

The background features a blurred image of a person's face and hands, overlaid with a green geometric pattern of lines and hexagons. Various medical icons are scattered throughout, including a syringe, a pill, a virus, a stethoscope, a microscope, and a group of people. A large white cross is centered over the person's face. The text is positioned on the right side of the page, set against a dark grey diagonal background.

# GEORGIA DEPARTMENT OF COMMUNITY HEALTH

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

CareSource

Quarter 2: April 2022 – June 2022

September 13, 2022



**MYERS AND  
STAUFFER** LC  
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 April 1, 2022 and ending June 30, 2022 (“Quarter 2”). 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.



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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 August 3, 2022. For Quarter 2, 16 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 August 5, 2022 and completed on August 26, 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.



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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 2, 2022 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	16	0	6	6 (100.0%)	0 (0.0%)	0 (0.0%)

For the Quarter 2 analysis, 6 out of 16 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	6.9	19

The statistics included in Table II are based on the request and release dates reported by CareSource for Quarter 2. 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 19 days.



# Findings

## CareSource

For Quarter 2, 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 April 1, 2022 and ending June 30, 2022.





## Exhibit A: CARESOURCE QUARTERLY REPORT

### Hospital Statistical and Reimbursement Report

#### Quarterly Report

**CMO Name: CareSource**

**Reporting Date: 7/5/2022**

**Reporting Period: 4/1/2022 - 6/30/2022**

<b>Hospital Name:</b>	<b>Location</b>	<b>Date Report Requested</b>	<b>Date Report Released</b>	<b>Requester's Name</b>
Meriwether Healthcare, LLC	Warm Springs	4/4/2022	4/21/2022	Shannon Dukes
CHOA Egleston	Atlanta	4/6/2022	4/25/2022	Sarah Akotia
CHOA Hughes Spalding	Atlanta	4/6/2022	4/25/2022	Sarah Akotia
CHOA Scottish Rite	Atlanta	4/6/2022	4/25/2022	Sarah Akotia
Burke County Hospital Authority	Waynesboro	4/21/2022	4/25/2022	Celeste Dent
Perry Hospital	Perry	4/24/2022	4/25/2022	Amy G. Grube
Houston Medical Center	Warner Robins	4/24/2022	4/25/2022	Amy G. Grube
Perry Hospital	Perry	4/26/2022	5/4/2022	Amy G. Grube
Upton Regional Medical Center	Thomaston	4/27/2022	5/4/2022	Shae Foy
Candler County Hospital	Metter	5/2/2022	5/4/2022	Ben Glass
Southeast Georgia Health System - Brunswick Campus	Brunswick	5/10/2022	5/12/2022	Michelle Morris
Southeast Georgia Health System - Camden Campus	St. Marys	5/10/2022	5/12/2022	Michelle Morris
Polk Medical Center, Inc.	Cedartown	5/24/2022	5/26/2022	Rebecca McKinley
Floyd Medical Center	Rome	5/24/2022	5/26/2022	Rebecca McKinley
Memorial Hospital and Manor	Bainbridge	6/1/2022	6/6/2022	Kay Livingston
Wills Memorial Hospital	Washington	6/6/2022	6/6/2022	Mandy Rose