



# GEORGIA DEPARTMENT OF COMMUNITY HEALTH

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

CareSource

Quarter 3: July 2021 – September 2021

December 17, 2021



**MYERS AND  
STAUFFER** LLC  
CERTIFIED PUBLIC ACCOUNTANTS



# TABLE OF CONTENTS

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■ Project Background.....	2
■ Objective .....	3
■ Methodology.....	4
■ Assumptions and Limitations.....	5
■ Report Results.....	6
■ Findings .....	7
■ Exhibit A: CareSource Quarterly Report .....	8



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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 CareSource 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 CareSource 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.



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## Methodology

In order to perform this analysis, we utilized the quarterly reports submitted to DCH by CareSource. CareSource’s report was obtained by accessing their web portal on November 4, 2021. For Quarter 3, 63 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 CareSource, 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 CareSource or the provider, as necessary. Provider responses were compared with the dates reported on CareSource’s quarterly report.



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## 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 CareSource 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 CareSource that was not included in the report to DCH, Myers and Stauffer would have communicated with CareSource 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 CareSource and the provider, Myers and Stauffer accepted the documentation submitted by CareSource as confirmation.
- If instances occurred where a provider stated they received a requested HS&R report from CareSource after 20 days and that report was originally excluded from our confirmation process, we would have communicated with the CareSource 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
CareSource	63	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 CareSource 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
CareSource	1.0	8.9	16

The statistics included in Table II are based on the request and release dates reported by CareSource for Quarter 3. The minimum number of days taken to release an HS&R report to a provider was one day while the maximum number of days taken to release an HS&R report to a provider was 16 days.

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## Findings

### CareSource

For Quarter 3, three representatives were contacted regarding 10 HS&R report requests. The request and release dates reported by CareSource 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 CareSource to a provider that were greater than 30 days. We did not identify any HS&R reports released by CareSource that were greater than 20 days.

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





**EXHIBIT A: CARESOURCE  
QUARTERLY REPORT**

HS&R Report Timeliness Validation  
State Fiscal Year 2022

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EXHIBIT A

Hospital Statistical and Reimbursement Report  
Quarterly Report

CMO Name: CareSource  
Reporting Date: 10/6/2021  
Reporting Period: 7/1/2021 - 9/30/2021

Hospital Name:	Location	Date Report Requested	Date Report Released	Requester's Name
Wills Memorial Hospital (Service dates: 5/1/2020 - 4/30/2021)	Washington	7/1/2021	7/8/2021	mrose@willsmemorialhospital.com
St. Mary's Hospital	Athens	7/1/2021	7/8/2021	Hal Mixon, Hmixon@stmarysathens.org
Good Samaritan Hospital	Greensboro	7/1/2021	7/8/2021	Hal Mixon, Hmixon@stmarysathens.org
Sacred Heart Hospital	Lavonia	7/1/2021	7/8/2021	Hal Mixon, Hmixon@stmarysathens.org
Jeff Davis Hospital (Service dates: 10/1/2020 - 4/30/2021)	Hazlehurst	7/4/2021	7/20/2021	Staci Ogilvie, sogilvie@jeffdavishospital.com
Emory University Hospital	Atlanta	7/21/2021	8/2/2021	Joseph Peggram, joseph.peggram@emoryhealthcare.org
Emory University Hospital Midtown	Atlanta	7/21/2021	8/2/2021	Joseph Peggram, joseph.peggram@emoryhealthcare.org
Irwin County Hospital	Ocilla	7/30/2021	8/2/2021	Sean Johnson, sjohnson@drafrafin-tucker.com
Taylor Regional Hospital	Hawkinsville	8/19/2021	8/26/2021	Shae Foy, sfoyd@drafrafin-tucker.com
Donalsonville Hospital	Donalsonville	8/25/2021	8/26/2021	Katie Hatcher, katie.hatcher@donalsonvillehospital.org
CHOA Eggleston	Atlanta	8/30/2021	9/8/2021	Sarah Akotia, Sarah.Akotia@choa.org
CHOA Scottish Rite	Atlanta	8/30/2021	9/8/2021	Sarah Akotia, Sarah.Akotia@choa.org
CHOA Huges Spalding	Atlanta	8/30/2021	9/8/2021	Sarah Akotia, Sarah.Akotia@choa.org
Crisp Regional Hospital	Cordele	9/2/2021	9/8/2021	Ben Glass, BGlass@drafrafin-tucker.com
Elbert Memorial Hospital (Service dates: 7/1/2020 - 6/30/2021)	Elberton	9/3/2021	9/8/2021	Kira Griffith, kgriffith@drafrafin-tucker.com
Bacon County Hospital	Alma	9/3/2021	9/8/2021	Kira Griffith, kgriffith@drafrafin-tucker.com
Southeast Georgia Health System - Brunswick	Brunswick	9/7/2021	9/8/2021	Kim Holcomb, kholcom@sghs.org
Southeast Georgia Health System - Camden	St. Marys	9/7/2021	9/8/2021	Kim Holcomb, kholcom@sghs.org
Floyd Medical Center	Rome	9/14/2021	9/17/2021	Rebecca McKinley, RMcKinley@drafrafin-tucker.com
Polk Medical Center	Cedartown	9/14/2021	9/17/2021	Rebecca McKinley, RMcKinley@drafrafin-tucker.com
Meadows Regional Medical Center	Vidalia	9/15/2021	9/17/2021	Kira Griffith, kgriffith@drafrafin-tucker.com
Burke Medical Center (Service dates: 6/1/2020 - 5/31/2021)	Waynesboro	9/17/2021	9/24/2021	Andrew Strauss, astrauss@burkemedical.net
Tift Regional Medical Center (Service dates: 10/1/2014 - 9/30/2015)	Tifton	9/21/2021	9/27/2021*	Shae Foy, sfoyd@drafrafin-tucker.com
Dorminy Medical Center	Fitzgerald	9/21/2021	9/27/2021	Becki Shaughnessy, BShaughnessy@drafrafin-tucker.com
Higgins General Hospital	Bremen	9/21/2021	9/28/2021	Becki Shaughnessy, BShaughnessy@drafrafin-tucker.com
Burke Medical Center (Service dates: 6/1/2019 - 5/31/2020)	Waynesboro	9/21/2021	9/28/2021	Becki Shaughnessy, BShaughnessy@drafrafin-tucker.com
Clinch Memorial Hospital	Homerville	9/21/2021	9/28/2021	Becki Shaughnessy, BShaughnessy@drafrafin-tucker.com
Bleckley Memorial Hospital	Cochran	9/21/2021	9/28/2021	Becki Shaughnessy, BShaughnessy@drafrafin-tucker.com
Morgan Memorial Hospital (Service dates: 7/1/2019 - 6/30/2020)	Madison	9/21/2021	9/30/2021	Becki Shaughnessy, BShaughnessy@drafrafin-tucker.com
Warms Springs Medical Center	Warm Springs	9/21/2021	9/30/2021	Becki Shaughnessy, BShaughnessy@drafrafin-tucker.com
Hospital Authority of Miller County	Colquitt	9/21/2021	9/30/2021	Becki Shaughnessy, BShaughnessy@drafrafin-tucker.com
Tanner Medical Center - Villa Rica	Villa Rica	9/21/2021	10/4/2021	Becki Shaughnessy, BShaughnessy@drafrafin-tucker.com
Tanner Medical Center	Carrollton	9/21/2021	10/4/2021	Becki Shaughnessy, BShaughnessy@drafrafin-tucker.com
Dodge County Hospital	Eastman	9/21/2021	10/4/2021	Becki Shaughnessy, BShaughnessy@drafrafin-tucker.com
Wayne Memorial Hospital (Service dates: 7/1/2019 - 6/30/2020)	Jesup	9/21/2021	10/4/2021	Becki Shaughnessy, BShaughnessy@drafrafin-tucker.com
Elbert Memorial Hospital (Service dates: 7/1/2019 - 6/30/2020)	Elberton	9/21/2021	10/4/2021	Becki Shaughnessy, BShaughnessy@drafrafin-tucker.com
Liberty Regional Medical Center	Hinesville	9/21/2021	10/4/2021	Becki Shaughnessy, BShaughnessy@drafrafin-tucker.com
Taylor Regional Hospital (Service dates: 4/1/2019 - 3/31/2020)	Hawkinsville	9/21/2021	10/4/2021	Becki Shaughnessy, BShaughnessy@drafrafin-tucker.com
Irwin County Hospital	Ocilla	9/21/2021	10/4/2021	Becki Shaughnessy, BShaughnessy@drafrafin-tucker.com
Jasper Memorial Hospital	Monticello	9/21/2021	10/4/2021	Becki Shaughnessy, BShaughnessy@drafrafin-tucker.com
Wills Memorial Hospital (Service dates: 5/1/2019 - 4/30/2020)	Washington	9/21/2021	10/4/2021	Becki Shaughnessy, BShaughnessy@drafrafin-tucker.com
South Georgia Medical Center	Valdosta	9/21/2021	10/4/2021	Becki Shaughnessy, BShaughnessy@drafrafin-tucker.com
South Georgia Medical Center - Smith Northview	Valdosta	9/21/2021	10/4/2021	Becki Shaughnessy, BShaughnessy@drafrafin-tucker.com
South Georgia Medical Center - Lanier	Lakeland	9/22/2021	10/4/2021	Becki Shaughnessy, BShaughnessy@drafrafin-tucker.com
South Georgia Medical Center - Berrien	Nashville	9/22/2021	10/4/2021	Becki Shaughnessy, BShaughnessy@drafrafin-tucker.com
Donalsonville Hospital, Inc.	Donalsonville	9/23/2021	10/4/2021	Katie Hatcher, katie.hatcher@donalsonvillehospital.org
Hospital Authority of Candler County (DBA Candler County Hospital)	Metter	9/23/2021	10/5/2021	Jesus F. Ruiz, jesus.ruiz@rsgga.com
Stephens County Hospital	Toccoa	9/23/2021	10/5/2021	Jesus F. Ruiz, jesus.ruiz@rsgga.com
Washington County Regional Medical Center	Sandersville	9/23/2021	10/5/2021	Jesus F. Ruiz, jesus.ruiz@rsgga.com
The Baxley and Appling County Hospital Authority (DBA Appling Hospital)	Baxley	9/23/2021	10/5/2021	Jesus F. Ruiz, jesus.ruiz@rsgga.com
Miller County Hospital	Colquitt	9/23/2021	10/6/2021	Elisabeth Pak, Epak@drafrafin-tucker.com
Crisp Regional Hospital	Cordele	9/23/2021	10/6/2021	Darin Reed, dreed@crispregional.com
Burke Medical Center	Waynesboro	9/24/2021	10/6/2021	Shae Foy, sfoyd@drafrafin-tucker.com
Hamilton Medical Center	Dalton	9/27/2021	10/6/2021	Catherine McKenzie, cmckenzie@hics.org
Emory University Hospital	Atlanta	9/27/2021	10/6/2021	Joseph Peggram, joseph.peggram@emoryhealthcare.org
Emory Midtown Hospital	Atlanta	9/27/2021	10/6/2021	Joseph Peggram, joseph.peggram@emoryhealthcare.org
Premier Healthcare Investments, dba Flint River Hospital	Montezuma	9/27/2021	10/6/2021	Lynn Mitchell, l.mitchell@flintriverhospital.com
Jeff Davis Hospital (Service dates: 10/1/2019 - 9/30/2020)	Hazlehurst	9/28/2021	10/6/2021	Staci Ogilvie, sogilvie@jeffdavishospital.com
Southwell Medical (formerly Cook Medical Center)	Adel	9/29/2021	10/6/2021	Lisa Gilmore, lgilmore@drafrafin-tucker.com
Jenkins County Medical Center	Millen	9/29/2021	10/6/2021	Jason Crosby, jcrosby@shpic.com
Hospital Authority of Jefferson County and the City of Louisville dba Jefferson Hospital	Louisville	9/29/2021	10/6/2021	James Harrison, jharrison@jeffersonhosp.com
Morgan Memorial Hospital (Service dates: 7/1/2020 - 6/30/2021)	Madison	9/30/2021	10/6/2021	Elisabeth Pak, Epak@drafrafin-tucker.com
Wayne Memorial Hospital (Service dates: 7/1/2020 - 6/30/2021)	Jesup	9/30/2021	10/6/2021	Elisabeth Pak, Epak@drafrafin-tucker.com

\* CareSource began operations in Georgia on 7/1/2017. The requested service dates were prior to this time. Subsequently, no HS&R were provided.