



**GEORGIA
DEPARTMENT OF
COMMUNITY
HEALTH**

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

Amerigroup

Quarter 4: October 2020 – December 2020

April 7, 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 October 1, 2020 and ending September 30, 2020 (“Quarter 4”). 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 the CMOs 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 February 15, 2021. For Quarter 4, 66 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 28 report requests.

Telephone calls or e-mails regarding 28 HS&R reports were initiated on February 28, 2021 and completed on March 23, 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 4, 2020 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	66	0	28	25 (89.3%)	0 (0.0%)	3 (10.7%)

For the Quarter 4 analysis, 28 out of 66 HS&R reports were sampled. The results indicate information reported by Amerigroup was confirmed for 89.3 percent (25 of 28) of the HS&R reports. Providers were deemed unreachable after three contact attempts were made represents 10.7 percent (3 of 28) 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
Amerigroup	0.0	12.9	26.0

The statistics included in Table II are based on the request and release dates reported by Amerigroup for Quarter 4. 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 26 days.



Findings

Amerigroup

For Quarter 4, eleven representatives were contacted regarding 28 HS&R report requests. The request and release dates reported by Amerigroup were confirmed for 25 requests. Myers and Stauffer did not identify any HS&R reports released by Amerigroup to a provider that were greater than 30 days. We identified 27 HS&R reports released by Amerigroup that were greater than 20 days. We were unable to confirm three report requests as two providers were deemed unreachable after contact was initiated three times.

Based on our findings, Amerigroup did not have any cases of late reporting for the quarter beginning October 1, 2020 ending December 31, 2020.



Hospital Statistical and Reimbursement Report Quarterly Report

CMO Name: Amerigroup

Reporting Date: 1/29/21

Reporting Period: 10/1/20-12/31/20

Hospital Name:	Location	Date Report Requested	Date Report Released	Requester's Name
EMORY UNIVERSITY HOSP MIDTOWN	550 PEACHTREE ST NE ATLANTA GA 303082247	10/1/2020	10/21/2020	Becki Shaughnessy, Theodore Saunders
Emory University Hospital Midtown	550 PEACHTREE ST NE ATLANTA GA 303082247	10/1/2020	10/27/2020	Becki Shaughnessy
Emory University Hospital - A	1364 CLIFTON RD NE DEPT RM ATLANTA GA 303221059	10/1/2020	10/27/2020	Becki Shaughnessy
EMORY UNIVERSITY	1821 CLIFTON RD NE ATLANTA GA 303294021	10/1/2020	10/27/2020	Becki Shaughnessy
NORTHEAST GEORGIA MEDICAL CENTER BRASELTON	743 SPRING ST NE GAINESVILLE GA 305013715	10/1/2020	10/27/2020	Becki Shaughnessy
NORTHEAST GEORGIA MEDICAL CTR	1400 RIVER PLACE BRASELTON GA 305175600	10/1/2020	10/27/2020	Becki Shaughnessy
NORTHEAST GA MEDICAL CTR BARROW	316 N BROAD ST WINDER GA 306802150	10/1/2020	10/27/2020	Becki Shaughnessy
Irwin County Hospital	710 N IRWIN AVE OCILLA GA 317745011	10/2/2020	10/27/2020	Keith Williams
COOK MEDICAL CENTER	260 MJ TAYLOR ROAD ADEL GA 316203485	10/2/2020	10/27/2020	Kira Griffith
DORMINY MEDICAL CENTER	200 PERRY HOUSE RD FITZGERALD GA 317508857	10/6/2020	10/29/2020	SHARON GRIFFIN
Burke Medical Center	351 S LIBERTY ST WAYNESBORO GA 308309686	10/6/2020	10/29/2020	Becki Shaughnessy
ST JOSEPH'S HOSPITAL	11705 MERCY BLVD SAVANNAH GA 314191711	10/7/2020	10/29/2020	Tami Jeffers
Candler Hospital	5353 Reynolds St, Savannah, GA 31405	10/7/2020	10/29/2020	Tami Jeffers
FLINT RIVER HOSPITAL	509 SUMTER STREET MONTEZUMA GA 310632502	10/7/2020	10/30/2020	Lynn Mitchell
Donalsonville Hospital Inc	102 HOSPITAL CIR DONALSONVILLE GA 398451100	10/8/2020	10/30/2020	Sean C. Johnson
APPLING HEALTHCARE SYSTEM	163 E TOLLISON ST BAXLEY GA 315130120	10/8/2020	10/30/2020	Jesus F. Ruiz
Shepherd Center	2020 PEACHTREE RD NW ATLANTA GA 303091426	10/8/2020	10/30/2020	Holly Bizic
HABERSHAM MEDICAL CTR	541 HISTORIC HWY, 441N DEMOREST GA 305350000	10/8/2020	10/30/2020	Holly Bizic
SOUTHEAST GEORGIA HEALTH SYSTEM - BRUNSWICK CAMPUS	2415 PARKWOOD DRIVE BRUNSWICK GA 315204722	10/12/2020	10/12/2020	KIM HOLCOMB
EMANUEL MEDICAL CTR	117 KITE RD SWAINSBORO GA 304013231	10/12/2020	10/30/2020	Jacob Sego
JEFF DAVIS HOSPITAL	163 S TALLAHASSEE ST HAZLEHURST GA 315396465	10/13/2020	10/13/2020	STACI OGILVIE
EMORY UNIVERSITY HOSPITAL	1364 CLIFTON RD NE DEPT RM ATLANTA GA 30322	10/13/2020	10/14/2020	RONDA MITCHELL WISE
EMORY UNIVERSITY	1821 CLIFTON RD NE ATLANTA GA 303294021	10/13/2020	10/14/2020	RONDA MITCHELL WISE
EMORY UNIVERSITY	1821 CLIFTON RD NE ATLANTA GA 303294021	10/13/2020	10/14/2020	RONDA MITCHELL WISE
DORMINY MEDICAL CENTER	200 PERRY HOUSE RD FITZGERALD GA 317508857	10/13/2020	11/4/2020	SHARON GRIFFIN
IRWIN COUNTY HOSPITAL	710 N IRWIN AVE OCILLA GA 317745011	10/13/2020	11/4/2020	Keith Williams
Emory University Hospital	1364 CLIFTON RD NE DEPT RM ATLANTA GA 303221059	10/13/2020	11/8/2020	Ronda Mitchell-Wise
EMORY UNIVERSITY	1821 CLIFTON RD NE ATLANTA GA 303294021	10/13/2020	11/8/2020	RONDA MITCHELL-WISE
EMORY UNIVERSITY	1821 CLIFTON RD NE ATLANTA GA 303294021	10/13/2020	11/8/2020	RONDA MITCHELL-WISE
EMORY UNIVERSITY	EMORY UNIVERSITY HOSPITAL	10/13/2020	11/8/2020	RONDA MITCHELL-WISE
EMORY UNIVERSITY	1821 CLIFTON RD NE ATLANTA GA 303294021	10/13/2020	11/8/2020	RONDA MITCHELL-WISE
EMORY UNIVERSITY	1821 CLIFTON RD NE ATLANTA GA 303294021	10/13/2020	11/8/2020	RONDA MITCHELL-WISE
EMORY UNIVERSITY HOSP MIDTOWN	550 PEACHTREE ST NE ATLANTA GA 303082247	10/13/2020	11/8/2020	RONDA MITCHELL-WISE
EMORY UNIVERSITY HOSPITAL MIDTOWN	550 PEACHTREE ST NE ATLANTA GA 303082247	10/13/2020	11/8/2020	RONDA MITCHELL-WISE
EMORY UNIVERSITY HOSPITAL	1364 CLIFTON RD NE DEPT RM ATLANTA GA 303221059	10/14/2020	10/29/2020	LYNETTE KEMP
EMORY UNIVERSITY HOSPITAL MIDTOWN	550 PEACHTREE ST NE ATLANTA GA 303082247	10/14/2020	10/29/2020	LYNETTE KEMP
ELBERT MEMORIAL HOSPITAL	4 MEDICAL DR ELBERTON GA 306351830	10/16/2020	10/17/2020	Kira Griffith,
Elbert Memorial Hospital	4 MEDICAL DR ELBERTON GA 306351830	10/16/2020	10/27/2020	Kira Griffith
WASHINGTON COUNTY REG MED CTR	610 SPARTA ROAD SANDERSVILLE GA 310821860	10/19/2020	10/27/2020	Dawn L Richards
MOUNTAIN LAKES MEDICAL CTR	162 LEGACY POINT CLAYTON GA 305250705	10/20/2020	10/20/2020	KEITH WILLIAMS
JENKINS COUNTY MEDICAL CENTER	931 EAST WINTHROPE AVE MILLEN GA 304421839	10/20/2020	10/20/2020	Jesus F. Ruiz
JENKINS COUNTY MEDICAL CENTER	931 EAST WINTHROPE AVE MILLEN GA 304421839	10/21/2020	10/21/2020	Jason Crosby
CRISP REGIONAL HOSPITAL	902 N 7TH ST CORDELE GA 310153234	10/22/2020	10/27/2020	DARIN REED
CRISP REGIONAL HOSPITAL	902 N 7TH ST CORDELE GA 310153234	10/22/2020	11/8/2020	DARIN REED
Burke Medical Center	351 S LIBERTY ST WAYNESBORO GA 308309686	10/26/2020	10/27/2020	Becki Shaughnessy
Wayne Memorial Hospital	865 S 1ST ST JESUP GA 315450210	10/26/2020	10/26/2020	ELISABETH PAK
HABERSHAM MEDICAL CTR	541 HISTORIC HWY, 441N DEMOREST GA 305350000	10/27/2020	10/27/2020	GWEN CLARK

Exhibit A

CLINCH MEMORIAL HOSPITAL	1050 VALDOST HWY HOMERVILLE GA 316349701	10/29/2020	10/29/2020	REBECCA MCKINLEY
HABERSHAM MEDICAL CTR	541 HISTORIC HWY, 441N DEMOREST GA 305350000	10/30/2020	11/4/2020	Holly A. Bizic
Emory Johns Creek Hospital	6325 Hospital Pkwy, Johns Creek, GA 30097	11/17/2020	11/24/2020	Wendy Chen
Morgan Memorial Hospital	1740 Lions Club Rd, Madison, GA 30650	11/20/2020	11/20/2020	Elisabeth Pak
Houston County Healthcare Authority dba Southeast Health Medical Center	1108 Ross Clark Cir, Dothan, AL 36301	11/23/2020	11/24/2020	Lisa Payne
Emanuel Medical Center	117 Kight Rd, Swainsboro, GA 30401	11/23/2020	11/24/2020	Jacob Seago
Dorminy Medical Center	200 Perry House Rd, Fitzgerald, GA 31750	11/24/2020	11/24/2020	Sharon Griffin
Southwest Georgia Regional Medical Center	361 Randolph St, Cuthbert, GA 39840	11/24/2020	12/2/2020	Jake Kitchens
Washington County Regional Medical Center	610 Sparta Rd, Sandersville, GA 31082	11/30/2020	12/4/2020	Dawn Richards
Appling General Hospital	163 E Tollison St, Baxley, GA 31513	12/1/2020	12/1/2020	Sean Johnson
John D. Archbold Memorial Hospital	915 Gordon Ave Thomasville, GA 31792	12/14/2020	12/17/2020	Patricia Barrett
Brooks County Hospital	903 N court St Quitman, GA 31643	12/14/2020	12/17/2020	Patricia Barrett
Grady General Hospital	1155 5th St SE, Cairo, GA 39828	12/14/2020	12/18/2020	Patricia Barrett
Mitchell County Hospital	90 E Stephens St, Camilla, GA 31730	12/14/2020	12/18/2020	Patricia Barrett
Washington County Regional Medical Center	610 Sparta Rd, Sandersville, GA 31082	12/14/2020	12/18/2020	Dawn Richards
Stephen County Hospital	163 Hospital Rd, Toccoa, GA 30577	12/15/2020	12/22/2020	Kelly Smallwood
Jeff Davis Hospital	163 S Tallahassee St, Hazlehurst, GA 31539	12/15/2020	12/18/2020	Staci Ogilvie
Putnam County Hospital	101 Lake Oconee Pkwy, Eatonton, GA 31024	12/28/2020	1/8/2021	Kira Griffith
Monroe County Hospital	88 Martin Luther King Jr Dr, Forsyth, GA 31029	12/28/2020	1/8/2021	Kira Griffith