

The background features a blurred image of a person in a hospital bed, overlaid with a green geometric pattern of lines and various medical icons such as a syringe, a pill, a virus, a stethoscope, and a group of people. A large white cross is centered over the person's chest.

GEORGIA DEPARTMENT OF COMMUNITY HEALTH

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

Amerigroup

Quarter 3: July 2021 – September 2021

December 17, 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 July 1, 2021 and ending September 30, 2021 (“Quarter 3”). 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 Amerigroup 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 Amerigroup to contact providers for confirmation of the dates reported by the CMOs. 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 Amerigroup. Amerigroup's report was obtained by accessing their web portal on November 4, 2021. For Quarter 3, 37 HS&R reports were submitted 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 Amerigroup, we sampled no less than 10 report requests.

Telephone calls or e-mails regarding 10 HS&R reports were initiated on November 30, 2021 and completed on December 13, 2021. Providers were asked to provide the date they requested the HS&R report and 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 Amerigroup or the provider, as necessary. Provider responses were compared with the dates reported on Amerigroup'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 Amerigroup 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 Amerigroup that was not included in the report to DCH, Myers and Stauffer would have communicated with Amerigroup 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 Amerigroup and the provider, Myers and Stauffer accepted the documentation submitted by Amerigroup as confirmation.
- If instances occurred where a provider stated they received a requested HS&R report from Amerigroup after 20 days and that report was originally excluded from our confirmation process, we would have communicated with the Amerigroup 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 3, 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
Amerigroup	37	0	10	8 (80.0%)	0 (0.0%)	2 (20.0%)

For the Quarter 3 analysis, 8 out of 10 HS&R reports were sampled. The results indicate information reported by Amerigroup was confirmed for 80 percent (8 of 10) of the HS&R reports. Providers were deemed unreachable after three contact attempts were made represents 20.0 percent (2 of 10) in the sample.

Table II. Length of Time between Request and Release Dates for HS&R Report Requests

CMO	Days Between Request and Release Dates		
	Minimum	Average	Maximum
Amerigroup	0.0	5.4	12

The statistics included in Table II are based on the request and release dates reported by Amerigroup for Quarter 3. The minimum number of days taken to release an HS&R report to a provider was zero days while the maximum number of days taken to release an HS&R report to a provider was 12 days.



Findings

Amerigroup

For Quarter 3, four representatives were contacted regarding 10 HS&R report requests. The request and release dates reported by Amerigroup were confirmed for 8 requests. We were unable to confirm two report requests as one provider was deemed unreachable after contact was initiated three times. Myers and Stauffer did not identify any HS&R reports released by Amerigroup to a provider that were greater than 30 days. We did not identify any HS&R reports that were greater than 20 days.

Based on our findings, Amerigroup did not have any cases of late reporting for the quarter beginning July 1, 2021 and ending September 30, 2021.



**EXHIBIT A: AMERIGROUP
QUARTERLY REPORT**

HS&R Report Timeliness Validation
State Fiscal Year 2022

EXHIBIT A

**Hospital Statistical and Reimbursement Report
Quarterly Report**

CMO Name: Amerigroup

Reporting Date: 10.4.21

Reporting Period: 7-1-21 - 9-30-21

Hospital Name:	Location	Date Report Requested	Date Report Released	Requester's Name
Dorminy Medical Center	200 Perry House Rd, Fitzgerald, GA 31750	9/21/2021	9/22/2021	Becki Shaughnessy
Higgins General Hospital	200 Allen Memorial Dr, Bremen, GA 30110	9/21/2021	9/22/2021	Becki Shaughnessy
Bleckley Memorial Hospital	145 E Peacock St Cochran, GA 310147849	9/21/2021	9/30/2021	Becki Shaughnessy
Burke Medical Center	351 S Liberty St, Waynesboro, GA 30830	9/21/2021	9/30/2021	Becki Shaughnessy
Clinch Memorial Hospital	1050 Valdosta Hwy, Homerville, GA 31634	9/21/2021	9/30/2021	Becki Shaughnessy
Morgan Memorial Hospital	1740 Lions Club Rd, Madison, GA 30650	9/21/2021	9/30/2021	Becki Shaughnessy
Warm Springs Medical Center	5995 Spring St, Warm Springs, GA 31830	9/21/2021	10/3/2021	Becki Shaughnessy
Tanner Medical Center	705 Dixie Street Carrollton, GA 30117	9/21/2021	10/3/2021	Becki Shaughnessy
Tanner Medical - Villa Rica	601 Dallas Hwy, Villa Rica, GA 30180	9/21/2021	10/3/2021	Becki Shaughnessy
Dodge County Hospital	901 Griffin Ave, Eastman, GA 31023	9/21/2021	10/3/2021	Becki Shaughnessy
Wayne Memorial Hospital	865 S 1st St, Jesup, GA 31545	9/21/2021	10/3/2021	Becki Shaughnessy
Hospital Authority of Miller County	208 N Cuthbert St, Colquitt, GA 39837	9/21/2021	10/3/2021	Becki Shaughnessy
Tift Regional Medical Center	901 18th St, Tifton, GA 31794	9/20/2021	9/21/2021	Shae S. Foy
Burke Medical Center	351 S Liberty St, Waynesboro, GA 30830	9/17/2021	9/20/2021	Andrew Strauss
Meadows Regional Medical Center	One Meadows Pkwy, Vidalia, GA 30474	9/15/2021	9/20/2021	Kira Griffith
Floyd Medical Center	304 Turner McCall Blvd, Rome, GA 30165	9/14/2021	9/17/2021	Rebecca McKinley
Polk Medical Center	2360 Rockmart Hwy, Cedartown, GA 30125	9/14/2021	9/20/2021	Rebecca McKinley
Children's Healthcare of Atlanta @ Egleston	1405 Clifton Rd NE, Atlanta, GA 30322	9/7/2021	9/8/2021	Caleb Coker
Southeast GA Brunswick Campus	2415 Parkwood Dr, Brunswick, GA 31520	9/7/2021	9/17/2021	Kim Holcomb
Southeast GA Camden Campus	2000 Dan Proctor Dr, St Marys, GA 31558	9/7/2021	9/17/2021	Kim Holcomb
Elbert Memorial Hosp	4 Medical Dr, Elberton, GA 30635	9/3/2021	9/8/2021	Draffin Tucker
Bacon County Hospital	302 S Wayne St, Alma, GA 31510	9/3/2021	9/8/2021	Draffin Tucker
Crisp Regional Hosp	902 7th St N, Cordele, GA 31015	9/2/2021	9/8/2021	Draffin Tucker
Children's Healthcare of Atlanta @ Egleston	1405 Clifton Rd NE, Atlanta, GA 30322	8/30/2021	9/1/2021	Sarah Akotia
Children's Healthcare of Atlanta @ Scottish Rite	1001 Johnson Ferry Rd NE, Atlanta, GA 303	8/30/2021	9/1/2021	Sarah Akotia
Children's Healthcare of Atlanta @ Hughes Spalding	35 Jesse Hill Jr Dr SE, Atlanta, GA 30303	8/30/2021	9/1/2021	Sarah Akotia
Emory Johns Creek Hospital	6325 Hospital Pkwy, Johns Creek, GA 30097	8/27/2021	8/30/2021	Wendy Chen
Donalsonville Hospital, Inc.	102 N Wiley Ave, Donalsonville, GA 39845	8/25/2021	8/26/2021	Katie Hatcher
Taylor Regional Hospital	222 Perry Hwy, Hawkinsville, GA 31036	8/19/2021	8/19/2021	Shae S. Foy
Irwin County Hospital	710 N Irwin Ave, Ocilla, GA 31774	7/30/2021	8/3/2021	Sean C. Johnson
Emory University Hospital Provider #11-0010	1364 Clifton Rd Atlanta, GA 30322	7/21/2021	7/26/2021	Peggram, Joseph
Emory Midtown Hospital Provider #11-0078	550 Peachtree St NE, Atlanta, GA 30308	7/21/2021	7/26/2021	Peggram, Joseph
Jeff Davis Hospital	163 S Tallahassee St, Hazlehurst, GA 31539	7/19/2021	7/20/2021	Staci Ogilvie
St. Mary's Hospital	1230 Baxter St. Athens, Georgia 30606-3791	7/1/2021	7/1/2021	Hal Mixon
Good Samaritan Hospital	5401 Lake Oconee Parkway Greensboro, Ge	7/1/2021	7/1/2021	Hal Mixon
Sacred Heart Hospital	367 Clear Creek Pkwy Lavonia, Georgia 305	7/1/2021	7/1/2021	Hal Mixon
Wills Memorial Hospital	120 Gordon St, Washington, GA 30673	7/1/2021	7/9/2021	Mandy Rose