

The background features a blurred image of a person lying in a hospital bed, overlaid with a green semi-transparent layer. Various medical icons are scattered across the green area, including a syringe, a pill, a virus, a stethoscope, a clipboard, and a group of people. A large white cross is centered over the person's chest. The right side of the image is a dark grey diagonal shape containing the report's title and other text.

# GEORGIA DEPARTMENT OF COMMUNITY HEALTH

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

WellCare

Quarter 4: October 2020 – December 2020

April 7, 2021



**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 October 1, 2020 and ending December 31, 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 WellCare 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 WellCare to contact providers for confirmation of the dates reported by the CMO. 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 WellCare. WellCare's report was obtained by accessing their web portal on February 10, 2021. For Quarter 4, 43 HS&R reports were submitted by WellCare 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 WellCare, 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 date 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 the CMOs or provider, as necessary. Provider responses were compared with the dates reported on WellCare'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 WellCare 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 WellCare that was not included in the report to DCH, Myers and Stauffer would have communicated with WellCare 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 WellCare and provider, Myers and Stauffer accepted the documentation submitted by WellCare as confirmation.
- If instances occurred where a provider stated they received a requested HS&R report from WellCare after 20 days and that report was originally excluded from our confirmation process, we would have communicated with WellCare 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
WellCare	43	0	28	23 (82.1%)	0 (0.0%)	5 (17.9%)

For the Quarter 4 analysis, 28 out of the 43 HS&R reports were sampled. The results indicate information reported by WellCare was confirmed for 82.1 percent (23 out of 28) of the HS&R reports. Providers were deemed unreachable after three contact attempts were made represents 17.9 percent (5 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
WellCare	2.0	17.7	25.0

The statistics included in Table II are based on the request and release dates reported by WellCare for Quarter 4. The minimum number of days taken to release an HS&R report to a provider was two days while the maximum number of days taken to release an H&R report to a provider was 25 days.



## Findings

### WellCare

For Quarter 4, eighteen representatives were contacted regarding 28 HS&R report requests. The request and release dates reported by WellCare were confirmed for 23 requests. Myers and Stauffer did not identify any HS&R reports released by WellCare to a provider that were greater than 30 days. We identified fifteen HS&R reports released by WellCare that were greater than 20 days. We were unable to confirm five report requests as four providers were deemed unreachable after contact was initiated three times.

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





Exhibit A

**Hospital Statistical and Reimbursement Report**  
**Quarterly Report**

CMO Name: WellCare Health Plans, Inc.  
 Reporting Date: 01/29/2021  
 Reporting Period: 10/01/2020 - 12/31/2020

Hospital Name	Location	Date Report Requested	Date Report Released	Requester's Name
Southwell Medical (Cook Medical Center)	260 M J Taylor Rd, Adel, GA 31620	10/2/2020	10/21/2020	Lisa Gilmore
Irwin County Hospital	710 N Irwin Ave, Ocilla, GA 31774	10/2/2020	10/20/2020	Keith Williams
Mountain Lakes Medical Center	162 Legacy Point, Clayton, GA 30525	10/5/2020	10/23/2020	Kathryn Glass
Stephens County hospital	163 Hospital Rd, Toccoa, GA 30577	10/5/2020	10/23/2020	Sarah Welch
Dorminy Medical Center	200 Perry House Rd, Fitzgerald, GA 31750	10/6/2020	10/23/2020	Sharon Griffin
St. Josephs Hospital	634 Peachtree Pkwy, Cumming, GA 30041	10/7/2020	10/30/2020	Tami Jeffers
Candler Hospital	5353 Reynolds St, Savannah, GA 31405	10/7/2020	10/30/2020	Tami Jeffers
Appling County Hospital Authority	163 E Tollison St, Baxley, GA 31513	10/8/2020	10/26/2020	Jesus F. Ruiz
Donalsonville Hospital, Inc.	102 Hospital Cir, Donalsonville, GA 39845	10/8/2020	10/26/2020	Sean C. Johnson
Crisp Regional Hospital	902 7th St N, Cordele, GA 31015	10/12/2020	10/30/2020	Jacob Segoo
Emanuel Medical Center	117 Kight Rd, Swainsboro, GA 30401	10/12/2020	10/30/2020	Jacon Segoo
Emory University Hospital	1364 Clifton Rd, Atlanta, GA 30322	10/13/2020	10/30/2020	Ronda Mitchell-Wise
Emory Univeristy Hospital	1364 Clifton Rd, Atlanta, GA 30322	10/13/2020	10/30/2020	Ronda Mitchell-Wise
Emory University Hospital Midtown	550 Peachtree St NE, Atlanta, GA 30308	10/13/2020	11/5/2020	Ronda Mitchell-Wise
Emory University Hospital Midtown	550 Peachtree St NE, Atlanta, GA 30308	10/13/2020	11/5/2020	Ronda Mitchell-Wise
Elbert Memorial Hospital	4 Medical Dr, Elberton, GA 30635	10/15/2020	11/4/2020	Kira Griffith
Elbert Memorial Hospital	4 Medical Dr, Elberton, GA 30635	10/16/2020	11/4/2020	Kira Griffith
Stephens County hospital	163 Hospital Rd, Toccoa, GA 30577	10/20/2020	11/4/2020	Sarah Collins
Jenkins County Medical Center	931 E Winthrope Ave, Millen, GA 30442	10/20/2020	11/6/2020	Jason Crosby
Jenkins County Medical Center	931 E Winthrope Ave, Millen, GA 30442	10/20/2020	11/6/2020	Jason Crosby
Habersham Medical Center	541 Historic Hwy #441-N, Demorest, GA 30535	10/21/2020	11/6/2020	Gwen Clark
Habersham Medical Center	541 Historic Hwy #441-N, Demorest, GA 30535	10/30/2020	11/12/2020	Holly A. Bizic
Tifton Regional Medical Center	901 18th St, Tifton, GA 31794	11/2/2020	11/16/2020	Elisabeth Pak
Emory Johns Creek Hospital	6325 Hospital Parkway, Johns Creek, GA 30097	11/17/2020	11/19/2020	Wendy Chen
Houston County Healthcare (Southeast Health Medical Center)	1108 Ross Clark Cir, Dothan, AL 36301	11/23/2020	12/15/2020	Lisa Payne
Dorminy Medical Center	200 Perry House Rd, Fitzgerald, GA 31750	11/24/2020	12/9/2020	Sharon Griffin
Southwest Georgia Regional Medical	361 Randolph St, Cuthbert, GA 39840	11/24/2020	12/14/2020	Jake Kitchens
Washington County Regional Medical Center	610 Sparta Rd, Sandersville, GA 31082	11/30/2020	12/14/2020	Dawn L. Richards
Appling General Hospital	163 E Tollison St, Baxley, GA 31513	11/30/2020	12/14/2020	Sean C. Johnson
St Mary's Hospital	1230 Baxter St, Athens, GA 30606	12/1/2020	12/22/2020	Kathryn Glass
St. Mary's Good Samaritan Hospital	5401 Lake Oconee Pkwy, Greensboro, GA 30642	12/1/2020	12/22/2020	Kathryn Glass
Jenkins County Medical Center	931 E Winthrope Ave, Millen, GA 30442	12/4/2020	12/28/2020	Jason Crosby
Dorminy Medical Center	200 Perry House Rd, Fitzgerald, GA 31750	12/1/2020	1/5/2021	Sharon Griffin
John D. Archbold Memorial Hospital	915 Gordon Ave, Thomasville, GA 31792	12/14/2020	1/5/2021	Patricia L. Barrett
Brooks County Hospital	903 N Court St, Quitman, GA 31643	12/14/2020	1/5/2021	Patricia L. Barrett
Grady General Hospital	1155 5th St SE, Cairo, GA 39828	12/14/2020	1/5/2021	Patricia L. Barrett
Mitchell County Hospital	90 E Stephens St, Camilla, GA 31730	12/14/2020	1/5/2021	Patricia L. Barrett
Jeff Davis Hospital	163 S Tallahassee St, Hazlehurst, GA 31539	12/15/2020	1/5/2021	Staci Ogilvie
Stephens County hospital	163 Hospital Rd, Toccoa, GA 30577	12/15/2020	1/5/2021	Kelly Smallwood
Putnam County Hospital	101 Lake Oconee Pkwy, Eatonton, GA 31024	12/28/2020	1/6/2021	Kira Griffith
Monroe County Hospital	88 Martin Luther King Jr Dr, Forsyth, GA 31029	12/28/2020	1/6/2021	Kira Griffith
St Mary's Hospital	1230 Baxter St, Athens, GA 30606	12/30/2020	1/8/2021	Kathryn Glass
St. Mary's Good Samaritan Hospital	5401 Lake Oconee Pkwy, Greensboro, GA 30642	12/30/2020	1/8/2021	Kathryn Glass