



GEORGIA DEPARTMENT OF COMMUNITY HEALTH

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

WellCare

Quarter 2: April 2021 – June 2021

September 9, 2021



**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: WellCare Quarterly Report	8



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, 2021 and ending June 30, 2021 (“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 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 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.



Methodology

In order to perform this analysis, we utilized the quarterly reports submitted to DCH by each of the WellCare. WellCare’s report was obtained by accessing their web portal on August 6, 2021. For Quarter 2, 21 HS&R reports were submitted by the 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 13 report requests.

Telephone calls or e-mails regarding 13 HS&R reports were initiated on August 11, 2021 and completed on August 30, 2021. Providers were asked to provide the date they requested the HS&R report and the date that 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 WellCare or the provider, as necessary. Provider responses were compared with the dates reported on the 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 WellCare may have failed to include a provider's request for an HS&R report in the CMO's 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 the 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 2, 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	21	0	13	13 (100.00%)	0 (0.0%)	0 (0.03%)

For the Quarter 2 analysis, 13 out of 21 HS&R reports were sampled. The results indicate information reported by WellCare was confirmed for 100.00 percent (13 of 13) of the HS&R reports. Providers were deemed unreachable after three contact attempts were made represents 0.0 percent (0 of 13) 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
WellCare	0.0	17.0	25

The statistics included in Table II are based on the request and release dates reported by WellCare 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 25 days.



Findings

WellCare

For Quarter 2, eight representatives were contacted regarding 13 HS&R report requests. The request and release dates reported by WellCare were confirmed for 13 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 nine HS&R reports released by WellCare that were greater than 20 days.

Based on our findings, WellCare did not have any cases of late reporting for the quarter beginning April 1, 2021 ending June 30, 2021.



**EXHIBIT A: WELLCARE
QUARTERLY REPORT**

HS&R Report Timeliness Validation
State Fiscal Year 2021

Hospital Statistical and Reimbursement Report Quarterly Report

CMO Name: WellCare Health Plans, Inc.

Reporting Date: 07/30/2021

Reporting Period: 04/01/2021 - 06/30/2021

Hospital Name	Location	Date Report Requested	Date Report Released	Requester's Name
Grady Memorial Hospital	80 Jesse Hill Jr Dr SE, Atlanta, GA 30303	4/21/2021	5/7/2021	Felicia Sims
Huges Spalding Children's Hospital	35 Jesse Hill Jr Dr SE, Atlanta, GA 30303	4/21/2021	5/7/2021	Felicia Sims
SGMC Lanier Campus	116 West Thigpen Avenue, Lakeland, Georgia 31635	4/21/2021	4/30/2021	Shae S. Foy
Flint River Community Hospital	509 Sumter St, Montezuma, Ga 31063	4/27/2021	5/14/2021	Lynn Mitchell
Children's Healthcare of Atlanta @ Egleston	1405 Clifton Rd NE, Atlanta, GA 30322	5/3/2021	5/28/2021	Sarah Akotia
Children's Healthcare of Atlanta @ Huges Spalding	35 Jesse Hill Jr Dr SE, Atlanta, GA 30303	5/3/2021	5/28/2021	Sarah Akotia
Children's Healthcare of Atlanta @ Scottish Rite	1001 Johnson Ferry Rd NE, Atlanta, GA 30342	5/3/2021	5/28/2021	Sarah Akotia
Northridge Medical Center	70 Medical Center Dr, Commerce, Ga 30529	5/5/2021	5/28/2021	Faye Lowe
Upson Regional Medical Center	801 W Gordon St, Thomaston, GA 30286	5/11/2021	6/4/2021	Shae S. Foy
Brooks County Hospital	903 N Court St, Quitman, GA 31643	5/17/2021	6/11/2021	Patricia L. Barrett
Grady General Hospital	1155 5th St SE, Cairo, GA 39828	5/17/2021	6/11/2021	Patricia L. Barrett
John D. Archbold Memorial Hospital	915 Gordon Ave, Thomasville, GA 31792	5/17/2021	6/11/2021	Patricia L. Barrett
Mitchell County Hospital	90 E Stephens St, Camilla, GA 31730	5/17/2021	6/11/2021	Patricia L. Barrett
Southeast Georgia Health System - Camden Campus	2000 Dan Proctor Dr, St. Marys, Ga 31558	5/24/2021	6/11/2021	Michelle P. Morris
Southeast Georgia Health System - Brunswick Campus	2415 Parkwood Drive Brunswick, Ga 31520	5/24/2021	6/11/2021	Michelle P. Morris
Irwin County Hospital	710 N Irwin Ave, Ocilla, GA 31774	6/7/2021	6/18/2021	Sharon Griffin
University Hospital	1350 Walton Way, Augusta, GA	6/9/2021	6/18/2021	Sheri Poole
University Mcduffie County Regional Medical Center	2460 Washington Rd, Thomson, GA 30824	6/9/2021	6/24/2021	Sheri Poole
Memorial Hospital and Manor	1500 E Shotwell St, Bainbridge, GA 39819	6/21/2021	6/24/2021	Kay Livingston
Bleckley Memorial Hospital	145 E. Peacock St. Cochran, GA 31014	6/29/2021	7/9/2021	Elisabeth Pak
Taylor Regional Hospital	222 Perry Hwy, Hawkinsville, GA 31036	6/29/2021	7/9/2021	Elisabeth Pak