



GEORGIA DEPARTMENT OF COMMUNITY HEALTH

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

CareSource

Quarter 4: October 2021 – December 2021

February 14, 2022



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



TABLE OF CONTENTS

■ Project Background.....	2
■ Objective	3
■ Methodology.....	4
■ Assumptions and Limitations.....	5
■ Report Results.....	6
■ Findings	7
■ Exhibit A: CareSource Quarterly Report	8 - 9



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, 2021 and ending December 31, 2021 (“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 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 and the corresponding providers were contacted 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 CareSource. CareSource’s report was obtained by accessing their web portal on February 1, 2022. For Quarter 4, 38 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 6 report requests.

Telephone calls or e-mails regarding 6 HS&R reports were initiated on February 2, 2022 and completed on February 3, 2022. 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.



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 4, 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	38	0	6	6 (100.0%)	0 (0.0%)	0 (0.0%)

For the Quarter 4 analysis, 6 out of 38 HS&R reports were sampled. The results indicate information reported by CareSource was confirmed for 100 percent (6 of 6) of the HS&R reports.

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	0	6.8	14

The statistics included in Table II are based on the request and release dates reported by CareSource for Quarter 4. The minimum number of days taken to release an HS&R report to a provider was 0 days while the maximum number of days taken to release an HS&R report to a provider was 14 days.



Findings

CareSource

For Quarter 4, three representatives were contacted regarding six HS&R report requests. The request and release dates reported by CareSource were confirmed for six requests. 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 October 1, 2021 and ending December 31, 2021.



**EXHIBIT A: CARESOURCE
QUARTERLY REPORT**

HS&R Report Timeliness Validation
State Fiscal Year 2022

Hospital Statistical and Reimbursement Report Quarterly Report

CMO Name: CareSource
Reporting Date: 1/5/2022
Reporting Period: 10/1/2021 - 12/31/2021

Hospital Name:	Location	Date Report Requested	Date Report Released	Requester's Name
Elbert Memorial Hospital (Service dates: 7/1/2019 - 1/20/2020)	Elberton	10/6/2021	10/18/2021	Becki Shaughnessy, BShaughnessy@draffin-tucker.com
Elbert Memorial Hospital (Service dates: 1/21/2020 - 6/30/2020)	Elberton	10/6/2021	10/18/2021	Becki Shaughnessy, BShaughnessy@draffin-tucker.com
Mountain Lakes Medical Center	Clayton	10/11/2021	10/18/2021	Norma Sullivan, nsullivan@mlmchealth.com
Cartersville Medical Center	Cartersville	10/12/2021	10/19/2021	Joseph Lively, Joseph.Lively@hcahealthcare.com
Colisuem Medical Center	Macon	10/12/2021	10/19/2021	Joseph Lively, Joseph.Lively@hcahealthcare.com
Colisuem Northside Medical Center	Macon	10/12/2021	10/19/2021	Joseph Lively, Joseph.Lively@hcahealthcare.com
Doctors Hospital	Augusta	10/12/2021	10/19/2021	Joseph Lively, Joseph.Lively@hcahealthcare.com
Eastside Medical Center	Snellville	10/12/2021	10/19/2021	Joseph Lively, Joseph.Lively@hcahealthcare.com
Fairview Park Hospital	Dublin	10/12/2021	10/19/2021	Joseph Lively, Joseph.Lively@hcahealthcare.com
Redmond Regional Medical Center	Rome	10/12/2021	10/19/2021	Joseph Lively, Joseph.Lively@hcahealthcare.com
Memorial Health University Medical Center	Savannah	10/12/2021	10/19/2021	Joseph Lively, Joseph.Lively@hcahealthcare.com
Memorial Satilla Health	Waycross	10/12/2021	10/19/2021	Joseph Lively, Joseph.Lively@hcahealthcare.com
TMC-Higgins General	Bremen	10/15/2021	10/19/2021	Keri McDonald, kmcdonald@tanner.org Valerie Bowron, VBowron@draffin-tucker.com
TMC-Tanner East Alabama, Inc.	Wedowee, AL	10/15/2021	10/19/2021	Keri McDonald, kmcdonald@tanner.org Valerie Bowron, VBowron@draffin-tucker.com
Clinch Memorial Hospital	Homerville	10/18/2021	10/19/2021	Rebecca McKinley, RMcKinley@draffin-tucker.com
Habersham County Medical Center (Different requestor, same service dates)	Demorest	10/20/2021	11/3/2021	Becki Shaughnessy, BShaughnessy@draffin-tucker.com
Candler Hospital	Savannah	10/20/2021	11/3/2021	Tami Jeffers, jeffersta@sjchs.org
St. Joseph's Hospital	Savannah	10/20/2021	11/3/2021	Tami Jeffers, jeffersta@sjchs.org
Phoebe Putney Memorial Hospital (Service dates: 8/1/2020 - 7/31/2021)	Albany	10/22/2021	11/3/2021	Shae Foy, sfoy@draffin-tucker.com
Phoebe Sumter Medical Center	Americus	10/22/2021	11/3/2021	Shae Foy, sfoy@draffin-tucker.com
Tanner Medical Center - Carrollton	Carrollton	10/22/2021	11/3/2021	Shae Foy, sfoy@draffin-tucker.com
Tanner Medical Center - Villa Rica	Villa Rica	10/22/2021	11/3/2021	Shae Foy, sfoy@draffin-tucker.com
Phoebe North	Albany	10/27/2021	11/3/2021*	Shae Foy, sfoy@draffin-tucker.com
Phoebe Putney Memorial Hospital (Different requestor, same service dates)	Albany	11/1/2021	11/3/2021	Rebecca Kendall, rkendall@phoebehealth.com
Phoebe North	Albany	11/1/2021	11/3/2021*	Rebecca Kendall, rkendall@phoebehealth.com
Phoebe Worth Medical Center	Sylvester	11/1/2021	11/3/2021	Rebecca Kendall, rkendall@phoebehealth.com
Phoebe Sumter Medical Center (Different requestor, same service dates)	Americus	11/1/2021	11/3/2021	Rebecca Kendall, rkendall@phoebehealth.com
Dorminy Medical Center	Fitzgerald	11/1/2021	11/3/2021	Sean Johnson, Sjohnson@draffin-tucker.com
Habersham County Medical Center	Demorest	11/3/2021	11/3/2021	Taylor Phillips, TPhillips@draffin-tucker.com
Emanuel Medical Center	Swainsboro	11/9/2021	11/12/2021	Ben Glass, BGlass@draffin-tucker.com
Tifton Regional Health System	Tifton	11/15/2021	11/23/2021	Elisabeth Pak, EPak@draffin-tucker.com
Habersham County Medical Center (Different requestor, same service dates)	Demorest	11/15/2021	11/22/2021	Jeffrey B. Laird, Jeffrey.Laird@hcmcmcd.org
John D. Archbold Memorial Hospital	Thomasville	11/30/2021	12/7/2021	Patricia Barrett, PBarrett@archbold.org
Brooks County Hospital	Quitman	11/30/2021	12/7/2021	Patricia Barrett, PBarrett@archbold.org
Grady General Hospital	Cairo	11/30/2021	12/7/2021	Patricia Barrett, PBarrett@archbold.org
Mitchell County Hospital	Camilla	11/30/2021	12/7/2021	Patricia Barrett, PBarrett@archbold.org
Washington County Regional Medical Center	Sandersville	12/6/2021	12/7/2021	Jesus Ruiz, jesus.riuz@rsgga.com
Stephens County Hospital	Toccoa	12/6/2021	12/7/2021	Jesus Ruiz, jesus.riuz@rsgga.com

*There were no Medicaid and PCK claims for the requested service and payment dates. Subsequently, no HS&Rs were provided.