| Northeast Georgia Medical Center | 743 Spring Street Gainesville, GA 30501 | 1/14/2021 | 1/22/2021 | Shae S. Foy |
| Northeast Georgia Medical Center (Lumpkin) | 227 Mountain Dr, Dahlonega, GA 30533 | 1/14/2021 | 1/22/2021 | Shae S. Foy |
| Hamilton Medical Center | 1200 Memorial Dr, Dalton, GA 30720 | 1/20/2021 | 1/26/2021 | Holly A. Bizic |
| Jefferson Hospital | 1067 Peachtree St, Louisville, GA 30434 | 1/28/2021 | 2/9/2021 | Sebrina Manning |
| SGMC Smith Northview | 4280 N Valdosta Rd, Valdosta, GA 31602 | 2/15/2021 | 2/19/2021 | Shae S. Foy |
| SGMC | 2501 N Patterson St, Valdosta, GA 31602 | 2/15/2021 | 2/25/2021 | Shae S. Foy |
| SGMC Berrien | 1221 E Mcpherson Ave, Nashville, GA 31639 | 2/15/2021 | 2/25/2021 | Shae S. Foy |
| Jasper Memorial Hospital | 898 College St, Monticello, GA 31064 | 2/17/2021 | 2/19/2021 | Arecia Combs |
| Colquitt Regional Medical Center | 2501 N Patterson St, Valdosta, GA 31602 | 2/22/2021 | 2/25/2021 | Shae S. Foy |
| Liberty Regional Medical Center | 462 E.G. Miles Pkwy, Hinesville, GA 31313 | 2/25/2021 | 3/11/2021 | Heather Dyer |
| Upton Regional Medical Center | 801 W Gordon St, Thomaston, GA 30286 | 2/26/2021 | 3/11/2021 | April Williams |
| Evans Memorial Hospital | 200 N River St, Claxton, GA 30417 | 3/5/2021 | 3/11/2021 | Joe Pierce |
| Hospital Authority of Candler County | 400 Cedar St, Metter, GA 30439 | 3/9/2021 | 3/12/2021 | Jesus F. Ruiz |
| Southeast Georgia Health System - Camden Campus | 2000 Dan Proctor Dr, St. Marys, Ga 31558 | 3/12/2021 | 3/19/2021 | Michelle P. Morris |
| Southeast Georgia Health System - Brunswick Campus | 2415 Parkwood Drive Brunswick, Ga 31520 | 3/12/2021 | 3/19/2021 | Michelle P. Morris |
| Stephens County hospital | 163 Hospital Rd, Toccoa, GA 30577 | 3/16/2021 | 3/19/2021 | Jesus F. Ruiz |
| Life Brite Hospital Group of Early (Pioneer) | 11740 Columbia Street Blakely, GA 39823 | 3/25/2021 | 4/5/2021 | Ginger Cushing |
| Warm Springs Medical Center | 5995 Spring St, Warm Springs, Ga 31830 | 3/26/2021 | 4/5/2021 | Shannon Dukes |
| Dorminy Medical Center | 200 Perry House Rd, Fitzgerald, GA 31750 | 3/30/2021 | 4/5/2021 | Sean C. Johnson |
| Houston Medical Center | 1601 Watson Bld, Warner Robins, GA 31093 | 3/31/2021 | 4/5/2021 | Amy Grube |
| Perry Hospital | 1120 Morningside Dr, Perry, GA 31069 | 3/31/2021 | 4/5/2021 | Amy Grube |