



State of Georgia
Department of Community Health

2020 Validation of Performance Measures
for
**Amerigroup Community Care
for Georgia Families 360°**

Measurement Period: Calendar Year 2019

Validation Period: January–June 2020

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Validation Overview

The Centers for Medicare & Medicaid Services (CMS) requires that states, through their contracts with managed care organizations (MCOs), measure and report on performance to assess the quality and appropriateness of care and services provided to members. Title 42 of the Code of Federal Regulations (CFR) §438.350(a) requires states that contract with MCOs, prepaid inpatient health plans (PIHPs), prepaid ambulatory health plans (PAHPs), or a primary care case management (PCCM) entity to have a qualified external quality review organization (EQRO) perform an annual external quality review (EQR) that includes validation of contracted entity performance measures (42 CFR §438.358[b][1][ii]). HSAG conducted performance measure validation (PMV) for the Georgia Department of Community Health (DCH), validating the data collection and reporting processes used to calculate the performance measure rates by the MCOs (referred to by the State as care management organizations [CMOs]) in accordance with the CMS publication, *Protocol 2. Validation of Performance Measures: A Mandatory EQR-Related Activity*, October 2019.¹ The purpose of the PMV is to assess the accuracy of performance measures reported by the MCOs and to determine the extent to which performance measures reported by the MCOs follow State specifications and reporting requirements.

The DCH is responsible for administering the Medicaid program and the Children's Health Insurance Program (CHIP) in the State of Georgia. The State refers to its CHIP program as PeachCare for Kids®. Both programs include fee-for-service (FFS) and managed care components and deliver services through a statewide provider network. The FFS program has been in place since the inception of Medicaid in Georgia. The DCH contracts with four privately owned CMOs to deliver services to certain categories of members enrolled in the State's Medicaid and PeachCare for Kids® programs. Children in state custody, children receiving adoption assistance, and certain children in the juvenile justice system are enrolled in the Georgia Families 360° (GF 360°) managed care program. The Georgia Families (GF) program, implemented in 2006, serves all other Medicaid and PeachCare for Kids® managed care members not enrolled in the GF 360° program. Approximately 1.3 million beneficiaries are enrolled in the GF program.²

HSAG validated a set of performance measures identified by DCH that were calculated and reported by Amerigroup for its GF 360° population. The DCH identified the measurement period as calendar year (CY) 2019. HSAG conducted the validation in accordance with the CMS publication, *Protocol 2. Validation of Performance Measures: A Mandatory EQR-Related Activity*, October 2019.

¹ Department of Health and Human Services, Centers for Medicare & Medicaid Services. *Protocol 2. Validation of Performance Measures: A Mandatory EQR-Related Activity*, October 2019. Available at:

<https://www.medicaid.gov/medicaid/quality-of-care/downloads/2019-eqr-protocols.pdf>. Accessed on: Mar 24, 2020.

² Georgia Department of Community Health. Medicaid Management Information System. Georgia Families Monthly Adjustment Summary Report June 2016.

Care Management Organization (CMO) Information

Basic information about Amerigroup Community Care for Georgia Families 360° (Amerigroup 360°) appears in Table 1, including the office location(s) involved in the 2020 validation of performance measures audit that covered the CY 2019 measurement period.

Table 1—Amerigroup 360° Information

CMO Name:	Amerigroup Community Care
CMO Location:	303 Perimeter Center North, Ste. 400, Atlanta, GA 30346
Review Location:	Virtual Webex
Audit Contact:	Yvette Terry
Contact Telephone Number:	678.587.4852
Contact Email Address:	Yvette.terry@amerigroup.com
Site Visit Date:	April 8–9, 2020

Performance Measures Validated

For the GF 360° population, HSAG validated rates for the following set of performance measures selected by DCH for validation. All performance measures were selected from CMS’ Core Set of Children’s Health Care Quality Measures for Medicaid and CHIP (Child Core Set),³ Core Set of Health Care Quality Measures for Adults Enrolled in Medicaid (Adult Core Set),⁴ or the Agency for Healthcare Research and Quality’s (AHRQ’s) Quality Indicator measures. The measurement period was identified by DCH as CY 2019 for all measures Table 2 lists the performance measures that HSAG validated, the method required by DCH for data collection, and the specifications the CMO was required to use for each of the measures.

Table 2—List of CY 2019 GF 360° Performance Measures for Amerigroup 360°

	Performance Measure	Acronym	Methodology	Required Measure Specifications
1	<i>Developmental Screening in the First Three Years of Life</i>	DEV-CH	Rotated	Custom (Child Core Set)*
2	<i>Diabetes Short-Term Complications Admission Rate</i>	PQI-01	Admin	Adult Core Set
3	<i>Live Births Weighing Less Than 2,500 Grams</i> (reported as a percentage, not per live births) (reported at the county level [159 counties])	PQI-09	Admin	Custom (AHRQ)**

³ The Centers for Medicare & Medicaid Services. Core Set of Children’s Health Care Quality Measures for Medicaid and CHIP, June 2016.

⁴ The Centers for Medicare & Medicaid Services. Core Set of Health Care Quality Measures for Adults Enrolled in Medicaid, June 2016.

	Performance Measure	Acronym	Methodology	Required Measure Specifications
4	Screening for Depression and Follow-Up Plan (Ages 12–17)	CDF-CH	Admin	Child Core Set
5	Screening for Depression and Follow-Up Plan (Ages 18 and Older)	CDF-AD	Admin	Adult Core Set

*CMOs should use the Child Core Set dated February 2019 and apply the following modifications: All claims will have EP modifier 96110. CMOs must exclude claims that also have a UA modifier, as these indicate autism services.
 **CMOs should follow the AHRQ specification dated June 2018 except report the rate as a percentage and not per live births. CMOs are required to report this rate for each Georgia Medicaid county.

In addition to the AHRQ and the CMS adult and child core set measures audited by HSAG, DCH required Amerigroup 360° to report a selected set of Healthcare Effectiveness Data and Information Set (HEDIS®)⁵ measures to DCH. Amerigroup 360° was required to contract with a National Committee for Quality Assurance (NCQA)-licensed audit organization and undergo an NCQA HEDIS Compliance Audit™.⁶ Final audited HEDIS measure results from NCQA’s Interactive Data Submission System (IDSS) were submitted to HSAG and provided to DCH. Appendix D displays the final audited HEDIS 2020 results for all required measures, covering the CY 2019 measurement period.

Description of Validation Activities

Pre-Audit Strategy

HSAG conducted the validation activities as outlined in the CMS performance measure validation protocol. To complete the validation activities for Amerigroup 360°, HSAG obtained a list of the performance measures that were selected by DCH for validation.

HSAG then prepared a document request letter that was submitted to Amerigroup 360° outlining the steps in the performance measure validation process. The document request letter included a request for source code for each performance measure; a completed 2020 Information Systems Capabilities Assessment Tool (ISCAT) and any additional supporting documentation necessary to complete the audit. The letter also included an introduction to the medical record review validation (MRRV) process; a timetable for completion; and instructions for submission. HSAG responded to ISCAT-related questions received directly from Amerigroup 360° during the pre-audit phase.

Approximately one month prior to the virtual site visit, HSAG provided Amerigroup 360° with an agenda describing all virtual review activities and indicating the type of staff needed for each session. HSAG also conducted a pre-audit conference call with Amerigroup 360° to discuss virtual review

⁵ HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

⁶ NCQA HEDIS Compliance Audit™ is a trademark of the National Committee for Quality Assurance (NCQA).

logistics and expectations, important deadlines, outstanding ISCAT documentation, and any questions from Amerigroup 360° regarding the process.

Validation Team

The HSAG Performance Measure Validation Team was composed of a lead auditor and several validation team members. HSAG assembled the team based on the skills required for the validation and requirements of Amerigroup 360°. Some team members, including the lead auditor, participated in the virtual meetings with Amerigroup 360°; others conducted their work at HSAG’s offices. Table 3 lists the validation team members, their roles, and their skills and expertise.

Table 3—Validation Team

Name and Role	Skills and Expertise
Allen Iovannisci, MS, CHCA, CPHQ <i>Lead Auditor</i>	Certified HEDIS Compliance Auditor (CHCA); performance measure knowledge, data integration, systems review, and analysis.
Romy Franklin, MS <i>Healthcare Quality Manager, Audits/State & Corporate Services</i>	Liaison between audit team and clients; manages deliverables and timelines; coordinates source code review activities.
Tammy Gianfrancisco <i>HEDIS Manager, Audits/State & Corporate Services</i>	Multiple years of healthcare industry experience, with expertise in validation of performance measures, electronic health record (EHR) systems, medical billing, data integration, and integrated medical systems analyses.

Technical Methods of Data Collection and Analysis

The CMS performance measure validation protocol identifies key types of data that should be reviewed as part of the validation process. The following list describes the type of data collected and how HSAG conducted an analysis of these data:

- 2020 ISCAT:** Amerigroup 360° completed and submitted the required and relevant portions of its for HSAG’s review. HSAG used responses from the ISCAT to complete the pre-audit assessment of information systems.
- Medical record documentation:** Amerigroup 360° completed the medical record section within the ISCAT. In addition, Amerigroup 360° submitted the following documentation for review: medical record hybrid tools and instructions, training materials for medical record review (MRR) staff members, and policies and procedures outlining the processes for monitoring the accuracy of the reviews performed by the review staff members. To ensure the accuracy of the hybrid data being abstracted by the CMO, HSAG requested Amerigroup 360° participate in the review of a convenience sample for selected hybrid measures.

- **Source code (programming language) for performance measures:** Amerigroup 360° contracted with a software vendor, Inovalon, to generate and calculate rates for the performance measures under review by HSAG. The source code review was conducted via multiple web-assisted sessions where Inovalon displayed the source code for each measure and explained its rate generation and data integration processes to HSAG's source code review team.
- **Supporting documentation:** HSAG requested documentation that would provide reviewers with additional information to complete the validation process, including policies and procedures, file layouts, system flow diagrams, system log files, and data collection process descriptions. HSAG reviewed all supporting documentation, identifying issues or areas needing clarification for further follow-up.
- **Rate review:** Upon receiving the calculated rates from Amerigroup 360°, HSAG conducted a review on the reasonableness and integrity of the rates. The review included trending with prior rates and comparison of rates across all CMOs.

Virtual Review Activities

HSAG conducted a virtual site visit with Amerigroup 360° on April 8–9, 2020. HSAG collected information using several methods, including interviews, system demonstrations, review of data output files, primary source verification, observation of data processing, and review of data reports. The virtual site visit activities are described as follows:

- **Opening meeting:** The opening meeting included an introduction of the validation team and key Amerigroup 360° staff members involved in the performance measure validation activities. The review purpose, the required documentation, basic meeting logistics, and queries to be performed were discussed.
- **Evaluation of system compliance:** The evaluation included a review of the information systems, focusing on the processing of claims and encounter data, provider data, patient data, and inpatient data. Additionally, the review evaluated the processes used to collect and calculate the performance measure rates, including accurate numerator and denominator identification and algorithmic compliance (which evaluated whether rate calculations were performed correctly, all data were combined appropriately, and numerator events were counted accurately).
- **Review of ISCAT and supporting documentation:** The review included processes used for collecting, storing, validating, and reporting performance measure rates. This session was designed to be interactive with key Amerigroup 360° staff members so that HSAG could obtain a complete picture of all the steps taken to generate the performance measure rates. The goal of the session was to obtain a confidence level as to the degree of compliance with written documentation compared to actual processes. HSAG conducted interviews to confirm findings from the documentation review, expand or clarify outstanding issues, and ascertain that written policies and procedures were used and followed in daily practice.
- **Overview of data integration and control procedures:** The overview included discussion and observation of source code logic, a review of how all data sources were combined, and a review of how the analytic file was produced for the reporting of selected performance measure rates. HSAG

performed primary source verification to further validate the output files, reviewed backup documentation on data integration, and addressed data control and security procedures. HSAG also reviewed preliminary rates during this session, if available.

- Closing conference:** The closing conference included a summation of preliminary findings based on the review of the ISCAT and the virtual site visit, and revisited the documentation requirements for any post-visit activities.

HSAG conducted several interviews with key Amerigroup 360° staff members who were involved with performance measure reporting. Table 4 displays a list of key Amerigroup 360° interviewees:

Table 4—List of Amerigroup 360° Interviewees

Name	Title
Dorothy De Los Santos	Manager, Business Change
Gail Brown	Program Consultant
Angela Evans	Program Consultant
Heather Taylor	HEDIS Lead, GA Medicaid
Derrica Butler	Reporting Analyst, GA Medicaid
Debbie Murphy	Manager, Quality Management
Leslie Langslow	Director II Claims
Eric Denney	E-solutions (Data CompSys/Coding)
Layla Douma	Encounters (GA)
Kathleen King	Director Provider Networks
John Kuehn	System Analyst (Dental/Vision)
Kori Magallanez	Director, Program Management
Jason Isberto	Systems Analyst Senior, Pharmacy
Chris Watson	Vendor Operations Management Consultant Senior
Joyce LeTourneau	Manager I Enrollment Data
Amy Spaugh	Manager, Business Systems Implementation
Jamie Giron	Business Consultant Enrollment (GA)
Newk Newcomb	Staff Vice President Operations & Execution
Jeanine Klimt	Business Information Consultant
Ester Hayes	Analyst Senior, Enterprise
Nicole Dorcean	Manager Delegation Oversight
Patrick Sturgeon	Director Business Information, Enterprise HEDIS
Latisha Adams	Manager, Business Information

Name	Title
Shelia Nelson	Business Information Developer HEDIS
Neal T. Maron	Systems Analyst Senior Advisor
Kristina Mooney	Business Information Consultant
Chandrashekara Mallappa	Business Information Consultant Senior
Linda Wethington	Business Change Manager
Kathleen Layman	Business Change Manager, Medical Record Review
Shelia Cason	Business Information Consultant
David Reeves	Business Information Consultant, Senior
Peter Cheng	Business Information Consultant, Senior
Jonathon Kinzel	Business Information Consultant, Senior

Data Integration, Data Control, and Performance Measure Documentation

There are several aspects crucial to the calculation of performance measure rates. These include data integration, data control, and documentation of performance measure rate calculations. Each of the following sections describes the validation processes used and the validation findings. For more detailed information, see Appendix A of this report.

Data Integration

Accurate data integration is essential for calculating valid performance measure rates. The steps used to combine various data sources (including claims/encounter data, eligibility data, and other administrative data) must be carefully controlled and validated. HSAG validated the data integration process used by Amerigroup 360°, which included a review of file consolidations or extracts, a comparison of source data to warehouse files, data integration documentation, source code, production activity logs, and linking mechanisms. Overall, HSAG determined that the data integration processes in place at Amerigroup 360° were:

- Acceptable
- Not acceptable

Data Control

Amerigroup 360°'s organizational infrastructure must support all necessary information systems; and its quality assurance practices and backup procedures must be sound to ensure timely and accurate processing of data, and to provide data protection in the event of a disaster. HSAG validated the data control processes Amerigroup 360° used which included a review of disaster recovery procedures, data backup protocols, and related policies and procedures. Overall, HSAG determined that the data control processes in place at Amerigroup 360° were:

- Acceptable
- Not acceptable

Performance Measure Documentation

Sufficient, complete documentation is necessary to support validation activities. While interviews and system demonstrations provided supplementary information, the majority of the validation review findings were based on documentation provided by Amerigroup 360°. HSAG reviewed all related documentation, which included the completed Roadmap, job logs, computer programming code, output files, workflow diagrams, narrative descriptions of performance measure calculations, and other related documentation. Overall, HSAG determined that the documentation of performance measure rate calculations by Amerigroup 360° was:

- Acceptable
- Not acceptable

Validation Results

HSAG evaluated Amerigroup 360°'s data systems for the processing of each data type used for reporting DCH performance measure rates. General findings are indicated below.

Medical Service Data (Claims and Encounters)

There were no changes to the medical service data processing/encounter capture from Amerigroup 360°. Amerigroup 360° continued to use the Facets system to capture all fee-for-service (FFS) claims. The vast majority of claims were submitted electronically while only a small portion were submitted on paper. Amerigroup 360°'s paper and electronic claims process was virtually the same, with the exception of paper claims which were required to be scanned by a vendor. All claims were subjected to pre-processing edits prior to being loaded. The pre-processing edits ensured the claims contained valid codes, member, and provider information.

Amerigroup 360° also captured services from external vendors for pharmacy and laboratory services. Both vendors submitted data to Amerigroup 360° regularly. Amerigroup 360° tracked and trended all incoming vendor data to ensure files were complete and record counts were as expected. The CMO also used supplemental data provided by its laboratory vendors to capture lab results.

HSAG reviewed each system and process associated with claims and encounters and had no concerns. Each system captured appropriate, standard coding schemes as required for reporting. Amerigroup 360° only used standard claim forms for each service type (i.e., dental, professional, institutional, and pharmacy).

Amerigroup 360° appropriately monitored vendor data submissions and controls regularly to ensure data completion for measure production. Amerigroup 360°'s oversight of this process ensured that all relevant data were captured prior to measure production.

When questioned about encounter files submitted to the State, Amerigroup 360° indicated that all encounters, both paid and denied, were submitted to the State regularly. The only encounters that were withheld from reporting were any rejected back to the provider for corrections. Those encounters did not pass the pre-processing edits and therefore did not have a final disposition.

Amerigroup 360° sent medical (professional, institutional inpatient, institutional outpatient), dental, vision, and National Council for Prescription Drug Programs (NCPDP) claims in the weekly encounter file to DXC. A subset of denied claims were not included in this weekly submission for reasons such as “wrong payee,” “definite duplicate claim,” and “non-compliant modifier.” Amerigroup 360° advised that 99 percent or greater of all encounters were accepted by DXC/DCH.

HSAG conducted primary source verification during the Webex audit and reviewed all coding schemes and code requirements for each measure reviewed. HSAG determined Facets accurately captured the coding requirements of the measure specifications.

HSAG did not have any concerns with Amerigroup 360°'s claims and encounter data processing.

Enrollment Data

There were no changes to the enrollment data capture and system used to house enrollment data since the previous review. Amerigroup 360° received the State enrollment files daily and monthly and loaded them into Facets. Using the aid codes provided on the enrollment files, Amerigroup 360° was able to identify and separate the GF 360° population from the Community Care population when reporting on each measure. HSAG and Amerigroup 360° confirmed that no Planning for Healthy Babies® (P4HB®) data were captured in any of the membership being reported.

HSAG verified the aid codes and populations during the virtual site review and conducted primary source verification of distinct members to ensure the populations were separated.

Amerigroup 360°'s Facets system captured all relevant fields from the State's enrollment files and continued to monitor daily file updates, cancelations, and renewals.

Members with duplicate identifiers were merged into a single record based on the State's most recent identification number. The duplicate member identifier only occurred with newborns and was quickly resolved at Amerigroup 360°. Claims that were processed under the old identifier were linked to the new identifier.

HSAG conducted primary source verification during the virtual site review and reviewed all enrollment history and member identifiers. HSAG determined Facets accurately captured each member's enrollment history and the requirements of the measure specifications. HSAG did not have any concerns with Amerigroup 360°'s enrollment process.

Provider Data

Provider data continued to not be a concern for any of the measures under review. However, HSAG reviewed all claims and verified that active, credentialed hospitals and providers were present on the claims. Additionally, as in the past, HSAG conducted a thorough review of Amerigroup 360°'s provider data capture. Amerigroup 360°'s provider system remained unchanged since the previous review. Amerigroup 360° used the CACTUS (credentialing) and Facets (billing and payment) systems to store its provider data. The CMO had a systematic process to capture, review, and update provider credentialing and specialty data in both systems. The two systems were linked using Facets' common practitioner identifiers, and changes in provider data from Facets were automatically loaded into CACTUS, eliminating any potential manual data entry or merge errors. Amerigroup 360° implemented daily, weekly, and monthly edit checks on provider data submitted via claims. Additionally, the CMO's audit team reviewed 25 percent of all completed records for accuracy and completeness each month. Amerigroup 360°'s oversight of its delegates contracted for credentialing and recredentialing activities also met industry standards.

The State implemented a centralized Credentials Verification Organization (CVO), and all credentialing functions were handled by the State CVO.

HSAG conducted primary source verification of the CACTUS and Facets systems to identify any issues across the two systems. HSAG also reviewed a sample of provider specialties to ensure the specialties matched the credentialed providers’ education and board certification. HSAG found Amerigroup 360° to be compliant with the credentialing and assignment of individual provider specialties in both systems.

HSAG staff members reviewed and approved Amerigroup 360°’s provider specialty mapping and determined it to be compliant for performance measure reporting.

HSAG did not have any concerns with Amerigroup’s 360° provider data processing.

Medical Record Review Validation (MRRV)

Amerigroup 360° decided to rotate the *Developmental Screening in the First Three Years of Life* performance measure due to concerns over the coronavirus disease 2019 (COVID-19) pandemic. Therefore, medical record review was conducted.

Table 5—MRRV Results for Amerigroup’s GF 360° Population

Performance Measure	Initial Sample Size	Findings	Follow-up	Final Results
<i>Developmental Screening in the First Three Years of Life</i>	N/A	Measure was rotated	N/A	R

Supplemental Data

The measures under the scope of the audit were not impacted by supplemental data. Therefore, no review was required.

Data Integration

Amerigroup 360° continued to use its internal relational database to store all incoming data. The internal data warehouse contained both internal and external data files used for reporting. Amerigroup 360° also contracted with a vendor, Inovalon, to produce the performance measures under review.

Amerigroup 360° was responsible for loading and running the data monthly, as well as running the data for measure production and final rates. HSAG conducted primary source verification for *Live Births Weighing Less Than 2,500 Grams* and a cursory review of the *Screening for Depression and Follow-Up Plan (Ages 12–17)* measures. HSAG had no concerns following the review of these measures. All measures passed primary source verification.

Amerigroup 360° maintained its quality review processes during the measurement year to ensure all data were loaded. Amerigroup 360° continued to conduct monthly data runs for measures to monitor progress throughout the year, a best practice for ensuring accurate data management and measure production. Monthly measure production continued to assist Amerigroup 360° with identifying any issues early. If data errors were found, Amerigroup 360° was able to easily retract and reload the data to correct the issues.

Amerigroup 360° continued to have an excellent disaster recovery process in place and backed up data nightly. HSAG conducted rate review on the measure under the scope of the audit and all rates were reportable.

The *Live Births Weighing Less Than 2,500 Grams, Contraceptive Care—All Women Ages 15–20* measure (PQI-09) requires a rate per 1,000 members. The DCH indicated that it did not want to report this measure as a rate per 1,000 but rather as a percentage and broken out by county. HSAG verified that Amerigroup 360° reported the measure as a percentage by county. There were no concerns with Amerigroup 360°’s reporting of any measure.

Performance Measure Specific Findings

Based on all validation activities, HSAG determined validation results for each performance measure rate. HSAG provided an audit result for each performance measure as defined in Table 6.

Table 6—Audit Results and Definitions for Performance Measures

Reportable (R)	The CMO followed the State’s specifications and produced a reportable rate or result for the measure.
Not Reportable (NR)	The calculated rate was materially biased.
Not Applicable (NA)	The CMO followed the State’s specifications, but the denominator was too small (<30) to report a valid rate.

According to the CMS protocol, the audit result for each performance measure rate is determined by the magnitude of the errors detected for the audit elements, not by the number of audit elements determined to be “Not Reportable.” It is possible for a single audit element to receive an audit result of “NR” when the impact of the error associated with that element biased the reported performance measure rate more than 5 percentage points. Conversely, it is also possible that several audit element errors may have little impact on the reported rate, leading to an audit result of “R.”

Table 7 displays the key review findings and final audit results for Amerigroup 360° for each performance measure rate. For additional information regarding performance measure rates, see Appendix C of this report.

Table 7—Key Review Findings and Audit Results for Amerigroup 360°

Performance Measures		Key Review Findings	Audit Results
1.	<i>Developmental Screening in the First Three Years of Life</i>	Measure was rotated	R
2.	<i>Diabetes Short-Term Complications Admission Rate</i>	No concerns	R
3.	<i>Live Births Weighing Less Than 2,500 Grams</i> (reported as a percentage, not per live births) (reported at the county level [159 counties])	No concerns	R
4.	<i>Screening for Depression and Follow-Up Plan (Ages 2–17)</i>	No concerns	R
5.	<i>Screening for Depression and Follow-Up Plan (Ages 18 and Older)</i>	No concerns	R

Appendix A. Data Integration and Control Findings

Documentation Worksheet

CMO Name:	Amerigroup Community Care for Georgia Families 360°
Virtual Site Visit Date:	April 8–9, 2020
Reviewers:	Allen Iovannisci, MS, CHCA, CPHQ

Table A-1—Data Integration and Control Findings for Amerigroup 360°

Data Integration and Control Element	Met	Not Met	N/A	Comments
Accuracy of data transfers to assigned performance measure data repository.				
The CMO accurately and completely processes transfer data from the transaction files (e.g., membership, provider, encounter/claims) into the performance measure data repository used to keep the data until the calculations of the performance measure rates have been completed and validated.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No concerns
Samples of data from the performance measure data repository are complete and accurate.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No concerns
Accuracy of file consolidations, extracts, and derivations.				
The CMO’s processes to consolidate diversified files and to extract required information from the performance measure data repository are appropriate.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No concerns
Actual results of file consolidations or extracts are consistent with those that should have resulted according to documented algorithms or specifications.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No concerns
Procedures for coordinating the activities of multiple subcontractors ensure the accurate, timely, and complete integration of data into the performance measure database.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No concerns
Computer program reports or documentation reflect vendor coordination activities, and no data necessary for performance measure reporting are lost or inappropriately modified during transfer.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No concerns
If the CMO uses a performance measure data repository, its structure and format facilitates any required programming necessary to calculate and report required performance measure rates.				
The performance measure data repository’s design, program flow charts, and source codes enable analyses and reports.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No concerns

Data Integration and Control Element	Met	Not Met	N/A	Comments
Proper linkage mechanisms are employed to join data from all necessary sources (e.g., identifying a member with a given disease/condition).	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No concerns
Assurance of effective management of report production and of the reporting software.				
Documentation governing the production process, including CMO production activity logs and the CMO staff review of report runs, is adequate.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No concerns
Prescribed data cutoff dates are followed.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No concerns
The CMO retains copies of files or databases used for performance measure reporting in case results need to be reproduced.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No concerns
The reporting software program is properly documented with respect to every aspect of the performance measure data repository, including building, maintaining, managing, testing, and report production.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No concerns
The CMO's processes and documentation comply with the CMO standards associated with reporting program specifications, code review, and testing.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No concerns



Appendix B. Denominator and Numerator Validation Findings

Reviewer Worksheets

CMO Name:	Amerigroup Community Care for Georgia Families 360°
Virtual Site Visit Date:	April 8–9 2020
Reviewers:	Allen Iovannisci, MS, CHCA, CPHQ

Table B-1—Denominator Validation Findings for Amerigroup 360°

Audit Element	Met	Not Met	N/A	Comments
For each of the performance measures, all members of the relevant populations identified in the performance measure specifications are included in the population from which the denominator is produced.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No concerns
Adequate programming logic or source code exists to appropriately identify all relevant members of the specified denominator population for each of the performance measures.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No concerns
The CMO correctly calculates member months and member years if applicable to the performance measure.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No concerns
The CMO properly evaluates the completeness and accuracy of any codes used to identify medical events, such as diagnoses, procedures, or prescriptions, and these codes are appropriately identified and applied as specified in each performance measure.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No concerns
If any time parameters are required by the specifications of the performance measure, they are followed (e.g., cutoff dates for data collection, counting 30 calendar days after discharge from a hospital).	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No concerns
Exclusion criteria included in the performance measure specifications are followed.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No concerns
Systems or methods used by the CMO to estimate populations when they cannot be accurately or completely counted (e.g., newborns) are valid.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No concerns

Table B-2—Numerator Validation Findings for Amerigroup 360°

Audit Element	Met	Not Met	N/A	Comments
The CMO uses the appropriate data, including linked data from separate data sets, to identify the entire at-risk population.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No concerns
Qualifying medical events (such as diagnoses, procedures, prescriptions, etc.) are properly identified and confirmed for inclusion in terms of time and services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No concerns
The CMO avoids or eliminates all double-counted members or numerator events.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No concerns
Any nonstandard codes used in determining the numerator are mapped to a standard coding scheme in a manner that is consistent, complete, and reproducible, as evidenced by a review of the programming logic or a demonstration of the program.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		No concerns
If any time parameters are required by the specifications of the performance measure, they are followed (i.e., the measured event occurred during the time period specified or defined in the performance measure).	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No concerns



Appendix C. Performance Measure Rate Submission File

Appendix C contains Amerigroup 360°'s final audited performance measure rate submission file.



Appendix D. HEDIS Interactive Data Submission System Data

Appendix D contains Amerigroup 360°'s reported IDSS data from its NCQA HEDIS Compliance Audit.