



**MYERS AND  
STAUFFER** LC  
CERTIFIED PUBLIC ACCOUNTANTS

# GEORGIA DEPARTMENT OF COMMUNITY HEALTH

## GEORGIA FAMILIES

REPORT 25: MEDICAID PRIMARY CARE SERVICES ACCESSIBILITY  
ANALYSIS

FINAL: JUNE 9, 2014



DEDICATED TO GOVERNMENT HEALTH PROGRAMS



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## Glossary

The following listing of terms and references are used throughout our description of procedures and findings:

- **Amerigroup Corporation (AGP)** – Contractor contractually engaged with DCH to obtain and finance care for enrolled Medicaid or PeachCare for Kids® members.
- **Capitation Payment Data** – Capitation Payments are made through a contractual agreement under which a CMO agrees to provide specified health care services to members for a fixed amount per month. Capitation data files contain demographic information on members by CMO.
- **Care Management Organization (CMO)** – An organization that has entered into a risk-based contractual arrangement with the Department to obtain and finance care for enrolled Medicaid and PeachCare for Kids® members. CMOs receive a per capita or capitation payment from the Department for each enrolled member. The CMOs in Georgia include AMERIGROUP Community Care (AMERIGROUP or AGP), Peach State Health Plan (PSHP), and WellCare of Georgia (WellCare).
- **CMO Provider Directory** – A listing of health care service providers under contract with a CMO. The Provider Directory is prepared by the CMOs as a reference of providers that are available to offer services to members. This Directory is available on the CMOs' websites, and is accessible for members.
- **CMO Service Regions (Region)** – DCH has divided the state, by county into six (6) service regions, *See Exhibit A.*
- **Department of Community Health (DCH or Department)** – The Department within the state of Georgia that oversees and administers the Medicaid and PeachCare for Kids® programs.
- **Georgia Families** – The risk-based managed care delivery program for Medicaid and PeachCare for Kids® in which the Department contracts with Care Management Organizations to manage the care of eligible members.
- **Hewlett Packard (HP)** – Fiscal agent claims processor for the state of Georgia.
- **PCP Assignment Report** – A quarterly report prepared by the CMOs containing information on primary care providers (PCPs) including: the number of current patients/members assigned to the PCP; the PCP's panel limitation; and, whether the PCP has an open or closed panel (i.e., an open panel indicates PCP is accepting new patients).
- **PCP-to-Member ratio** – A common measure of network adequacy. The PCP-to-Member ratio is the number of participating PCPs to the number of enrolled Georgia Families members. According to the contract between The Department of Community Health and Care Management Organizations, the CMO's standard for all In Network Providers is to accept Georgia Families members to a maximum of 2,500 members, which is a ratio of 1:2,500.



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- **Peach State Health Plan (PSHP)** – A Centene Corporation-owned CMO contractually engaged with DCH to obtain and finance care for enrolled Medicaid or PeachCare for Kids® members.
  - **Primary Care Providers (PCP)** – PCPs include: (a) Physicians who provide primary care services in the areas of Family Practice, General Practice, Pediatrics, or Internal Medicine; (b) Certified Nurse Practitioners (NP-C) specializing in Family Practice or Pediatrics; (c) Primary Care Public Health Department Clinics; (d) Physician Assistants working as a member of a physician’s practice; (e) Federally Qualified Health Centers (FQHCs) and Rural Health Clinics (RHCs); (f) Physicians specializing in Obstetrics and Gynecology if selected by CMO member as their PCP.
  - **Secret Shopper Survey** – A tool used to monitor service accessibility. The survey involves utilizing people posing as potential patients who call primary care providers and attempt to schedule an appointment.
  - **WellCare (WC)** – Contractor contractually engaged with DCH to obtain and finance care for enrolled Medicaid or PeachCare for Kids® members.



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## *Project Background*

Myers and Stauffer was engaged to assist the Department in its efforts to assess the policies and procedures of the Georgia Families program, including studying and reporting on certain issues presented by providers, selected claims paid or denied by CMOs, and selected Georgia Families policies and procedures. Initial phases of the engagement focused on hospital and physician provider subjects. Previously issued reports are available online at <http://dch.georgia.gov>. These reports assessed payment and denial trends of hospital and physician claims, the payment accuracy of selected claims, and certain CMO policies and procedures.

The Department evaluates the CMOs on the adequacy of member access to healthcare services within the Georgia Families program. The Department ensures that each CMO has an appropriate range of primary care services, facilitates member access to care, and maintains a sufficient network of providers of primary care services.

DCH directed and authorized Myers and Stauffer to review data and perform various analyses measuring the accuracy of the CMOs primary care provider networks, level of primary care provider availability, and timely access to care.

This report focuses on the Georgia Families member's access to primary care services. Analyses designed to measure network adequacy and evaluate timely access to primary care services, test the accuracy of information in the CMO Provider Directories, and identify potential barriers to primary care services were performed.



## CMO Contract Requirements

Using the Amended and Restated Contract between the Department of Community Health and Care Management Organizations for provision of services to Georgia Families, Amendment #12, we identified and utilized the key contract requirements shown in the table below in these analyses.

### KEY CONTRACT REQUIREMENTS

Contract Reference	Page	Contract Language
4.3.5.4	64	The Contractor shall up-date and amend the Directory on its Web site within five (5) Business Days of any changes, produces and distributes quarterly up-dates to all Members or P4HB Participants, and re-print the Directory and distribute to all Members at least once per year.
4.3.8.2	66	The Contractor shall maintain a Member and P4HB Participant portal that allows Members to access a searchable Directory that shall be updated within five (5) Business Days upon changes to the Provider network.
4.8.14.1	98	The Contractor shall require that all network Providers offer hours of operation that are no less than the hours of operation offered to commercial and Fee-for-Service patients. The Contractor shall encourage its PCPs to offer After-Hours office care in the evenings and on weekends.
4.8.14.2	98	The Contractor shall have in its network the capacity to ensure that waiting times for appointments do not exceed the following: <ul style="list-style-type: none"><li>• PCP (routine adult or child visits) Not to exceed 14 calendar days</li><li>• PCP (adult sick visit) Not to exceed 24 hours</li><li>• PCP (pediatric/child sick visit) Not to exceed 24 hours</li></ul>
4.8.16.1	100	The Contractor shall encourage that all In-Network Providers accept Members and P4HB Participants for treatment, unless they have a full panel (2500 members and P4HB Participants) and are accepting no new GF or commercial patients. The Contractor shall ensure that In-Network Providers do not intentionally segregate Members and P4HB Participants in any way from other persons receiving services.



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## *Data Sources*

The data sources listed below were utilized while conducting these analyses. In consultation with the Department of Community Health, we analyzed the data and other documentation received from the CMOs. Unless specified otherwise, we did not independently validate or verify the information received from the CMOs.

### **CMO PROVIDER DIRECTORIES**

The CMO Provider Directories were obtained from the Amerigroup, Peach State Health Plan, and WellCare websites. For Amerigroup, the Provider Directory published on March 13, 2013 was utilized. For Peach State, we obtained the Provider Directory from the PSHP website April 1, 2013. For WellCare, the February 2013 published version was utilized. The CMO Provider Directories included information such as primary care provider specialty, acceptance of new patients, and age range of patients served.

### **CMO CAPITATION PAYMENT DATA**

We obtained and analyzed the Georgia Families capitation payment (CAP) files for the period October 1, 2012 through December 31, 2012 received from the fiscal agent contractor. In order to determine member enrollment for each CMO, we identified members in the CAP file for which a CMO payment was received. The CAP files were used to determine CMO-enrolled members by age, county, and region, per CMO.

### **PCP ASSIGNMENT REPORTS**

PCP Assignment Reports for the period October 1, 2012 through December 31, 2012 were obtained via the CMO web portals. The PCP Assignment Reports included information about the primary care providers such as the number of current patients/members assigned to the PCP, the PCP's panel limitation, and the panel status of either open or closed (i.e., an open panel indicates the PCP was accepting new patients during the time period of this analysis).



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## *Assumptions and Limitations*

1. The methodology utilized in this analysis was not intended to be scientific, such that inferences can be made about the population with statistical precision. Accordingly, the results of the analysis may not be representative of the experiences of all CMO members.
2. This analysis did not utilize a geographic tool to measure network adequacy.
3. The primary care provider-to-member ratio analysis was based on counties without consideration of the rural/urban mileage requirements.
4. This analysis does not incorporate traveling radiuses. Therefore, care should be taken when drawing conclusions related to the findings.
5. The analysis was not designed to confirm that primary care service appointments for Georgia Families members were held or kept, or the extent to which primary care services were actually provided to Georgia Families members.
6. The PCP Assignment Report for the 4<sup>th</sup> Quarter 2012, accessed from the CMOs' web portals, was assumed to accurately represent the contracted primary care providers in the respective CMO's network.
7. Member counts are based on CMO Capitation Payment data files.
8. We noted that some primary care providers who were listed in the PCP Assignment Report did not appear in the CMO Provider Directories.
9. The secret shopper survey samples were CMO specific. Therefore, a PCP may have been contacted more than once if they accepted members from more than one CMO.
10. We accepted the verbal responses given by the PCPs during the survey without additional documentation or verification. We assumed information received from the PCPs was truthful and correct.



## *Methodology and Observations*

Analysis designed to measure primary care provider network adequacy was conducted. We also performed analyses on data obtained from the CMO Provider Directories and secret shopper surveys to determine member appointment wait times, age range of patients served, and verification of primary care provider specialties.

### PRIMARY CARE PROVIDER-TO-MEMBER RATIO

#### **METHODOLOGY**

The objective of this analysis was to examine retrospectively whether the CMO networks have sufficient numbers of primary care providers to deliver services to Georgia Families members. We used provider-to-member ratios to describe access.

The PCP-to-member ratio distribution analysis was developed based on the number of unique PCPs from each CMO PCP Assignment report per county and members per county for the period October 1, 2012 through December 31, 2012. The analysis was designed to determine the number and distribution of Georgia Families members to the number and distribution of PCPs per CMO region and determine ratios of primary care providers to members.

To determine the number and geographic location of Primary Care Providers (PCPs), we obtained the PCP Assignment Reports effective for the period October 1, 2012 through December 31, 2012 via each CMO's web portal. The PCP Assignment Reports were used to identify the PCPs by county and region for each CMO. In accordance with the contract definition, PCPs included: (a) Family Practice, General Practice, Pediatrics, Internal Medicine, and OB/GYN physicians; (b) Certified Nurse Practitioners (NP-C) specializing in Family Practice or Pediatrics; (c) Primary Care Public Health Department Clinics; (d) Physician Assistants; and (e) Federally Qualified Health Centers (FQHCs) and Rural Health Clinics (RHCs).

We utilized Capitation Payment Data for the period October 1, 2012 through December 31, 2012 to determine the unique count of members eligible for services. We identified the number of members (aged 0-20 and 21-older) by region (representing 159 counties in Georgia) for each CMO.

The primary care provider-to-member ratio was then calculated using the total number of primary care providers and members by county, region, and CMO. The primary care provider-to-member ratio reflects the number of members per one primary care provider. If a county did not have any primary care providers, the ratio begins with zero (0) followed by the number of members in the county. The provider-to-member ratios are based on counties without consideration of the rural/urban mileage requirements. For the purposes of this analysis, we determined a ratio which is lower than 100 members per PCP but higher than 2,500 members per PCP to represent a potential access to care issue.

We also analyzed the accuracy of primary care provider information by comparing PCP Assignment Reports, secret shopper survey results, and CMO Provider Directories to determine whether PCPs were available to



treat Medicaid members under the respective CMO; whether PCPs are accepting new Medicaid CMO members; age of patients served; and verification of primary care provider specialty.

## ■ OBSERVATIONS

Myers and Stauffer analyzed the geographic distribution of primary care providers (PCPs) with respect to the location of members by county. A map of service regions was developed to demonstrate the access and availability of PCPs based on the PCP-to-member ratios in each county.

Each distribution analysis includes a color-coded map to categorize the PCP-to-member ratios.

- ◆ A county with a potential access issue is identified by the color red, which denotes there are no primary care providers present in the county.
- ◆ The color brown indicates the PCP-to-member ratio is one primary care provider to 201 or more members.
- ◆ Counties in white have a PCP-to-member ratio of one primary care provider to a range from 151 to 200 members.
- ◆ Counties in yellow have a PCP-to-member ratio of one primary care provider to a range from 101 to 150 members.
- ◆ Counties shaded in blue have a PCP-to-member ratio of one primary care provider to a range from 51-100 members.
- ◆ Green counties indicate the PCP-to-member ratio is less than or equal to 50 members per single primary care provider.

## ■ AGP SUMMARY

Our analysis indicated that in 155 of the 159 Georgia counties (97.5 percent), there was at least one primary care provider. There were no primary care providers in Taylor (Central region) and Randolph, Schley, and Webster (Southwest region) counties, representing 23 enrolled Georgia Families members.

- ◆ The lowest PCP-to-member ratios were in Monroe and Treutlen (Central region) and Baker, Brooks, Calhoun, Clay, Irwin, Seminole, and Stewart (Southwest region). In these counties, there was one primary care provider for every one member (1:1).
- ◆ The highest PCP-to-member ratio was found in Madison County (North region) with one primary care provider for every 190 members (1:190). Walton County (Atlanta region) was second with one primary care provider for every 152 members (1:152). Clayton County (Atlanta region) was third with one primary care provider for every 151 members (1:151). Newton County was the fourth with one primary care provider for every 142 members (1:142), and Barrow County (Atlanta region) had the fifth highest PCP-to-member ratio with one primary care provider for every 140 members (1:140).

The overall ratio for AGP's service area was 4,871 primary care providers to 306,296 members or one primary care provider for every 63 members.

For additional details, please refer to Exhibit B.





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## ■ PSHP SUMMARY

Our analysis indicated that in 158 of the 159 Georgia counties (99.4 percent), there was at least one primary care provider. There were no primary care providers in Echols County (Southwest region), representing 147 enrolled Georgia Families members.

- ◆ The lowest PCP-to-member ratios were in Lincoln and McDuffie Counties (East region), Fannin, Floyd, and Stephens (North region), and Evans county (Southeast region). In these counties, there was one primary care provider for every two members (1:2).
- ◆ The highest PCP-to-member ratio was found in Cook County (Southwest region) with one primary care provider for every 310 members (1:310). Spalding County (Atlanta region) was second with one primary care provider for every 237 members (1:237). Lee County in the Southwest region was third with one primary care provider for every 227 members (1:227). Berrien County in the Southwest Region was fourth with one primary care provider for every 193 members (1:193) and Grady County also in the Southwest region had the fifth highest PCP-to-member ratio with one primary care provider for every 189 members (1:189).

The overall ratio for PSHP's service area was 5,314 primary care providers to 339,860 members or one primary care provider for every 64 members.

For additional details, please refer to Exhibit B.





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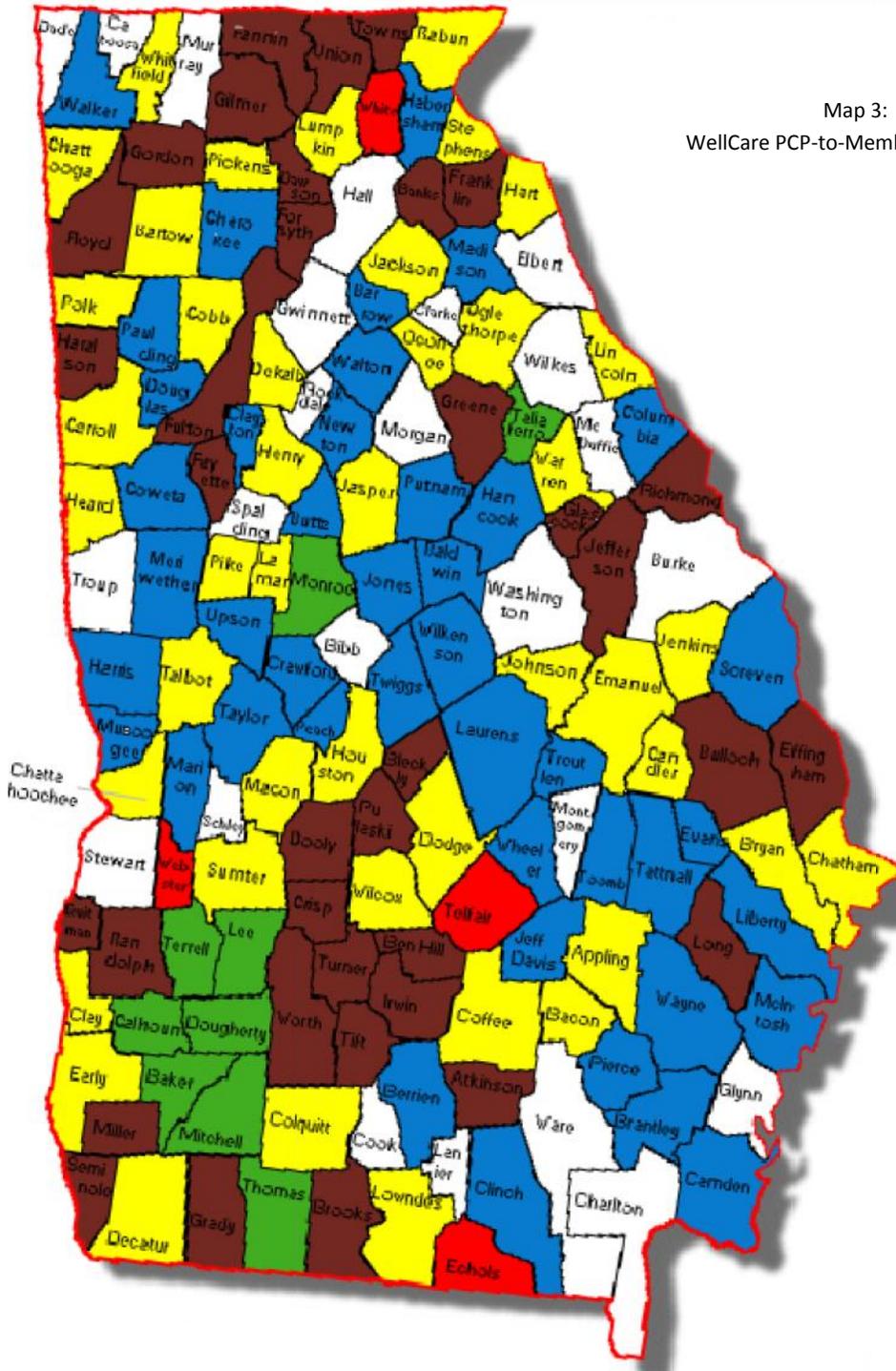
## ■ WELLCARE SUMMARY

Our analysis indicated that in 155 of the 159 Georgia counties (97.5 percent), there was at least one primary care provider. There were no primary care providers in Telfair (Central region), White (North region), and Echols and Webster (Southwest region) counties, representing 3,731 enrolled Georgia Families members.

- ◆ The lowest PCP-to-member ratios were in Taliaferro County in the East region with one primary care provider for every 20 members (1:20) followed by Calhoun County (Southwest region) with one primary care provider for every 31 members (1:31). Monroe County (Central region) had one primary care provider for every 38 members (1:38). Terrell and Thomas Counties (Southwest region) had one primary care provider for every 39 members (1:39).
- ◆ The highest PCP-to-member ratio was Treutlen County (Central region) with one primary care provider for 857 members (1:857). Taylor County (Central region) was second with one primary care provider for the 663 members (1:663). Wilkinson County (Central region) was third with one primary care provider for every 605 members (1:605). Crawford County (Central region) was fourth with one primary care provider for every 568 members (1:568), and Pierce County (Southeast region) had the fifth highest PCP-to-member ratio with one primary care provider for every 530 members (1:530).

The overall ratio for WellCare's service area was 4,749 primary care providers to 618,427 members or one primary care provider for every 130 members.

For additional details, please refer to Exhibit B.



Map 3:  
WellCare PCP-to-Member Ratio Map

COLOR	DESCRIPTION
Green	50 members or less per primary care provider in county
Blue	Greater than 50 but less than 100 members per primary care provider in county
Yellow	Greater than 100 but less than 150 members per primary care provider in county
White	Greater than 150 but less than 200 members per primary care provider in county
Brown	Greater than 200 members per primary care provider in county
Red	No primary care provider



## APPOINTMENT WAIT TIMES

### **METHODOLOGY**

The objective of this analysis was to determine the average number of days between the day an appointment was made for primary care services and the date that a primary care service was scheduled to be provided (i.e., the wait time to see a PCP). The appointment wait times (timely access) analysis was designed to determine wait times for adult routine, adult sick, child routine, and child sick appointments.

To complete this analysis, secret shopper surveys were conducted. We obtained each CMO's PCP Assignment Report via the CMO's web portals. The PCP Assignment Reports were sorted and analyzed to obtain a unique list of primary care providers (PCPs) with open panels that are under contract with each CMO.

A stratified random sampling methodology was utilized to select the 100 PCPs for each CMO to ensure all PCP provider types (as defined in the Glossary), were represented among the four call types. The list of PCPs was then subdivided into four equal groups. Group 1 consisted of PCPs for whom we analyzed the timeliness of scheduling a routine appointment for an adult. Group 2 consisted of PCPs for whom we analyzed the timeliness of scheduling an appointment for a sick adult. Group 3 consisted of PCPs for whom we analyzed the timeliness of scheduling a routine appointment for a child. Group 4 consisted of PCPs for whom we analyzed the timeliness of scheduling an appointment for a sick child.

We attempted to contact (via telephone) 100 percent of PCPs in groups 1 through 4. For purposes of this analysis, a single PCP location was considered to be a contact. A PCP location is an office that may contain one or more participating primary care providers. In total, 300 distinct PCP locations were identified on the PCP Assignment Reports obtained from each CMO.

Each PCP was contacted by mobile telephone. Each telephone was registered in Georgia. Staff members who were assigned to perform this portion of the analysis made calls from locations with minimal background noise.

During the calls, staff represented themselves as a member recently assigned to the CMO (or calling on behalf of a family member) seeking either a routine or sick adult service, or as a parent of a CMO member for either a routine or sick child service.

Between February 26 and March 18, 2013, Myers and Stauffer associates attempted to contact each PCP in the sample using an approved script and cellular telephones specifically obtained and activated for this analysis. We attempted to schedule a visit with each PCP. From the PCPs that indicated they were able to accept an appointment request, we scheduled tentative appointment dates and times. At the conclusion of each call, we advised the PCP that we needed to confirm the appointment at a later time, explaining that we would first need to arrange transportation or confirm appointment date and time with the family member. PCP responses to each question were recorded in call logs for further analysis.

In most cases, due to the volume of calls required of an analysis of this type, we made a single call to each PCP between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday. After the initial call, we did not



attempt to make follow-up contact with PCPs where the telephone number appeared to be correct but the office was closed, or where a live inquiry could not be completed.

### **OBSERVATIONS**

We attempted to contact (via telephone) a total of 300 primary care providers. We were able to schedule an appointment with 86 PCPs. The information below presents a summary of the results and experiences from attempting to schedule an appointment on behalf of a Georgia Families member.

**TABLE 2: OVERALL SUMMARY OF SECRET SHOPPER SURVEY**

	Caller Represented as AGP	Caller Represented as PSHP	Caller Represented as WellCare	Total
Appointments Attempted	100	100	100	300
Appointment Scheduled	35	23	28	86
	35%	23%	28%	
Appointment Scheduled with Confirmation of PCP Update	0	1	5	6
	0%	1%	5%	
No Appointment Necessary (Walk-Ins Accepted)	1	3	2	6
	1%	3%	2%	
Appointments "Not" Scheduled (Contact Issues) <sup>1</sup>	28	26	22	76
	28%	26%	22%	
Appointments "Not" Scheduled (PCP Availability) <sup>1</sup>	7	14	4	25
	7%	14%	4%	
Appointments "Not" Scheduled (PCP Participation) <sup>1</sup>	16	19	21	56
	16%	19%	21%	
Appointments "Not" Scheduled (Scheduling Constraints) <sup>1</sup>	13	14	18	45
	13%	14%	18%	
Average Hold Time for Appointments Scheduled (Minutes) <sup>2</sup>	1.3	0.9	1.2	

<sup>1</sup>Refer to Exhibit D for a complete listing of the Barriers to Appointment Scheduling.

<sup>2</sup> The maximum hold time was fifteen minutes. After that time elapsed, staff members were instructed to end the call.

While we attempted to contact each of the 300 primary care providers represented in the sample, we were not able to schedule an appointment with 202 primary care providers. The top five barriers to scheduling an appointment per CMO are listed in the following tables.

**TABLE 3: AGP BARRIERS TO APPOINTMENT**

Barrier	Region	Counties	PCPs
There was a recording that plays during normal business hours asking the member to leave a message.	Central, North, Southeast, Southwest	Dodge, Dougherty, Floyd, Gilmer, Liberty, Lumpkin, Monroe, Union, Ware, White, Whitfield	12
The telephone number called is invalid.	Atlanta, East, Southeast	Coweta, DeKalb, Emanuel, Gwinnett, Richmond, Ware, Wilkes	7



Barrier	Region	Counties	PCPs
The PCP requested information before scheduling the appointment.	North, Southeast, Southwest	Camden, Franklin, Grady, Stephens, Ware, Wayne	6
The PCP is not accepting new patients.	Atlanta, Central, East, North, Southeast, Southwest	Cherokee, Evans, Houston, Lee, Richmond, Walker	6
The PCP only accepts certain age groups.	Atlanta, Central, East, North, Southeast	Bibb, Fulton, Habersham, Jenkins, Ware	5

**TABLE 4: PSHP BARRIERS TO APPOINTMENT**

Barrier	Region	Counties	PCPs
The PCP does not or is no longer practicing at this location or with this group.	Border, Central, East, North, Southeast, Southwest	Dougherty, Chattooga, Evans, Glynn, Heard, Houston, Irwin, Johnson, Leon, Polk, Richmond, Tift	14
The PCP requested information before scheduling the appointment.	Atlanta, Central, East, North, Southeast, Southwest	Baldwin, Chatham, Crisp, Lowndes, Newton, Toombs, Washington, Whitfield	8
The telephone number has been disconnected or is no longer in service.	Atlanta, Central, East, Southeast	Barrow, Bulloch, Fulton, Pike, Putnam	6
There was no answer or busy signal for the telephone number called after several attempts.	Atlanta, Central, Southeast, Southwest	Bleckley, Coffee, Colquitt, DeKalb, Muscogee, Ware	6
The telephone number called is invalid.	Atlanta, Central, East, Southeast, OOS	Coweta, Muscogee, Richmond, Toombs, OOS	5

**TABLE 5: WELLCARE BARRIERS TO APPOINTMENT**

Barrier	Region	Counties	PCPs
The PCP is not accepting new patients.	Atlanta, Central, North, Southeast, Southwest	Chatham, Dodge, Dougherty, Fulton, Gwinnett, Newton, Polk	8
The PCP requested information before scheduling the appointment.	Atlanta, Central, North, Southeast, Southwest	Bulloch, Butts, Crisp, Emanuel, Floyd, Lowndes, Seminole, Stephens	8
There was a recording that plays during normal business hours asking the member to leave a message.	Central, North, Southwest	Baldwin, Fannin, Houston, Lowndes, Morgan, Muscogee, Whitfield	7
The telephone number called is invalid..	Atlanta, Central, East, Southeast, Southwest	Ben Hill, Gwinnett, Jefferson, Pulaski, Terrell, Ware	6



The provider is a specialist and not PCP.	Atlanta, East, North, Southeast, Southwest	Chatham, Colquitt, Columbia, Gilmer, Greene, Gwinnett	6
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During this analysis, we identified additional barriers to appointment scheduling, some of which are referenced in the *Findings* section of this report and a complete listing can be found in **Exhibit D**.

For the 86 contacts that resulted in an appointment, the following table represents the average number of days (excluding weekends) between the contact with the PCP and the appointment. (Same day appointments were considered to have zero wait days.)

**TABLE 6: SUMMARY OF WAIT TIMES TO APPOINTMENT**

Analysis	Appointment Call Type	AGP	PSHP	WellCare
Average Wait Time (Days)	Overall	2 days	3 days	3.2 days
	Adult - Routine	1.2 days	2.7 days	0.8 day
	Adult - Sick	4.8 days	1.8 days	1 day
	Child - Routine	2.0 days	8 days	3.6 days
	Child - Sick	0.9 days	0.6 days	1.4 days
# of Appointments/Wait Time Standard "Met"	Overall	32 (91.4%)	19 (82.7%)	26 (92.9%)
	Adult - Routine	5 (100%)	3 (100.0%)	6 (100.0%)
	Adult - Sick	7 (77.8%)	3 (60.0%)	7 (87.5%)
	Child - Routine	12 (100.0%)	6 (85.7%)	5 (100.0%)
	Child - Sick	8 (88.9%)	7 (87.5%)	8 (88.9%)
# of Appointments/Wait Time Standard "Not Met"	Overall	3 (8.6%)	4 (17.3%)	2 (7.1%)
	Adult - Routine	0 (0.0%)	0 (0.0%)	0 (0.0%)
	Adult - Sick	2 (22.2%)	2 (40.0%)	1 (12.5%)
	Child - Routine	0 (0.0%)	1 (14.3%)	0 (0.0%)
	Child - Sick	1 (11.1%)	1 (12.5%)	1 (11.1%)

### ■ AGP WAIT TIME SUMMARY

- ◆ Overall:
  - ◆ The average wait time to schedule an appointment was 2 days.
  - ◆ 8.6 percent of PCPs did not meet either the 14 calendar day wait standard for routine visits or the 24 hour wait time standard for sick visits.
- ◆ **Adult - Routine:** 100 percent of PCPs met the 14 calendar day wait standard for routine visits.
- ◆ **Adult - Sick:** 22.2 percent of PCPs did not meet the 24 hour wait time standard.
- ◆ **Child - Routine:** 100 percent of PCPs met the 14 calendar day wait standard for routine visits.
- ◆ **Child - Sick:** 11.1 percent of PCPs did not meet the 24 hour wait time standard for sick visits.

### ■ PSHP WAIT TIME SUMMARY

- ◆ Overall:
  - ◆ The average wait time to schedule an appointment was 3 days.



- 
- ◆ 17.3 percent of PCPs did not meet either the 14 calendar day wait standard for routine visits or the 24 hour wait time standard for sick visits.
  - ◆ **Adult - Routine:** 100 percent of PCPs met the 14 calendar day wait standard for routine visits.
  - ◆ **Adult - Sick:** 40 percent of PCPs did not meet the 24 hour wait time standard.
  - ◆ **Child - Routine:** 14.3 percent of PCPs did not meet the 14 calendar day wait standard for routine visits.
  - ◆ **Child - Sick:** 12.5 percent of PCPs did not meet the 24 hour wait time standard for sick visits.

■ **WELLCARE WAIT TIME SUMMARY**

- ◆ **Overall:**
  - ◆ The average wait time to schedule an appointment was 3.2 days.
  - ◆ 7.1 percent of PCPs did not meet either the 14 calendar day wait standard for routine visits or the 24 hour wait time standard for sick visits.
- ◆ **Adult - Routine:** 100 percent of PCPs met the 14 calendar day wait standard for routine visits.
- ◆ **Adult - Sick:** 12.5 percent of PCPs did not meet the 24 hour wait time standard.
- ◆ **Child - Routine:** 100 percent of PCPs met the 14 calendar day wait standard for routine visits.
- ◆ **Child - Sick:** 11.1 percent of PCPs did not meet the 24 hour wait time standard for sick visits.



# Findings

The table below summarizes the observations and findings related to the Medicaid Primary Care Services Accessibility Analysis.

## OVERALL ANALYSIS FINDINGS

Analysis Area	Observations / Findings
<p><b>PCP-to-Member Ratio</b></p>	<ul style="list-style-type: none"> <li>◆ The statewide PCP-to-member ratio for the three CMOs combined was 1:85.               <ul style="list-style-type: none"> <li>○ AGP’s PCP-to-member ratio was 1:63.</li> <li>○ PSHP’s PCP-to-member ratio was 1:64.</li> <li>○ WellCare’s PCP-to-member ratio was 1:130.</li> </ul> </li> <li>◆ WellCare had the highest PCP-to-member ratio per county; AGP had the lowest PCP-to-member ratio per county.</li> </ul> <hr/> <ul style="list-style-type: none"> <li>◆ The Southwest region had the most counties where there were no PCPs for all three CMOs.</li> <li>◆ PSHP and WellCare did not have PCPs in Echols County.</li> <li>◆ AGP and WellCare did not have PCPs in Webster County.</li> </ul> <hr/> <ul style="list-style-type: none"> <li>◆ The distribution of PCPs to members per CMO with open panels is reflected below. A closed panel analysis can be found in <i>Exhibit E</i>.</li> <li>◆ For AGP, 74 percent of PCPs have 100 or less members assigned and 8 percent of PCPs have zero members assigned.</li> <li>◆ For PSHP, 46 percent of PCPs have 100 or less members assigned and 42 percent of PCPs have zero members assigned.</li> <li>◆ For WellCare, 65 percent of PCPs have 100 or less members assigned and 10 percent of PCPs have zero members assigned.</li> <li>◆ For the three CMOs combined, there were less than 1 percent of PCPs with 2,500 or more members assigned.</li> </ul>
<p><b>Secret Shopper Survey/ Appointment Wait Time</b></p>	<ul style="list-style-type: none"> <li>◆ We attempted to contact each of the 300 primary care providers represented in the sample.</li> <li>◆ We were able to schedule appointments with 86 primary care providers.</li> <li>◆ We were not able to schedule appointments with 202 primary care providers.               <ul style="list-style-type: none"> <li>○ For AGP, 64 appointments were not scheduled.</li> <li>○ For PSHP, 73 appointments were not scheduled.</li> <li>○ For WellCare, 65 appointments were not scheduled.</li> </ul> </li> <li>◆ For the three CMOs combined, 76 appointments were not scheduled due to contact issues during normal business hours.</li> </ul>
<p><b>Additional Analysis</b></p>	<ul style="list-style-type: none"> <li>◆ There were four PCPs listed on the PCP Assignment Reports with a location outside of the 50 mile Georgia border.</li> <li>◆ The CMOs, PCPs, and locations are listed below:               <ul style="list-style-type: none"> <li>○ <b>PSHP</b> <ul style="list-style-type: none"> <li>▪ Venu Devabhaktuni - Pediatric Medicine, Pediatrix Group of FL, Ft. Lauderdale, FL</li> </ul> </li> </ul> </li> </ul>



Analysis Area	Observations / Findings
	<ul style="list-style-type: none"> <li>▪ Jorge Del Toro - Pediatric Medicine, Pediatrix Group of FL, Ft. Lauderdale, FL</li> <li>○ <b>WellCare</b> <ul style="list-style-type: none"> <li>▪ Humboldt General Hospital, Humboldt, TN</li> <li>▪ Ann H. Rybolt - Internal Medicine, Greensboro, NC</li> </ul> </li> <li>◆ The Secret Shopper survey results revealed there were primary care providers with an “open” panel status on the PCP Assignment Reports. However, these primary care providers were not accepting new members.</li> <li>◆ When these results were compared with the CMO’s Provider Directory,               <ul style="list-style-type: none"> <li>○ For AGP, 35 percent of their primary care providers were not listed in the CMO’s Provider Directory.</li> <li>○ For PSHP, 30 percent of their primary care providers were not listed in the CMO’s Provider Directory.</li> <li>○ For WellCare, 19 percent of their primary care providers were not listed in the CMO’s Provider Directory.</li> </ul> </li> </ul>

### ■ AMERIGROUP FINDINGS

Analysis Area	Observations / Findings
<b>PCP-to-Member Ratio</b>	<ul style="list-style-type: none"> <li>◆ There were four counties (Randolph, Schley, Taylor, and Webster) in AGP’s network without a Primary Care Provider, affecting 23 members.</li> <li>◆ These counties are considered rural and classified as Primary Health Professional Shortage Areas by the State Office of Rural Health.</li> <li>◆ The lowest PCP-to-member ratios were in:               <ul style="list-style-type: none"> <li>○ Central region: Monroe and Treutlen</li> <li>○ Southwest region: Baker, Brooks, Calhoun, Clay, Irwin, Seminole, and Stewart</li> </ul> </li> </ul>
<b>Secret Shopper Survey/ Appointment Wait Time</b>	<ul style="list-style-type: none"> <li>◆ Four out of the top five barriers to scheduling an appointment were found in Ware County (Southeast region).</li> <li>◆ Barriers to making an appointment occurred most frequently in the North and Southeast regions.</li> <li>◆ In Fulton County (Atlanta region): One Family Medicine provider referred a sick child visit to an Urgent Care Facility as the child could not be seen as a new patient until the end of May.</li> <li>◆ For the Central, North, Southeast, and Southwest regions, survey results indicated six PCPs required the member’s age and/or medical records to be reviewed prior to the PCP making a determination of member acceptance as a new patient.</li> <li>◆ The average wait time to schedule an appointment was 2 days.</li> </ul>



Analysis Area	Observations / Findings
	<ul style="list-style-type: none"> <li>◆ 8.6 percent of PCPs did not meet either the 14 calendar day wait standard for routine visits or the 24 hour wait time standard for sick visits.</li> </ul>
<b>Accepting New and/or Existing Patients</b>	<ul style="list-style-type: none"> <li>◆ The Secret Shopper survey results showed:               <ul style="list-style-type: none"> <li>○ One PCP in Houston County (Central region) was listed on the PCP Assignment Report with an “open” panel status; however, the AGP Provider Directory indicated the PCP was not accepting new patients.</li> <li>○ In Lowndes County (Southwest region): one PCP was not accepting new primary care patients; only infectious disease patients.</li> <li>○ In Walker County (North region): one PCP was not accepting new Medicaid members. However, this PCP was accepting new patients with other types of insurance.</li> </ul> </li> </ul>
<b>Age Range Served</b>	<ul style="list-style-type: none"> <li>◆ The AGP Provider Directory indicated a Pediatrician in Henry County (Atlanta region) served members aged 0-99; however, the survey revealed the Pediatrician served members aged 0-20.</li> </ul>
<b>PCP Specialty Verification</b>	<ul style="list-style-type: none"> <li>◆ There were no reported issues with PCP Provider specialty.</li> </ul>

**■ PEACH STATE HEALTH PLAN FINDINGS**

Analysis Area	Observations / Findings
<b>PCP-to-Member Ratio</b>	<ul style="list-style-type: none"> <li>◆ There was one county (Echols) in PSHP’s network without a Primary Care Provider, affecting 147 members.</li> <li>◆ Echols County is considered rural and designated as a Primary Health Professional Shortage Area by the State Office of Rural Health.</li> <li>◆ The lowest PCP-to-member ratios were in:               <ul style="list-style-type: none"> <li>○ East region: Lincoln and McDuffie</li> <li>○ North region: Fannin, Floyd, and Stephens</li> <li>○ Southeast region: Evans</li> </ul> </li> </ul>
<b>Secret Shopper Survey/ Appointment Wait Time</b>	<ul style="list-style-type: none"> <li>◆ Two out of the top five barriers to scheduling an appointment were found in Richmond County (East region) Muscogee County (Central region), and Toombs County (Southeast region).</li> <li>◆ Barriers to making an appointment occurred most frequently in the Central region.</li> <li>◆ In Henry County (Atlanta region): One PCP indicated that they no longer accept PSHP members and did not know why they are still listed as a participating provider.</li> <li>◆ In Richmond County (East region): One PCP contacted for a routine adult visit only works in a hospital ICU as a</li> </ul>



Analysis Area	Observations / Findings
	<p>Pulmonologist.</p> <ul style="list-style-type: none"> <li>◆ For the Atlanta, Central, East, North, Southeast, and Southwest regions, survey results indicated eight PCPs required the member's age and/or medical records to be reviewed prior to the PCP making a determination of member acceptance as a new patient.</li> <li>◆ The average wait time to schedule an appointment was 3 days.</li> <li>◆ 17.3 percent of PCPs did not meet either the 14 calendar day wait standard for routine visits or the 24 hour wait time standard for sick visits.</li> </ul>
<b>Accepting New and/or Existing Patients</b>	<ul style="list-style-type: none"> <li>◆ The Secret Shopper survey results showed:               <ul style="list-style-type: none"> <li>○ Three PCPs in the North and Southwest regions were listed on the PCP Assignment Report with an "open" panel status; however, the CMO Provider Directory indicated the PCP was not accepting new members.</li> <li>○ In Glynn County (Southeast region): one PCP indicated she did not accept PSHP and she was not aware of any primary care providers in the Brunswick area who accepted PSHP.</li> <li>○ In Troup County (Central region): one PCP indicated only sick Medicaid members were being accepted at this time.</li> </ul> </li> </ul>
<b>Age Range Served</b>	<ul style="list-style-type: none"> <li>◆ There were no issues related to age range served. PSHP's Provider Directory included indications that a member should verify the age range served with the PCP prior to attempting to make an appointment.</li> </ul>
<b>PCP Specialty Verification</b>	<ul style="list-style-type: none"> <li>◆ One PCP in Richmond County (East region) was listed on the PCP Assignment Report as an Internal Medicine provider. However, survey results revealed the provider to be a Pulmonologist.</li> </ul>

## ■ **WELLCARE FINDINGS**

Analysis Area	Observations / Findings
<b>PCP-to-Member Ratio</b>	<ul style="list-style-type: none"> <li>◆ There were four counties (Echols, Telfair, Webster, and White) in WellCare's network without a Primary Care Provider, affecting 3,731 members.</li> <li>◆ The lowest PCP-to-member ratios were in:               <ul style="list-style-type: none"> <li>○ East region: Taliaferro</li> <li>○ Central region: Monroe</li> <li>○ Southwest region: Calhoun, Terrell, and Thomas</li> </ul> </li> </ul>
<b>Secret Shopper Survey/ Appointment Wait Time</b>	<ul style="list-style-type: none"> <li>◆ Three out of the top five barriers to scheduling an appointment were found in Gwinnett County (Atlanta region).</li> <li>◆ Barriers to making an appointment occurred most frequently in the Atlanta and Southwest regions.</li> </ul>



Analysis Area	Observations / Findings
	<ul style="list-style-type: none"> <li>◆ In Fulton County (Atlanta region): One PCP, listed as a Pediatrician on the PCP Assignment Report, referred the caller to Hughes Spalding for the treatment of flu like symptoms.</li> <li>◆ In Muscogee County (Central region): One Family Practice provider indicated they do not regularly see children. The caller was referred to another PCP in the practice; however, that PCP's scheduled was full for the next two weeks. A second referral was made to the <i>Pediatrics After Hours or Acute Care South</i>.</li> <li>◆ For the Atlanta, Central, North, Southeast, and Southwest regions, survey results indicated eight PCP required the member's age and/or medical records to be reviewed prior to the PCP making a determination of member acceptance as a new patient.</li> <li>◆ The average wait time to schedule an appointment was 3.2 days.</li> <li>◆ 7.1 percent of PCPs did not meet either the 14 calendar day wait standard for routine visits or the 24 hour wait time standard for sick visits.</li> </ul>
<p><b>Accepting New and/or Existing Patients</b></p>	<ul style="list-style-type: none"> <li>◆ The Secret Shopper survey results showed:               <ul style="list-style-type: none"> <li>○ For the Atlanta, Central, East, Southeast, and Southwest regions, there were 16 instances where the PCP Assignment Report had an "open" panel status; however, the CMO Provider Directory indicated the PCPs were not accepting new patients.</li> <li>○ In Gwinnett County (Atlanta region): one PCP was not accepting new WellCare members (existing patients only). However, this PCP was accepting new patients with other types of insurance.</li> <li>○ In Colquitt County (Southwest region) and Dodge County (Central region): two PCPs indicated they were not accepting WellCare members at this time.</li> <li>○ In Effingham County (Southeast region): one PCP indicated they were not accepting new Medicaid members.</li> </ul> </li> </ul>
<p><b>Age Range Served</b></p>	<ul style="list-style-type: none"> <li>◆ The Secret Shopper survey results showed:               <ul style="list-style-type: none"> <li>○ In Dougherty County (Southwest region): a Pediatrician indicated they served patients aged 0-20; however, the PCP was listed in the CMO Provider Directory as serving ages 0 to 99.</li> <li>○ In Tattnall County (Southeast region): a General Practitioner indicated that they served primarily teens</li> </ul> </li> </ul>



Analysis Area	Observations / Findings
	<p>and adults, was listed in the CMO Provider Directory as serving ages 0 to 99.</p> <ul style="list-style-type: none"><li>○ In Greene County (East region): One General Practitioner, who was not accepting young children, was listed in the CMO Provider Directory as serving ages 2 to 99.</li><li>○ In Toombs County (Southeast region): a General Practitioner, who only treats adults ages 18 to 99, was listed in the CMO Provider Directory as serving ages 0 to 99.</li></ul>
<b>PCP Specialty Verification</b>	<ul style="list-style-type: none"><li>◆ One PCP in Columbia County (East region) was listed on the PCP Assignment Report as a Pediatrician; however, survey results revealed the PCP to be an Allergy and Immunology Specialist. Additionally, the CMO Provider Directory listed this PCP's specialty as General Practice.</li><li>◆ One PCP in Chatham County (Southeast region) was listed as Internal Medicine on both the PCP Assignment Report and the CMO Provider Directory; however, the survey determined the PCP to be a Sleep Disorder Specialist.</li></ul>



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## *Recommendations*

We make the following recommendations regarding the Medicaid Primary Care Services Accessibility Analysis.

### **RECOMMENDATIONS APPLICABLE TO DCH**

- In addition to the existing access requirements, it may be beneficial to the Department and Georgia Families members for DCH to establish a PCP minimum member enrollment or minimum primary care provider-to-member ratio requirement in addition to geographic distance or travel time requirements.
- We recommend that the contract between DCH and the CMOs be amended to include a requirement for the CMOs to develop and submit PCP-to-member ratio reports representing the number of PCPs per number of assigned Georgia Families members and indicating open and closed panels.
- DCH may wish to consider requiring the CMOs to conduct quality assurance reviews of their Provider Directories on a quarterly basis, providing the results to the Department. This procedure may help the Department ensure that primary care provider demographics, panel sizes, panel status, and specialties listed in the Directories are valid and accurate.
- DCH may wish to encourage the CMOs to only enter into contractual agreements with primary care providers who are within the CMO's respective service region.
- As a quality measure, DCH may wish to request a response from the CMOs regarding the counties identified as not having primary care providers.
- DCH may wish to require the CMOs to establish guidelines for primary care providers to incorporate protocols when they are unavailable during normal business hours. This procedure will ensure that Georgia Families members are receiving timely access to care.
- The Department may wish to amend the contract between DCH and the CMOs to require that telemedicine/telehealth be utilized in order to provide accessible primary care services to underserved populations and in rural areas. In addition, DCH may require the CMOs to report PCPs practicing telemedicine/telehealth based on geographic location and the number of members assigned to them.

### **RECOMMENDATIONS APPLICABLE TO THE CMOs**

- The CMOs should address the barriers to scheduling appointments which are listed in Exhibit D.
- The CMOs should address and report to the Department their findings and subsequent action plans for counties identified as not having primary care providers.
- The CMOs should require primary care providers to not exclude Georgia Families members on the basis of their health or pre-existing condition, unless there is a contractual agreement in place between the CMO and the PCP.



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- The CMOs should develop alternative methods for primary care providers and Georgia Families members to report problems or discrepancies found in the CMO's Provider Directories. For example, creating a function on the web portals to notify the CMO of issues related to the Directory.
  - The CMOs should conduct quality assurance reviews of their Provider Directories on a quarterly basis, providing the results to the Department. This procedure will ensure that the provider information contained in the Directories is valid and accurate.
  - The CMOs should assess their telemedicine/telehealth programs on a monthly basis, providing the results to the Department. This process will determine if the program increases and expands access to care and improves health care quality and outcomes for Georgia Families members.



# Exhibit A

## CMO SERVICE REGIONS

### Atlanta

Barrow, Bartow, Butts, Carroll, Cherokee, Clayton, Cobb, Coweta, DeKalb, Douglas, Fayette, Forsyth, Walton

### Central

Baldwin, Bibb, Bleckley, Chattahoochee, Crawford, Crisp, Dodge, Dooly, Harris, Heard, Houston, Johnson, Jones, Lamar, Laurens, Macon, Marion, Meriwether, Monroe, Muscogee, Peach, Pike, Pulaski, Talbot, Taylor, Telfair, Treutlen, Troup, Twiggs, Upson, Wheeler, Wilcox, Wilkinson

### East

Burke, Columbia, Emanuel, Glascock, Greene, Hancock, Jefferson, Jenkins, Lincoln, McDuffie, Putnam, Richmond, Taliaferro, Warren, Washington, Wilkes

### North

Banks, Catoosa, Chattooga, Clarke, Dade, Dawson, Elbert, Fannin, Floyd, Franklin, Gilmer, Gordon, Habersham, Hall, Hart, Jackson, Lumpkin, Madison, Morgan, Murray, Oconee, Oglethorpe, Polk, Rabun, Stephens, Towns, Union, Walker, White, Whitfield

### Southeast

Appling, Bacon, Brantley, Bryan, Bulloch, Camden, Candler, Charlton, Chatham, Effingham, Evans, Glynn, Jeff Davis, Liberty, Long, McIntosh, Montgomery, Pierce, Screven, Tattnall, Toombs, Ware, Wayne

### Southwest

Atkinson, Baker, Ben Hill, Berrien, Brooks, Calhoun, Clay, Clinch, Coffee, Colquitt, Cook, Decatur, Dougherty, Early, Echols, Grady, Irwin, Lanier, Lee, Lowndes, Miller, Mitchell, Quitman, Randolph, Schley, Seminole, Stewart, Sumter, Terrell, Thomas, Tift, Turner, Webster, Worth



## Exhibit B

### TOTAL MEMBERS, PRIMARY CARE PROVIDERS, & PCP-TO-MEMBER RATIOS BY REGION, BY COUNTY, PER CMO

Total Members, PCPs, and PCP-to-Member Ratios by Region, by County, by CMO									
4th Quarter 2012									
Region/County/ Rural (R) or Urban (U)	AMERIGROUP			PEACH STATE			WELLCARE		
	AGP Members <sup>1</sup>	AGP PCPs <sup>2</sup>	AGP PCP-to- Member Ratio <sup>7</sup>	PSHP Members <sup>3</sup>	PSHP PCPs <sup>4</sup>	PSHP PCP- to-Member Ratio <sup>7</sup>	WC Members <sup>5</sup>	WC PCPs <sup>6</sup>	WC PCP-to Member Ratio <sup>7</sup>
<b>Atlanta</b>	<b>172,866</b>	<b>2,062</b>	<b>1:84</b>	<b>194,057</b>	<b>2,479</b>	<b>1:78</b>	<b>259,965</b>	<b>1,939</b>	<b>1:134</b>
Barrow (U)	2,519	18	1:140	2,896	18	1:161	4,647	11	1:422
Bartow (U)	2,826	89	1:32	1,578	74	1:21	9,210	73	1:126
Butts (R)	415	13	1:32	1,392	13	1:107	1,887	7	1:270
Carroll (U)	1,854	25	1:74	6,255	89	1:70	8,778	68	1:129
Cherokee(U)	6,289	54	1:116	4,919	46	1:107	8,234	35	1:235
Clayton (U)	13,563	90	1:151	15,308	97	1:158	14,588	69	1:211
Cobb (U)	22,060	266	1:83	11,660	211	1:55	31,027	236	1:131
Coweta (U)	1,439	28	1:51	1,907	87	1:22	9,141	44	1:208
DeKalb (U)	27,335	290	1:94	41,604	238	1:175	31,168	262	1:119
Douglas (U)	5,170	41	1:126	3,244	40	1:81	10,171	45	1:226
Fayette (U)	1,677	45	1:37	2,094	40	1:52	2,655	46	1:58
Forsyth (U)	1,837	49	1:37	1,273	40	1:32	4,603	50	1:92
Fulton (U)	37,030	530	1:70	34,142	843	1:41	42,345	503	1:84
Gwinnett (U)	25,138	238	1:106	33,756	295	1:114	36,257	228	1:159
Haralson (R)	336	10	1:34	1,613	25	1:65	2,295	24	1:96
Henry (U)	7,680	98	1:78	8,609	86	1:100	10,480	79	1:133
Jasper (R)	393	7	1:56	548	14	1:39	809	6	1:135



Total Members, PCPs, and PCP-to-Member Ratios by Region, by County, by CMO

4th Quarter 2012

Region/County/ Rural (R) or Urban (U)	AMERIGROUP			PEACH STATE			WELLCARE		
	AGP Members <sup>1</sup>	AGP PCPs <sup>2</sup>	AGP PCP-to- Member Ratio <sup>7</sup>	PSHP Members <sup>3</sup>	PSHP PCPs <sup>4</sup>	PSHP PCP- to-Member Ratio <sup>7</sup>	WC Members <sup>5</sup>	WC PCPs <sup>6</sup>	WC PCP-to Member Ratio <sup>7</sup>
Newton (U)	4,409	31	1:142	4,962	40	1:124	7,814	31	1:252
Paulding (U)	2,728	34	1:80	1,085	24	1:45	6,915	29	1:238
Pickens (R)	783	17	1:46	623	24	1:26	1,796	12	1:150
Rockdale (U)	3,393	51	1:67	3,433	70	1:49	5,727	38	1:151
Spalding (U)	647	16	1:40	6,634	28	1:237	3,056	16	1:191
Walton (U)	3,345	22	1:152	4,522	37	1:122	6,362	27	1:236
<b>Central</b>	<b>1,604</b>	<b>358</b>	<b>1:4</b>	<b>55,973</b>	<b>874</b>	<b>1:64</b>	<b>90,049</b>	<b>559</b>	<b>1:161</b>
Baldwin (U)	137	9	1:15	1,156	22	1:53	4,564	14	1:326
Bibb (U)	231	42	1:6	10,999	212	1:52	16,176	106	1:153
Bleckley (R)	16	5	1:3	616	18	1:34	1,058	12	1:88
Chattahoochee (R)	5	2	1:3	161	2	1:81	378	3	1:126
Crawford (R)	10	5	1:2	588	7	1:84	1,136	2	1:568
Crisp (R)	24	16	1:2	1,561	31	1:50	2,887	34	1:85
Dodge (R)	20	11	1:2	1,225	20	1:61	1,761	13	1:135
Dooly (R)	12	3	1:4	807	14	1:58	998	10	1:100
Harris (R)	10	1	1:10	931	13	1:72	899	2	1:450
Heard (R)	32	5	1:6	567	7	1:81	830	6	1:138
Houston (U)	189	71	1:3	4,075	95	1:43	11,553	110	1:105
Johnson (R)	34	9	1:4	433	10	1:43	866	6	1:144
Jones (R)	21	8	1:3	685	8	1:86	951	2	1:476
Lamar (R)	45	14	1:3	1,043	17	1:61	1,153	11	1:105
Laurens (U)	84	20	1:4	3,224	36	1:90	5,175	23	1:225
Macon (R)	8	4	1:2	793	14	1:57	1,063	10	1:106



Total Members, PCPs, and PCP-to-Member Ratios by Region, by County, by CMO

4th Quarter 2012

Region/County/ Rural (R) or Urban (U)	AMERIGROUP			PEACH STATE			WELLCARE		
	AGP Members <sup>1</sup>	AGP PCPs <sup>2</sup>	AGP PCP-to- Member Ratio <sup>7</sup>	PSHP Members <sup>3</sup>	PSHP PCPs <sup>4</sup>	PSHP PCP- to-Member Ratio <sup>7</sup>	WC Members <sup>5</sup>	WC PCPs <sup>6</sup>	WC PCP-to Member Ratio <sup>7</sup>
Marion (R)	4	1	1:4	403	7	1:58	756	2	1:378
Meriwether (R)	49	6	1:8	1,336	20	1:67	1,407	6	1:235
Monroe (R)	21	28	1:1	1,051	22	1:48	1,206	32	1:38
Muscogee (U)	236	6	1:39	8,737	145	1:60	18,183	80	1:227
Peach (R)	32	10	1:3	1,586	15	1:106	3,516	11	1:320
Pike (R)	62	5	1:12	1,087	10	1:109	962	7	1:137
Pulaski (R)	13	5	1:3	552	19	1:29	832	12	1:69
Talbot (R)	2	1	1:2	313	7	1:45	530	4	1:133
Taylor (R)	7	0	0:7	569	4	1:142	663	1	1:663
Telfair (R)	23	6	1:4	793	12	1:66	1,440	0	0:1440
Treutlen (R)	10	10	1:1	304	8	1:38	857	1	1:857
Troup (U)	150	24	1:6	6,509	36	1:181	3,038	20	1:152
Twiggs (R)	5	3	1:2	390	4	1:98	512	1	1:512
Upton (R)	58	13	1:4	1,971	16	1:123	2,097	8	1:262
Wheeler (R)	20	5	1:4	308	7	1:44	635	2	1:318
Wilcox (R)	13	7	1:2	622	9	1:69	757	6	1:126
Wilkinson (R)	21	3	1:7	578	7	1:83	1,210	2	1:605
<b>East</b>	<b>30,487</b>	<b>460</b>	<b>1:66</b>	<b>1,345</b>	<b>249</b>	<b>1:5</b>	<b>41,371</b>	<b>348</b>	<b>1:119</b>
Burke (R)	1,864	22	1:85	47	1	1:47	2,112	14	1:151
Columbia (U)	3,832	43	1:89	201	14	1:14	5,388	25	1:216
Emanuel (R)	1,441	42	1:34	167	29	1:6	2,857	23	1:124
Glascocock (R)	199	13	1:15	4	1	1:4	259	4	1:65
Greene (R)	833	19	1:44	38	15	1:3	1,411	18	1:78



**Total Members, PCPs, and PCP-to-Member Ratios by Region, by County, by CMO**  
4th Quarter 2012

Region/County/ Rural (R) or Urban (U)	AMERIGROUP			PEACH STATE			WELLCARE		
	AGP Members <sup>1</sup>	AGP PCPs <sup>2</sup>	AGP PCP-to- Member Ratio <sup>7</sup>	PSHP Members <sup>3</sup>	PSHP PCPs <sup>4</sup>	PSHP PCP- to-Member Ratio <sup>7</sup>	WC Members <sup>5</sup>	WC PCPs <sup>6</sup>	WC PCP-to Member Ratio <sup>7</sup>
Hancock (R)	383	9	1:43	43	9	1:5	864	4	1:216
Jefferson (R)	1,367	33	1:41	20	3	1:7	1,737	27	1:64
Jenkins (R)	648	11	1:59	13	5	1:3	808	6	1:135
Lincoln (R)	325	11	1:30	6	3	1:2	566	4	1:142
McDuffie (R)	1,897	20	1:95	31	11	1:3	2,095	11	1:190
Putnam (R)	820	10	1:82	107	11	1:10	1,988	5	1:398
Richmond (U)	14,662	169	1:87	562	120	1:5	17,739	177	1:100
Taliaferro (R)	96	8	1:12	6	1	1:6	137	7	1:20
Warren (R)	335	14	1:24	11	1	1:11	522	5	1:104
Washington (R)	1,082	26	1:42	72	22	1:3	1,968	12	1:164
Wilkes (R)	703	10	1:70	17	3	1:6	920	6	1:153
<b>North</b>	<b>62,390</b>	<b>1,166</b>	<b>1:54</b>	<b>3,649</b>	<b>616</b>	<b>1:6</b>	<b>110,359</b>	<b>847</b>	<b>1:130</b>
Banks (R)	1,022	34	1:30	76	9	1:8	1,685	27	1:62
Catoosa (U)	1,660	40	1:42	64	18	1:4	2,846	18	1:158
Chattooga (R)	984	41	1:24	78	13	1:6	2,995	25	1:120
Clarke (U)	4,718	48	1:98	307	40	1:8	9,054	56	1:162
Dade (R)	449	11	1:41	20	4	1:5	937	5	1:187
Dawson (R)	935	22	1:43	92	9	1:10	1,758	19	1:93
Elbert (R)	906	13	1:70	56	9	1:6	2,185	12	1:182
Fannin (R)	1,054	36	1:29	37	16	1:2	2,000	23	1:87
Floyd (U)	3,093	154	1:20	212	112	1:2	10,097	113	1:89
Franklin (R)	1,407	41	1:34	67	10	1:7	2,478	27	1:92
Gilmer (R)	1,634	27	1:61	109	28	1:4	2,125	26	1:82



**Total Members, PCPs, and PCP-to-Member Ratios by Region, by County, by CMO**

4th Quarter 2012

Region/County/ Rural (R) or Urban (U)	AMERIGROUP			PEACH STATE			WELLCARE		
	AGP Members <sup>1</sup>	AGP PCPs <sup>2</sup>	AGP PCP-to- Member Ratio <sup>7</sup>	PSHP Members <sup>3</sup>	PSHP PCPs <sup>4</sup>	PSHP PCP- to-Member Ratio <sup>7</sup>	WC Members <sup>5</sup>	WC PCPs <sup>6</sup>	WC PCP-to Member Ratio <sup>7</sup>
Gordon (U)	2,685	91	1:30	212	43	1:5	5,851	59	1:99
Habersham (U)	1,707	19	1:90	83	7	1:12	4,019	19	1:212
Hall (U)	11,928	100	1:119	620	81	1:8	14,865	98	1:152
Hart (R)	1,041	22	1:47	36	8	1:5	1,435	10	1:144
Jackson (U)	2,788	74	1:38	363	10	1:36	4,185	36	1:116
Lumpkin (R)	949	24	1:40	96	21	1:5	1,633	15	1:109
Madison (R)	1,517	8	1:190	121	9	1:13	2,628	8	1:329
Morgan (R)	973	11	1:88	45	4	1:11	1,247	8	1:156
Murray (U)	2,397	32	1:75	113	15	1:8	3,824	20	1:191
Oconee (R)	682	18	1:38	44	5	1:9	1,398	10	1:140
Oglethorpe (R)	305	7	1:44	15	2	1:8	623	6	1:104
Polk (U)	1,730	60	1:29	221	34	1:7	5,719	44	1:130
Rabun (R)	774	27	1:29	43	10	1:4	1,288	12	1:107
Stephens (R)	1,832	39	1:47	45	28	1:2	2,750	24	1:115
Towns (R)	501	10	1:50	15	2	1:8	592	7	1:85
Union (R)	1,105	20	1:55	21	3	1:7	1,185	17	1:70
Walker (U)	2,671	37	1:72	140	12	1:12	6,293	24	1:262
White (R)	1,154	12	1:96	65	9	1:7	2,035	0	0:2035
Whitfield (U)	7,789	88	1:89	233	45	1:5	10,629	79	1:135
<b>Southeast</b>	<b>38,084</b>	<b>569</b>	<b>1:67</b>	<b>2,094</b>	<b>355</b>	<b>1:6</b>	<b>73,687</b>	<b>489</b>	<b>1:151</b>
Appling (R)	978	23	1:43	51	14	1:4	2,172	19	1:114
Bacon (R)	159	10	1:16	31	11	1:3	1,635	11	1:149
Brantley (R)	791	17	1:47	27	5	1:5	1,812	7	1:259



Total Members, PCPs, and PCP-to-Member Ratios by Region, by County, by CMO

4th Quarter 2012

Region/County/ Rural (R) or Urban (U)	AMERIGROUP			PEACH STATE			WELLCARE		
	AGP Members <sup>1</sup>	AGP PCPs <sup>2</sup>	AGP PCP-to- Member Ratio <sup>7</sup>	PSHP Members <sup>3</sup>	PSHP PCPs <sup>4</sup>	PSHP PCP- to-Member Ratio <sup>7</sup>	WC Members <sup>5</sup>	WC PCPs <sup>6</sup>	WC PCP-to Member Ratio <sup>7</sup>
Bryan (R)	1,023	20	1:51	50	3	1:17	2,297	17	1:135
Bulloch (U)	3,796	39	1:97	172	30	1:6	3,504	38	1:92
Camden (U)	1,131	26	1:44	71	3	1:24	3,686	14	1:263
Candler (R)	949	17	1:56	43	10	1:4	924	8	1:116
Charlton (R)	359	8	1:45	23	8	1:3	1,032	6	1:172
Chatham (U)	9,007	137	1:66	539	98	1:6	20,783	191	1:109
Effingham (U)	1,696	26	1:65	96	9	1:11	2,982	34	1:88
Evans (R)	741	15	1:49	28	13	1:2	1,339	6	1:223
Glynn (U)	3,770	34	1:111	151	16	1:9	5,840	30	1:195
Jeff Davis (R)	750	12	1:63	93	11	1:8	2,396	5	1:479
Liberty (R)	2,602	24	1:108	154	6	1:26	4,005	18	1:223
Long (R)	440	11	1:40	21	6	1:4	703	8	1:88
McIntosh (R)	545	7	1:78	15	1	1:15	941	2	1:471
Montgomery (R)	357	9	1:40	50	7	1:7	997	5	1:199
Pierce (R)	747	10	1:75	83	9	1:9	2,119	4	1:530
Screven (R)	1,076	12	1:90	53	7	1:8	1,175	4	1:294
Tattnall (R)	1,720	25	1:69	63	19	1:3	2,263	10	1:226
Toombs (R)	2,079	33	1:63	107	26	1:4	3,460	17	1:204
Ware (U)	1,579	40	1:39	133	35	1:4	4,577	24	1:191
Wayne (R)	1,789	14	1:128	40	8	1:5	3,045	11	1:277
<b>Southwest</b>	<b>865</b>	<b>256</b>	<b>1:3</b>	<b>82,742</b>	<b>741</b>	<b>1:112</b>	<b>42,996</b>	<b>567</b>	<b>1:76</b>
Atkinson (R)	7	2	1:4	692	13	1:53	1,194	14	1:85
Baker (R)	3	5	1:1	327	7	1:47	98	2	1:49



**Total Members, PCPs, and PCP-to-Member Ratios by Region, by County, by CMO**

**4th Quarter 2012**

Region/County/ Rural (R) or Urban (U)	AMERIGROUP			PEACH STATE			WELLCARE		
	AGP Members <sup>1</sup>	AGP PCPs <sup>2</sup>	AGP PCP-to- Member Ratio <sup>7</sup>	PSHP Members <sup>3</sup>	PSHP PCPs <sup>4</sup>	PSHP PCP- to-Member Ratio <sup>7</sup>	WC Members <sup>5</sup>	WC PCPs <sup>6</sup>	WC PCP-to Member Ratio <sup>7</sup>
Ben Hill (R)	22	3	1:7	2,187	15	1:146	1,372	23	1:60
Berrien (R)	31	1	1:31	2,311	12	1:193	1,058	4	1:265
Brooks (R)	10	7	1:1	1,556	16	1:97	690	12	1:58
Calhoun (R)	5	8	1:1	743	12	1:62	401	13	1:31
Clay (R)	1	1	1:1	391	6	1:65	226	2	1:113
Clinch (R)	7	1	1:7	779	10	1:78	583	2	1:292
Coffee (U)	70	28	1:3	2,812	34	1:83	4,976	34	1:146
Colquitt (U)	57	4	1:14	5,345	30	1:178	3,477	30	1:116
Cook (R)	26	5	1:5	2,168	7	1:310	990	5	1:198
Decatur (R)	31	1	1:31	4,395	25	1:176	906	9	1:101
Dougherty (U)	141	38	1:4	13,884	125	1:111	5,489	128	1:43
Early (R)	9	3	1:3	1,211	18	1:67	1,042	9	1:116
Echols (R)	0	2	1:0	147	0	0:147	90	0	0:90
Grady (R)	26	5	1:5	3,027	16	1:189	1,078	14	1:77
Irwin (R)	6	6	1:1	750	9	1:83	622	11	1:57
Lanier (R)	15	2	1:8	804	6	1:134	329	2	1:165
Lee (R)	19	11	1:2	2,270	10	1:227	809	36	1:22
Lowndes (U)	166	39	1:4	11,866	70	1:170	4,451	36	1:124
Miller (R)	11	7	1:2	702	11	1:64	415	6	1:69
Mitchell (R)	17	2	1:9	3,134	28	1:112	1,138	24	1:47
Quitman (R)	4	2	1:2	218	5	1:44	165	3	1:55
Randolph (R)	7	0	0:7	917	10	1:92	396	5	1:79
Schley (R)	3	0	0:3	240	7	1:34	498	3	1:166



**Total Members, PCPs, and PCP-to-Member Ratios by Region, by County, by CMO**

**4th Quarter 2012**

Region/County/ Rural (R) or Urban (U)	AMERIGROUP			PEACH STATE			WELLCARE		
	AGP Members <sup>1</sup>	AGP PCPs <sup>2</sup>	AGP PCP-to- Member Ratio <sup>7</sup>	PSHP Members <sup>3</sup>	PSHP PCPs <sup>4</sup>	PSHP PCP- to-Member Ratio <sup>7</sup>	WC Members <sup>5</sup>	WC PCPs <sup>6</sup>	WC PCP-to Member Ratio <sup>7</sup>
Seminole (R)	6	8	1:1	1,010	17	1:59	616	11	1:56
Stewart (R)	4	3	1:1	257	5	1:51	530	3	1:177
Sumter (R)	19	12	1:2	2,362	33	1:72	3,784	28	1:135
Terrell (R)	20	11	1:2	1,467	22	1:67	546	14	1:39
Thomas (U)	29	1	1:29	6,207	64	1:97	1,209	31	1:39
Tift (U)	60	29	1:2	5,065	57	1:89	2,420	35	1:69
Turner (R)	14	2	1:7	1,250	10	1:125	513	6	1:86
Webster (R)	6	0	0:6	129	16	1:8	166	0	0:166
Worth (R)	13	7	1:2	2,119	15	1:141	719	12	1:60
<b>Grand Total</b>	<b>306,296</b>	<b>4,871</b>	<b>1:63</b>	<b>339,860</b>	<b>5,314</b>	<b>1:64</b>	<b>618,427</b>	<b>4,749</b>	<b>1:130</b>

<sup>1</sup> Amerigroup member count excludes 1,403 members for which their county of residence or region was blank.

<sup>2</sup> Amerigroup primary care provider count excludes 93 border primary care providers.

<sup>3</sup> Peach State member count excludes 1,898 members for which their county of residence or region was blank.

<sup>4</sup> Peach State primary care provider count excludes 20 border primary care providers and two out-of-state providers (> 50 miles).

<sup>5</sup> WellCare member count excludes 2,591 members for which their county of residency or region was blank.

<sup>6</sup> WellCare primary care provider count excludes 103 border primary care providers and two out-of-state providers (> 50 miles).

<sup>7</sup> Ratios are rounded to the nearest whole number.



## Exhibit C

### SCHEDULED (TENTATIVE) APPOINTMENTS

Provider Count	CMO	PCP's Name	PCP's Phone Number	Region	Call Classification (Adult or Child)	Routine/Sick	Accepting New Members/Patients per Secret Shopper Call (Y or N)	Accepting CMO Members/Patients per Secret Shopper Call (Y or N)
1	AGP	Gabriella Kacsoh	(478) 994-6868	Atlanta	Child	Routine	Yes	Yes
2	AGP	Jan Bennett	(770) 464-4434	Atlanta	Child	Routine	Yes	Yes
3	AGP	Dwayne Watkins	(770) 233-9293	Atlanta	Adult	Routine	No	Yes
4	AGP	John Aicher	(706) 253-2828	Atlanta	Child	Sick	Yes	Yes
5	AGP	Altaf Aman	(770) 867-6633	Atlanta	Child	Sick	Yes	Yes
6	AGP	Bennie White, Jr	(770) 775-2341	Atlanta	Adult	Sick	Yes	Yes
7	AGP	Community Health Care Systems- Twiggs	(478) 945-6522	Central	Child	Routine	Yes	Yes
8	AGP	Community Health Care Systems-Laurens	(478) 272-3446	Central	Child	Routine	Yes	Yes
9	AGP	Community Health Care Systems-Wilkinson	(478) 946-1030	Central	Child	Routine	Yes	Yes
10	AGP	Dooly County Community Health Ctr	(229) 268-8865	Central	Adult	Routine	Yes	Yes
11	AGP	Christina Johnson	(478) 825-3317	Central	Child	Sick	Yes	Yes
12	AGP	Kevin Brown	(229) 365-2570	Central	Child	Sick	Yes	Yes
13	AGP	Thomas Craft, Jr	(478) 272-7411	Central	Child	Sick	Yes	Yes
14	AGP	Omar Akhras	(706) 485-4002	East	Child	Routine	Yes	Yes
15	AGP	Center Tennille Community Health	(478) 552-7384	East	Child	Routine	Yes	Yes



Provider Count	CMO	PCP's Name	PCP's Phone Number	Region	Call Classification (Adult or Child)	Routine/Sick	Accepting New Members/Patients per Secret Shopper Call (Y or N)	Accepting CMO Members/Patients per Secret Shopper Call (Y or N)
16	AGP	B Lamar Murray	(706) 554-2176	East	Adult	Routine	Yes	Yes
17	AGP	Frank Carter	(706) 554-7226	East	Child	Sick	Yes	Yes
18	AGP	Mark Taylor	(706) 598-3359	East	Adult	Sick	Yes	Yes
19	AGP	Donna Wall	(706) 598-3359	East	Adult	Sick	Yes	Yes
20	AGP	Daryl Wiley/Thompson	(706) 595-1090	East	Adult	Sick	Yes	Yes
21	AGP	Daryl Wiley/Lincolnton	(706) 595-1090	East	Adult	Sick	Yes	Yes
22	AGP	Gary Smith	(706) 935-6442	North	Child	Routine	Yes	Yes
23	AGP	Rodney Smith	(770) 534-1986	North	Child	Routine	Yes	Yes
24	AGP	Giselle Sawyer	(706) 782-0440	North	Child	Routine	Yes	Yes
25	AGP	Stephen Adams	(423) 778-8837	North	Child	Sick	Yes	Yes
26	AGP	Muhammad Akmal	(706) 636-4364	North	Child	Sick	Yes	Yes
27	AGP	Wiley Smith	(706) 517-2273	North	Adult	Sick	Yes	Yes
28	AGP	Irwin Streiff	(912) 653-2897	Southeast	Adult	Sick	Yes	Yes
29	AGP	Clinch County Health Dept	(912) 487-2199	Southwest	Child	Routine	Yes	Yes
30	AGP	Stewart Webster Rural Health Clinic	(229) 887-3324	Southwest	Child	Routine	Yes	Yes
31	AGP	Edison Medical Ctr	(229) 835-2238	Southwest	Adult	Routine	Yes	Yes
32	AGP	Anurag Kumbham	(706) 989-1050	Southwest	Adult	Routine	Yes	Yes
33	AGP	Southwest Pediatrics	(229) 924-8636	Southwest	Child	Sick	Yes	Yes
34	AGP	Rowland Chigbu	(229) 639-3100	Southwest	Adult	Sick	Yes	Yes
35	AGP	John Marshall	(229) 931-0446	Southwest	Adult	Sick	Yes	Yes
36	PSHP	Patrick N Pulliam	(770) 389-4543	Atlanta	Child	Routine	Yes	Yes
37	PSHP	Harvey J Dantis	(770) 960-9999	Atlanta	Child	Sick	Yes	Yes



Provider Count	CMO	PCP's Name	PCP's Phone Number	Region	Call Classification (Adult or Child)	Routine/Sick	Accepting New Members/Patients per Secret Shopper Call (Y or N)	Accepting CMO Members/Patients per Secret Shopper Call (Y or N)
38	PSHP	Kim Chang Soo	(770) 614-9799	Atlanta	Adult	Sick	Yes	Yes
39	PSHP	Brandy M Collins	(478) 472-4633	Central	Child	Routine	Yes	Yes
40	PSHP	Steven M. Moore	(478) 374-3814	Central	Child	Routine	Yes	Yes
41	PSHP	Stephanie H Kong	(706) 938-0990	Central	Child	Sick	Yes	Yes
42	PSHP	Debbie Benoit-Harris	(706) 854-2500	East	Child	Sick	Yes	Yes
43	PSHP	AR Medical LLC	(706) 595-0090	East	Adult	Sick	Yes	Yes
44	PSHP	Tri-County Health System Inc	(706) 465-3253	East	Adult	Sick	Yes	Yes
45	PSHP	Kellie M Carter	(706) 595-7825	East	Adult	Sick	Yes	Yes
46	PSHP	Seema Bisht Nadler	(678) 450-0747	North	Child	Routine	Yes	Yes
47	PSHP	Dawn K Barnes	(706) 866-7384	North	Child	Routine	Yes	Yes
48	PSHP	Kenneth O'Neal	(770) 307-1880	North	Adult	Routine	Yes	Yes
49	PSHP	Basil Anderson	(770) 503-9285	North	Adult	Routine	Yes	Yes
50	PSHP	Angel D Acebedo	(706) 625-5900	North	Child	Sick	Yes	Yes
51	PSHP	Henry J Baughman	(706) 937-3331	North	Child	Sick	Yes	Yes
52	PSHP	Diane Dunston	(706) 546-5526	North	Child	Sick	Yes	Yes
53	PSHP	Rajeshkumar Miniyar	(706) 232-1300	North	Child	Sick	Yes	Yes
54	PSHP	Rene B Childree	(912) 632-2952	Southeast	Adult	Routine	Yes	Yes
55	PSHP	Jean B Coleman	(912) 764-9196	Southeast	Child	Sick	Yes	Yes
56	PSHP	Anthony P Moreschi	(229) 776-7060	Southwest	Child	Routine	Yes	Yes
57	PSHP	Kolade K	(229) 924-8636	Southwest	Child	Routine	Yes	Yes



Provider Count	CMO	PCP's Name	PCP's Phone Number	Region	Call Classification (Adult or Child)	Routine/Sick	Accepting New Members/Patients per Secret Shopper Call (Y or N)	Accepting CMO Members/Patients per Secret Shopper Call (Y or N)
		Obajuluwa						
58	PSHP	D Louise Wilder	(229) 776-3500	Southwest	Adult	Sick	Yes	Yes
59	WC	Syed Wasim	(678) 625-7800	Atlanta	Adult	Routine	Yes	Yes
60	WC	Cory Butzon	(770) 838-8640	Atlanta	Child	Sick	Yes	Yes
61	WC	Zia Abdi	(404) 352-2810	Atlanta	Child	Sick	Yes	Yes
62	WC	Craig Colby	(770) 464-0280	Atlanta	Adult	Sick	Yes	Yes
63	WC	Neale Freeman	(404) 241-2336	Atlanta	Adult	Sick	Yes	Yes
64	WC	Kathryn McCusker	(770) 867-6633	Atlanta	Adult	Sick	Yes	Yes
65	WC	Jason Skiwski	(423) 899-8161	Border	Child	Routine	Yes	Yes
66	WC	Bruce West	(904) 261-7707	Border	Child	Routine	Yes	Yes
67	WC	William Barron	(334) 793-1881	Border	Child	Sick	Yes	Yes
68	WC	Kannan Vaidyanathan	(478) 272-5212	Central	Child	Routine	Yes	Yes
69	WC	William Briggs	(229) 868-6467	Central	Child	Routine	Yes	Yes
70	WC	Karunaker Sripathi	(478) 987-2578	Central	Adult	Routine	Yes	Yes
71	WC	Steven Garner	(478) 272-7411	Central	Adult	Sick	Yes	Yes
72	WC	Leah Helton	(478) 240-2286	East	Child	Routine	Yes	Yes
73	WC	James Pilcher Jr	(478) 625-8471	East	Adult	Routine	Yes	Yes
74	WC	Joseph Jackson Sr	(706) 547-7008	East	Adult	Routine	Yes	Yes
75	WC	Debbie Benot Harris	(706) 854-2500	East	Child	Sick	Yes	Yes
76	WC	Kelli Carter	(706) 595-7825	East	Adult	Sick	Yes	Yes
77	WC	Wright Easterlin	(478) 625-8471	East	Adult	Sick	Yes	Yes
78	WC	Henry Baughman III	(706) 937-3331	North	Child	Sick	Yes	Yes



Provider Count	CMO	PCP's Name	PCP's Phone Number	Region	Call Classification (Adult or Child)	Routine/Sick	Accepting New Members/Patients per Secret Shopper Call (Y or N)	Accepting CMO Members/Patients per Secret Shopper Call (Y or N)
79	WC	Blue Mountain Family Practice/RHC	(706) 745-4191	North	Child	Sick	Yes	Yes
80	WC	Inchol Yun	(770) 848-5300	North	Adult	Sick	Yes	Yes
81	WC	Chpryelle Carr	(706) 788-2127	North	Adult	Sick	Yes	Yes
82	WC	Daisy Gupta	(912) 450-0999	Southeast	Adult	Routine	Yes	Yes
83	WC	Optim Primary Care - Cobbtown	(912) 684-2071	Southeast	Adult	Routine	Yes	Yes
84	WC	Eric Hall	(912) 369-5437	Southeast	Child	Sick	Yes	Yes
85	WC	Cecilia Ong	(912) 877-2227	Southeast	Child	Sick	Yes	Yes
86	WC	William Conner	(229) 468-9903	Southwest	Child	Sick	Yes	Yes



## Exhibit D

### BARRIERS TO SCHEDULING APPOINTMENTS: AGP

Barriers to Appointment Scheduling	Barrier Type	Number of Calls	% Of Calls Not Connected/Appointment Not Scheduled
There was a recording that plays during normal business hours asking the member to leave a message.	Contact Issues	12	19%
The telephone number called is invalid.	Contact Issues	7	11%
The PCP is not accepting NEW patients.	PCP Participation	6	9%
The PCP requested information before scheduling the appointment (i.e.: name, age, and SSN).	Scheduling Constraint	6	9%
The PCP only accepts certain age groups.	Scheduling Constraint	5	8%
The PCP does not or is no longer practicing at this location or with this group.	PCP Availability	4	6%
The telephone number has been disconnected or is no longer in service.	Contact Issues	3	5%
There was no answer or busy signal for the telephone number called after several attempts.	Contact Issues	3	5%
The PCP is no longer accepting Amerigroup members.	PCP Participation	3	5%
The provider is a specialist and not PCP.	PCP Participation	3	5%
The PCP works in the same office as another PCP in the survey sample.	PCP Participation	2	3%
New patient visits could not be scheduled for several weeks.	Scheduling Constraint	2	3%
The fax machine picked up.	Contact Issues	1	2%
There was a recording that plays during normal business hours asking the member to call back.	Contact Issues	1	2%
The PCP's office was closed when called. The office closes early one day during the week (i.e. Wednesday or Friday).	Contact Issues	1	2%
The PCP is temporarily out of the office. The office provided an alternative/referral.	PCP Availability	1	2%
The PCP is the Director and does not see patients.	PCP Availability	1	2%
The PCP is retired.	PCP Availability	1	2%
The PCP is no longer accepting Medicaid members.	PCP Participation	1	2%
A Health Dept, accepting patients 0-99, referred a child to a Pediatrician at another location.	PCP Participation	1	2%
<b>Total Calls</b>		<b>64</b>	<b>100%</b>



## BARRIERS TO SCHEDULING APPOINTMENTS: PSHP

Barriers to Appointment Scheduling	Barrier Type	Number of Calls	% Of Calls Not Connected/Appointment Not Scheduled
The PCP does not or is no longer practicing at this location or with this group.	PCP Availability	14	19%
The PCP requested information before scheduling the appointment (i.e.: name, age, and SSN).	Scheduling Constraints	8	11%
The telephone number has been disconnected or is no longer in service.	Contact Issues	6	8%
There was no answer or busy signal for the telephone number called after several attempts.	Contact Issues	6	8%
The telephone number called is invalid.	Contact Issues	5	7%
There was a recording that plays during normal business hours asking the member to leave a message.	Contact Issues	5	7%
The PCP is not accepting NEW patients.	PCP Participation	4	5%
The PCP does not accept or no longer accepts PSHP members.	PCP Participation	6	8%
The fax machine picked up.	Contact Issues	3	4%
The PCP is no longer accepting Medicaid members.	PCP Participation	3	4%
The provider is a specialist and not PCP.	PCP Participation	3	4%
The PCP only accepts established/existing patients.	Scheduling Constraints	3	4%
The PCP works in the same office as another PCP in the survey sample.	PCP Participation	2	3%
New patient visits could not be scheduled for several weeks.	Scheduling Constraints	2	3%
There was a recording that plays during normal business hours asking the member to call back.	Contact Issues	1	1%
The PCP is no longer accepting NEW Medicaid members.	PCP Participation	1	1%
The PCP only accepts certain age groups.	Scheduling Constraints	1	1%
<b>Total Calls</b>		<b>73</b>	<b>100%</b>



## BARRIERS TO SCHEDULING APPOINTMENTS: WELLCARE

Barriers to Appointment Scheduling	Barrier Type	Number of Calls	% Of Calls Not Connected/Appointment Not Scheduled
The PCP is not accepting NEW patients.	PCP Participation	8	12%
The PCP requested information before scheduling the appointment (i.e.: name, age, and SSN).	Scheduling Constraints	8	12%
There was a recording that plays during normal business hours asking the member to leave a message.	Contact Issues	7	11%
The telephone number called is invalid.	Contact Issues	6	9%
The provider is a specialist and not a PCP.	PCP Participation	6	9%
The PCP only accepts certain age groups.	Scheduling Constraints	6	9%
There was no answer or busy signal for the telephone number called after several attempts.	Contact Issues	3	5%
The PCP does not or is no longer practicing at this location or with this group.	PCP Availability	4	7%
The PCP is no longer accepting NEW Medicaid members.	PCP Participation	3	5%
The telephone number has been disconnected or is no longer in service.	Contact Issues	2	3%
There was a recording that plays during normal business hours asking the member to call back.	Contact Issues	2	3%
The PCP does not accept or no longer accepts WellCare members.	PCP Participation	3	5%
The PCP only accepts established/existing members.	Scheduling Constraints	2	3%
The PCP only accepts WellCare members for certain types of visits.	Scheduling Constraints	2	3%
The fax machine picked up.	Contact Issues	1	2%
There was a language barrier (i.e. the representative at the PCP's office did not speak English).	Contact Issues	1	2%
The PCP works in the same office as another PCP in the survey sample.	PCP Participation	1	2%
<b>Total Calls</b>		<b>65</b>	<b>100%</b>



## Exhibit E

### PCP OPEN PANEL BY CMO

	AGP <sup>1</sup>		PSHP		WellCare	
Panel Maximum	1500		2500		2500	
Number of Members Assigned	Number	Percent	Number	Percent	Number	Percent
Zero	499	8.43%	2,264	42.03%	605	10.40%
1-100	4,392	74.21%	2,478	46.00%	3,763	64.69%
101-200	536	9.06%	264	4.90%	570	9.80%
201-Panel Max	487	8.23%	380	7.05%	877	15.08%
Over Panel Max	4	.07%	1	.02%	2	.03%
<b>Totals</b>	<b>5,918</b>	<b>100%</b>	<b>5,387</b>	<b>100%</b>	<b>5,817</b>	<b>100%</b>

<sup>1</sup>Source: Quarter 4, 2012 PCP Assignment Reports submitted to DCH by the CMOs. Count may include duplicates if a primary care provider with the same practice location was reported more than once by the CMO.

<sup>1</sup>AGP's panel is 1,500 per PCP Assignment report.

### PCP CLOSED PANEL BY CMO

	AGP <sup>1</sup>		PSHP		WellCare	
Panel Maximum	1500		2500		2500	
Number of Members Assigned	Number	Percent	Number	Percent	Number	Percent
Zero	602	43.47%	1,838	82.38%	441	34.67%
1-100	720	51.99%	352	15.78%	698	54.87%
101-200	33	2.38%	15	.67%	63	4.95%
201-Panel Max	30	2.17%	26	1.17%	70	5.50%
Over Panel Max	0	0%	0	0%	0	0%
<b>Totals</b>	<b>1,385</b>	<b>100%</b>	<b>2,231</b>	<b>100%</b>	<b>1,272</b>	<b>100%</b>

<sup>1</sup>Source: Quarter 4, 2012 PCP Assignment Reports submitted to DCH by the CMOs. Count may include duplicates if a primary care provider with the same practice location was reported more than once by the CMO.

<sup>1</sup>AGP's panel is 1,500 per PCP Assignment report.



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*Exhibit F*

Georgia Department of Community Health - Georgia Families  
 Medicaid Primary Care Accessibility Analysis  
 AMERIGROUP - Secret Shopper Survey  
 Barriers to Scheduling an Appointment



CMO	Type of Call	Provider Type	Provider's Name	Address	City	Provider's Phone Number	Region	Call Classification (Adult or Child)	Date of Call	Comment Type	AGP Response
AGP	Routine	Pediatrics	Kathryn Waggoner	125 Medical Park Ln Ste H	Murphy	(828) 837-2128	Atlanta	Child	2/27/2013	Provider Participation	Submitted data request to remove auto assignment
AGP	Routine	Pediatrics	Carol Davis	1235 Indian Trail Rd Ste 100	Norcross	(678) 580-5719	Atlanta	Child	2/27/2013	Contact Issues	Verified provider term 7/29/12
AGP	Routine	Health Department	Dept Burke County Health	114 Dogwood Dr	Waynesboro	(706) 554-3456	East	Child	2/27/2013	Provider Participation	Office verified participation.
AGP	Routine	Physician Assistant	Jason Spencer	124 Andrews Way Ste B	Kingsland	(912) 729-7007	Southeast	Child	3/1/2013	Scheduling Constraint	Verified appt availability within timeframe
AGP	Routine	Internal Medicine	Lawrence Adjei	131 Goshen Rd Ext Ste 300	Rincon	(912) 826-0860	Southeast	Child	3/1/2013	Contact Issues	Office contacted; verified phone number (912) 826-0860 is correct
AGP	Routine	Internal Medicine	Nirmala Amaram	302 Uvalda St	Waycross	(912) 285-2519	Southeast	Child	3/1/2013	Scheduling Constraint	Provider does not see children; provider file accurately reflected
AGP	Routine	Internal Medicine	Patrick Antoine	1046 Ridge Ave SW	Atlanta	(404) 688-1350	Atlanta	Child	3/1/2013	Scheduling Constraint	Provider does not see children; provider file accurately reflected
AGP	Routine	Internal Medicine	Milene Argo	396 Historic Hwy 441 N	Demorest	(706) 754-3287	North	Child	3/1/2013	Scheduling Constraint	Provider does not see children; provider file accurately reflected
AGP	Routine	Federally Qualified Health Ctr	Mirian Worthy Women's Health Ctr		Albany	(229) 888-3636	Southwest	Child	3/1/2013	Contact Issues	Verified phone # is correct.
AGP	Routine	Federally Qualified Health Ctr	West Albany Dental & Medical Ctr	1412 W Oakridge Dr	Albany	(229) 435-2424	Southwest	Child	2/27/2013	Provider Participation	Office confirms AMGP partner.
AGP	Routine	General Practice	Warren Theis	1405 Alice St	Waycross	(912) 285-8822	Southeast	Child	3/1/2013	Scheduling Constraint	Contacted office; verified that appt could be scheduled within access timeframe.
AGP	Routine	Internal Medicine	Maged Abdelmalik	2383 3rd St	Folkston	(912) 496-2697	Southeast	Child	3/1/2013	Scheduling Constraint	Provider does not see children under age 15; provider file accurately reflected
AGP	Routine	Internal Medicine	Herman Barnes	2011 Westend Dr	Greensboro	(706) 453-9803	East	Child	3/1/2013	Provider Availability	Provider no longer with group; submitted data request to term.
AGP	Routine	Rural Health Clinic	Appling Ob/Gyn	195 E Tollison St	Baxley	(912) 367-0435	Southeast	Adult	3/1/2013	Contact Issues	Submitted provider data request to correct phone number
AGP	Routine	Health Department	Health & Well Fulton County	99 Jesse Hill Jr Dr Ste 402	Atlanta	(404) 730-1217	Atlanta	Adult	3/1/2013	Contact Issues	Submitted provider data request to correct phone number
AGP	Routine	Health Department	Dept Ware County Health	604 Riverside Ave	Waycross	(912) 283-1875	Southeast	Adult	3/1/2013	Contact Issues	Verified phone # is correct.
AGP	Routine	Family Practice Nurse Prac	Mandy Hubbard	391 Peachtree St	Jesup	(912) 530-7337	Southeast	Adult	3/1/2013	Scheduling Constraint	Pediatric office; provider file accurately reflected
AGP	Routine	Family Practice Nurse Prac	Kathryn Smith	154 S Leroy St	Metter	(912) 685-4040	Southeast	Adult	3/1/2013	Contact Issues	Provider is a NP who only works part-time due to retirement.
AGP	Routine	Family Practice Nurse Prac	Teresa Stanfill	109 College Ave	Elberton	(706) 283-3315	North	Adult	3/1/2013	Provider Availability	Confirmed provider term 2/6/13
AGP	Routine	Family Practice Nurse Prac	Suzanne Young	772 Maddox Dr Ste 122	East Ellijay	(706) 635-6898	North	Adult	3/1/2013	Contact Issues	Verified phone # is correct.
AGP	Routine	Federally Qualified Health Ctr	Community Health Center of Palmetto	101 Commerce Pl Ste 1	Barnesville	(770) 567-3323	Central	Adult	3/1/2013	Provider Participation	Office confirms AMGP partner.
AGP	Routine	Federally Qualified Health Ctr	Community Health Center of Palmetto	16201 Barnesville St	Zebulon	(770) 567-3323	Central	Adult	3/1/2013	Provider Participation	Office confirms AMGP partner.
AGP	Routine	Federally Qualified Health Ctr	Cordele Medical Ctr	712 N 7th St	Cordele	(229) 276-0052	Central	Adult	3/4/2013	Contact Issues	Verified phone # is correct.
AGP	Routine	Federally Qualified Health Ctr	Eastman Medical Ctr	817 Griffin Ave	Eastman	(478) 374-0020	Central	Adult	3/4/2013	Contact Issues	Verified phone # is correct.
AGP	Routine	Internal Medicine	James Cato	2123 Wrightsboro Rd	Augusta	(706) 736-5244	East	Adult	3/4/2013	Provider Participation	Submitted provider data request to take off auto assignment
AGP	Routine	Internal Medicine	Frances Ferguson	1212 E Union St	Vienna	(229) 268-8865	Central	Adult	3/4/2013	Provider Participation	Office confirms AMGP partner.
AGP	Routine	Internal Medicine	Deirdre Lawson	235 Walnut Ave S	Leesburg	(229) 759-6508	Southwest	Adult	3/4/2013	Provider Participation	Office confirms AMGP partner.
AGP	Routine	Internal Medicine	Guillermo Saurina	2301 N Ashley St	Valdosta	(229) 245-0666	Southwest	Adult	3/4/2013	Provider Participation	Provider is a specialist who accepts AGP -submitted provider data request correct specialty

CMO	Type of Call	Provider Type	Provider's Name	Address	City	Provider's Phone Number	Region	Call Classification (Adult or Child)	Date of Call	Comment Type	AGP Response
AGP	Routine	Internal Medicine	James Tinley	610 Sparta Rd	Sandersville	(478) 240-2000	East	Adult	3/4/2013	Provider Availability	Confirmed provider term 1/21/13
AGP	Routine	Internal Medicine	Sabin Tomus	455 S Main St, Ste 203	Hinesville	(912) 876-3552	Southeast	Adult	3/4/2013	Contact Issues	Verified phone # is correct.
AGP	Routine	Internal Medicine	Michael Wilson	8566 HWY 27 N Ste C	Rock Spring	(706) 375-3520	North	Adult	3/4/2013	Provider Participation	Provider does not accept new AGP members, will see existing. Provider file accurately reflected
AGP	Routine	Physician Assistant	Noah Steinberg	59 Tipton Dr	Dahlonega	(706) 864-4012	North	Adult	3/4/2013	Contact Issues	Provider data request to correct phone number
AGP	Routine	Rural Health Clinic	Practice Blue Mountain Family	178 A Hospital Rd	Blairsville	(706) 745-4191	North	Adult	3/4/2013	Contact Issues	Verified phone # is correct.
AGP	Sick	Pediatric Nurse Practitioner	Carla Winn	1704 Boulevard Sq Ste B	Waycross	(912) 285-8866	Southeast	Child	3/14/2013	Contact Issues	Verified provider phone/fax and address correct.
AGP	Sick	Pediatrics	Jalal Zuberi	2626 Rainbow Way SE	Decatur	(404) 756-1410	Atlanta	Child	3/14/2013	Contact Issues	Submitted provider data request to correct locations and phone #
AGP	Sick	Pediatrics	Alison Winstead	323 East Barbour St	Eufaula	(334) 793-1881	Southwest	Child	3/14/2013	Provider Participation	Per office contact; provider is on vacation until term from group 10/31/13.
AGP	Sick	Certified Nurse Practitioner	Nardia Watson	4910 Jonesboro Rd Bldg 700 Ste 1	Union City	(770) 964-7736	Atlanta	Child	3/14/2013	Scheduling Constraint	Appt to be scheduled 4 days out

CMO	Type of Call	Provider Type	Provider's Name	Address	City	Provider's Phone Number	Region	Call Classification (Adult or Child)	Date of Call	Comment Type	AGP Responce
AGP	Sick	Family Medicine	Adio Abdu	1525 Chattanooga Rd	Dalton	(706) 529-3245	North	Child	3/14/2013	Contact Issues	Verified by OM - Teresa Keith; the 1200 Memorial Drive location is correct for this provider.
AGP	Sick	Family Medicine	Stoney Abercrombie	800 N Fant Street	Anderson	(864) 261-1000	North	Child	3/14/2013	Provider Availability	Submitted provider data request to correct phone #, correct number 864-512-1475
AGP	Sick	Family Medicine	Ruth Adene-Peter	811 13th St Ste 10	Augusta	(706) 434-1590	East	Child	3/14/2013	Contact Issues	Verified provider no longer with group, term 3/17/13
AGP	Sick	Family Medicine	Celedor Akintunde	330 Turner McCall Blvd Ste 203	Rome	(706) 291-6510	North	Child	3/14/2013	Contact Issues	Confirm provider no longer with practice - submitted provider data request to term
AGP	Sick	Family Medicine	Thomas Allen	420 Johnson St SE	Dawson	(229) 995-2990	Southwest	Child	3/14/2013	Provider Availability	Confirmed provider retired - submitted provider data request to term
AGP	Sick	Family Medicine	Clarissa Allen	657 Hemlock St Ste 200	Macon	(478) 301-2109	Central	Child	3/14/2013	Scheduling Constraint	Confirmed provider no longer with group - submitted provider data request to term
AGP	Sick	Family Medicine	Nosheen Azam	808 Beacon St	Waycross	(706) 721-3157	Southeast	Child	3/14/2013	Contact Issues	Submitted provider data request to correct phone number
AGP	Sick	Family Medicine	Edmund Byne	961 E Winthrope Ave	Millen	(478) 982-0120	East	Child	3/14/2013	Scheduling Constraint	Provider listed incorrectly - submitted provider data request to corerct
AGP	Sick	Family Medicine	George Capo	1512 Hwy 19 N	Thomaston	(770) 228-2641	Central	Child	3/14/2013	Provider Participation	Verified provider term 2/14/13
AGP	Sick	Family Medicine	Navdeepa Chainani	72 Kent Rd Ste 4	Tifton	(229) 396-5322	Southwest	Child	3/14/2013	Provider Availability	Verified appt availability within timeframe
AGP	Sick	Family Medicine	Gotam Chand	215 N Coleman St	Swainsboro	(912) 529-5533	East	Child	3/14/2013	Contact Issues	Was able to reach provider at address and phone #
AGP	Sick	Family Practice Nurse Prac	Jennifer Bennett	58 Big A Rd	Toccoa	(706) 886-6819	North	Child	3/14/2013	Scheduling Constraint	Provider could see member next day.
AGP	Sick	Certified Nurse Practitioner	Donya Bartlett	150 Clinic Ave	Carrollton	(770) 834-6988	Atlanta	Adult	2/27/2013	Provider Participation	Confirmed provider is PAR and accepting new AGP members
AGP	Sick	Certified Nurse Practitioner	Catie Bell	4700 Waters Ave	Savannah	(912) 350-7020	Southeast	Adult	2/27/2013	Provider Availability	Submitted provider data request to correct phone # on second location
AGP	Sick	Family Medicine	Paul Hawkins	501 E Long St	Claxton	(912) 739-8001	Southeast	Adult	2/27/2013	Provider Participation	Confirmed provider is PAR and accepting AGP members; only at this location Monday and Thurs
AGP	Sick	Family Medicine	Mark Hudson	1 Doctors Park	Cairo	(229) 378-8110	Southwest	Adult	2/27/2013	Scheduling Constraint	Verified appt availability within timeframe
AGP	Sick	Family Medicine	Gregory Wehunt	290 Merchants Sq Ste C	Dallas	(770) 443-3335	Atlanta	Adult	2/27/2013	Contact Issues	Verified provider information, submitted data request to term
AGP	Sick	Family Medicine	Kelvin White	101 Devant St Ste 902	Fayetteville	(770) 716-8228	Atlanta	Adult	2/27/2013	Contact Issues	Verified provider information, submitted data request to term
AGP	Sick	Family Medicine	Robert Williams	212 Hospital Dr	Washington	(706) 678-6944	East	Adult	2/27/2013	Contact Issues	Submitted provider data request to correct phone number
AGP	Sick	Family Medicine	Tina Williams	6330 Primrose Hill Ct	Norcross	(770) 903-0130	Atlanta	Adult	2/27/2013	Contact Issues	Verified provider address and phone # listed correctly
AGP	Sick	Family Medicine	India Williams	2700 Hwy 34 E Bldg 300	Newnan	(678) 593-1900	Atlanta	Adult	2/27/2013	Contact Issues	Provider term from group - provider data request submitted to term
AGP	Sick	Family Medicine	Ilya Wolfson	3353 Trickum Rd Ste 201	Woodstock	(770) 591-4777	Atlanta	Adult	2/27/2013	Provider Participation	Scheduling onsite provider face-to-face visit
AGP	Sick	Family Medicine	Denise Workman	55 Cantrell Rd Ste 100	Cleveland	(706) 348-8763	North	Adult	2/27/2013	Contact Issues	Verified provider address and phone # listed correctly
AGP	Sick	Family Medicine	Peter Wrobel	1218 Alice St	Waycross	(912) 284-9800	Southeast	Adult	2/27/2013	Contact Issues	Confirmed information; submitted provider data request to term
AGP	Sick	Family Practice Nurse Prac	Tammy Barnett	235 Medical Ct	Forsyth	(478) 994-8786	Central	Adult	2/27/2013	Contact Issues	Confirmed provider term 7/31/2008

CMO	Type of Call	Provider Type	Provider's Name	Address	City	Provider's Phone Number	Region	Call Classification (Adult or Child)	Date of Call	Comment Type	AGP Response
AGP	Sick	Family Practice Nurse Prac	Jennifer Bennett	355 Clear Creek Pkwy Ste 1003	Lavonia	(706) 886-6819	North	Adult	2/27/2013	Scheduling Constraint	Verified information; submitted provider data request to term
AGP	Sick	Family Practice Nurse Prac	Kimberly Crook	2054 Watson Blvd	Warner Robins	(478) 918-0770	Central	Adult	2/27/2013	Provider Participation	Scheduling onsite provider face-to-face visit

Medicaid Primary Care Accessibility Analysis -  
Peach State Response dated 10/16/2013

In response to your request, please see attached a version of the Myers & Stauffer Primary Care Access Report to include Peach State's comments related to the feedback provided. After review of Myers & Stauffer's findings, the Plan was able to determine the following:

- **Directory Used to Conduct Secret Shopper Calls:** Peach State confirmed that the directory used to conduct the accessibility analysis was a printed version of the Plan's directory published in April of 2013. As noted on page one (1) of the directory, the information in the directory was accurate at the time of publishing. As a result, many of Myers & Stauffer's findings indicated in the attached report had been resolved prior to receipt of the attached. Conversely, the Plan's 'Find A Doctor' provider search engine is updated at least every twenty-four hours to reflect the most current provider data available.
- **Methods to Address Myers & Stauffer Findings:** Peach State Health Plan has several ongoing initiatives that target the following:
  - Provider compliance with timely access requirements;
  - Provider Directory accuracy to include demographic information, panel status and network participation status

Specifically, the Plan has the following processes in place to ensure participating providers follow the Plan's process for updating demographic information and panel status as well as utilizing the proper procedure to initiate network participation termination(s):

- **Provider Directory Accuracy** – Peach State Health Plan advises all participating providers of the following requirements:
  - **Panel Status:** if a participating provider declares a specific capacity for his/her practice and wants to make a change to that capacity, the provider must contact the Peach State Provider Services Department. In addition, a provider shall not refuse to treat members as long as the physician has not reached their requested panel size. Moreover, providers are to notify Peach State at least forty-five (45) days in advance of his or her inability to accept additional Medicaid covered persons under Peach State agreements.
  - **Demographic Changes:** providers who experience any demographic changes are required to submit written notification to the Plan to include an updated W-9.
  - **Request for Network Termination:** providers are required to submit a written request for network termination based on their respective contract language with the Plan.

Please note that any provider reflected in the attached report who has experienced a demographic change or has requested termination from the Plan without following the proper procedure has been re-educated on the Plan's process related to the finding noted.

Additionally, the Plan has the following processes in place to ensure network providers abide by the contractual accessibility requirements:

- **Accessibility Requirements:** each participating provider is required to maintain sufficient facilities and personnel to provide covered services to the Plan's member population and is required to ensure such services are available as contractually required. To ensure providers abide by the contractually mandated accessibility requirements, Peach State Health Plan monitors physicians' offices through scheduled and un-scheduled visits conducted by the Plan's Provider Relations staff and conducts secret shopper calls to assess network accessibility. Providers who fail to meet access standards are immediately educated on the access requirements and placed on a corrective action plan. Further, non-compliant providers are required to submit their respective corrective action plan to the Plan for review and next steps. Of note, providers

who failed to meet timely access standards are re-surveyed to ensure the provider complies with timely access standards going forward.

These processes, coupled with the Plan's internal audit controls, have contributed to the Plan's ability to ensure the most accurate provider data is reflected in the Plan's online provider directory.

Medicaid Primary Care Accessibility Analysis -  
Peach State Response dated 10/16/2013



CMO	Routine/Sick	Provider Type	Provider's Name	Address	City	Provider's Phone Number	Region	Call Classification (Adult or Child)	Date of Call	Comment Type	PSHP Comments
PSHP	Routine	PEDIATRIC MEDICINE	JOSEPH SORENSON	509 GORDON AVENUE	THOMASVILLE	(229) 226-7544	Southwest	Child	3/5/2013	Contact Issues	Verified phone number listed is correct.
PSHP	Routine	PEDIATRIC MEDICINE	NADEEN S WHITE	1001 JOHNSON FERRY ROAD NE	HOLLYWOOD	(404) 255-1686	North	Child	3/5/2013	Contact Issues	Phone number & City updated; Online directory has been updated.
PSHP	Routine	PEDIATRIC MEDICINE	BETTY WRAY	500 E GRADY STREET	STATESBORO	(912) 764-6671	Southeast	Child	3/5/2013	Contact Issues	Phone number updated; Online directory has been updated.
PSHP	Routine	PHYSICIAN S ASSISTANT	LAUREN A BARTLETT	14557 HIGHWAY 19	GRIFFIN	(706) 646-4702	Central	Child	3/6/2013	Contact Issues	Phone number updated; Online directory has been updated.
PSHP	Routine	FAMILY PRACTICE	TIA SANDERLIN MD	707 N PARRISH AVENUE	ADEL	(229) 896-7627	Southwest	Adult	3/11/2013	Contact Issues	Phone number updated; Online directory has been updated.
PSHP	Routine	INTERNAL MEDICINE	VANDANA CENTA	130 HOSPITAL PERIMETER ROAD	EATONTON	(706) 923-1819	East	Adult	3/11/2013	Contact Issues	This provider is currently terminated with Peach State.
PSHP	Routine	INTERNAL MEDICINE	BRIAN A MOOGERFELD	1601 FAIR ROAD	STATESBORO	(912) 681-8488	Southeast	Adult	3/11/2013	Contact Issues	Phone number updated; Online directory has been updated.
PSHP	Routine	INTERNAL MEDICINE	BEREAVAL S WEBB	325 CANDLER ROAD	ATLANTA	(404) 388-2757	Atlanta	Adult	3/11/2013	Contact Issues	Verified phone number listed is correct.
PSHP	Routine	INTERNAL MEDICINE	MILTON E WHITE	505 FAIRBURN ROAD SW	ATLANTA	(404) 699-5342	Atlanta	Adult	3/11/2013	Contact Issues	Phone number updated; Online directory has been updated.
PSHP	Sick	PEDIATRIC MEDICINE	MICHAEL M ADAMS	1046 RIDGE AVENUE	ATLANTA	(770) 391-5909	Atlanta	Child	3/14/2013	Contact Issues	Phone number updated; Online directory has been updated.
PSHP	Sick	PEDIATRIC MEDICINE	JORGE DEL TORO	1600 S ANDREWS AVENUE	FT LAUDERDALE	(954) 355-4400	OOS	Child	3/14/2013	Contact Issues	Verified phone number listed is correct.
PSHP	Sick	PEDIATRIC MEDICINE	KIMBERLY M HUMPHREY-BROWN	5030 GEORGIA BELLE COURT	MARIETTA	(770) 806-2928	Atlanta	Child	3/14/2013	Contact Issues	Verified phone number listed is correct.
PSHP	Sick	PEDIATRIC MEDICINE	AJAYKUMAR M JANI	314 N BROAD STREET	WINDER	(770) 867-7336	Atlanta	Child	3/14/2013	Contact Issues	Phone number updated; Online directory has been updated.
PSHP	Sick	PEDIATRIC MEDICINE	WILLIAM P KANTO JR	15 CAVENDER STREET	NEWNAN	(770) 253-6616	Atlanta	Child	3/14/2013	Contact Issues	Phone number updated; Online directory has been updated.
PSHP	Sick	PEDIATRIC MEDICINE	LUCY LOT	132 SPARTA HIGHWAY	EATONTON	(706) 485-8924	East	Child	3/18/2013	Contact Issues	Phone number updated; Online directory has been updated.
PSHP	Sick	PEDIATRIC MEDICINE	MARGARET BISHO LUEG	1120 15TH STREET	AUGUSTA	(706) 721-3042	East	Child	3/18/2013	Contact Issues	Phone number updated; Online directory has been updated.
PSHP	Sick	PEDIATRIC MEDICINE	RICHARD MANSFIELD	705 17TH STREET	COLUMBUS	(706) 571-9699	Central	Child	3/18/2013	Contact Issues	Verified phone number listed is correct.
PSHP	Sick	PEDIATRIC MEDICINE	KRUPAVATHI MARAREDDY	303 PINEVIEW DRIVE	WAYCROSS	(912) 283-4381	Southeast	Child	3/18/2013	Contact Issues	Phone number updated; Online directory has been updated.
PSHP	Sick	FAMILY PRACTICE	WALLACE STEVE ANDERSON	1311 OCILLA ROAD	DOUGLAS	(912) 384-1043	Southwest	Adult	2/27/2013	Contact Issues	Phone number updated; Online directory has been updated.
PSHP	Sick	FAMILY PRACTICE	JUSTIN A BAKER	1101 OCILLA ROAD	MOULTRIE	(229) 891-9016	Southwest	Adult	2/27/2013	Contact Issues	Verified phone number listed is correct.
PSHP	Sick	FAMILY PRACTICE	ROBERT MILTON CLARK	363 NORTH BELAIR ROAD	EVANS	(706) 650-7563	East	Adult	3/12/2013	Contact Issues	Verified phone number listed is correct.
PSHP	Sick	FAMILY PRACTICE	SANDRA GIBBS	1821 CLIFTON ROAD NE	COCHRAN	(404) 778-3333	Central	Adult	3/12/2013	Contact Issues	Verified phone number listed is correct.
PSHP	Sick	FAMILY PRACTICE	RONALD M HUDSON	610 19TH STREET	COLUMBUS	(706) 322-7884	Central	Adult	3/12/2013	Contact Issues	Verified phone number listed is correct.
PSHP	Sick	PHYSICIAN S ASSISTANT	LYNN SMITH	380 CEDAR STREET	METTER	(912) 685-5073	Southeast	Adult	3/12/2013	Contact Issues	Verified phone number listed is correct.
PSHP	Sick	FAMILY PRACTICE	MINKAILU SESAY	106 EAST BROAD STREET	TUCKER	(912) 527-1000	Atlanta	Adult	3/12/2013	Contact Issues	Verified phone number listed is correct.
PSHP	Sick	FAMILY PRACTICE	ODELL P STILL	28 WEST RAILROAD AVENUE	VIDALIA	(912) 538-5890	Southeast	Adult	3/12/2013	Contact Issues	Phone number updated; Online directory has been updated.
PSHP	Routine	PEDIATRIC MEDICINE	MARY JOYCE NEAL	1300 NEWTON ROAD	ALBANY	(229) 759-6508	Southwest	Child	3/4/2013	Provider Availability	Plan was able to contact provider and confirm Dr. Neal works with Albany Area Primary Health Care (FQHC). East Albany Pediatrics is an FQHC location for AAPHC. All of the providers who work for AAPHC have an affiliation for all locations due to the providers filling in at clinics.
PSHP	Routine	PEDIATRIC MEDICINE	MITCHELL P ROSS	1300 MICCOSUKEE ROAD	TALLAHASSEE	(602) 943-9200	Southwest	Child	3/5/2013	Provider Availability	Plan was able to confirm that the provider rotates locations and does intend to remain open at this location.
PSHP	Routine	PEDIATRIC MEDICINE	KATHLEEN SLAGLE	1120 15TH STREET	AUGUSTA	(706) 721-3873	East	Child	3/5/2013	Provider Availability	Plan confirmed with the provider that they are participating in the network.
PSHP	Routine	INTERNAL MEDICINE	HATEM A ASAD	105 BRIARCLIFF ROAD	WARNER ROBINS	(478) 918-0770	Central	Adult	3/11/2013	Provider Availability	Phone number updated; Online directory has been updated.
PSHP	Routine	INTERNAL MEDICINE	THOMAS FERRARI	200 N RIVER STREET	CLAXTON	(912) 537-7476	Southeast	Adult	3/11/2013	Provider Availability	Provider's address has been updated per the Plan's outreach. However, the provider continues to remain active in the Plan's network.
PSHP	Routine	INTERNAL MEDICINE	WENTZELLE KITCHENS	506 W ELM STREET	WRIGHTSVILLE	(478) 864-0032	Central	Adult	3/11/2013	Provider Availability	Per the Plan's outreach, the provider currently has two locations.
PSHP	Routine	INTERNAL MEDICINE	ASHFAQ SAYED	200 SOUTH CHERRY STREET	OCILLA	(229) 468-5020	Southwest	Adult	3/11/2013	Provider Availability	Phone number updated; Online directory has been updated.

Medicaid Primary Care Accessibility Analysis -  
Peach State Response dated 10/16/2013



CMO	Routine/Sick	Provider Type	Provider's Name	Address	City	Provider's Phone Number	Region	Call Classification (Adult or Child)	Date of Call	Comment Type	PSHP Comments
PSHP	Routine	NURSE PRACTITIONER	SUSAN B WILSON	1025 N MAIN STREET	SUMMERVILLE	(770) 684-7846	North	Adult	3/11/2013	Provider Availability	Provider's address has been updated per the Plan's outreach. However, the provider continues to remain active in the Plan's network.
PSHP	Sick	PEDIATRIC MEDICINE	TONY K ADDINGTON	330 BENJAMIN H HILL DRIVE	ATHENS	(229) 391-3640	Southwest	Child	3/14/2013	Provider Availability	Provider requests termination from the network but has not to date followed the Plan's procedure to formally terminate participation status.
PSHP	Sick	PEDIATRIC MEDICINE	JAMES L BECTON JR	411 TOWN PARK BOULEVARD	AUGUSTA	(706) 854-2500	East	Child	3/14/2013	Provider Availability	Provider requests termination from the network but has not to date followed the Plan's procedure to formally terminate participation status.
PSHP	Sick	PEDIATRIC MEDICINE	MICHAEL COOPER JR	3208 SHRINE ROAD	BRUNSWICK	(912) 265-2036	Southeast	Child	3/14/2013	Provider Availability	Provider requests termination from the network but has not to date followed the Plan's procedure to formally terminate participation status.
PSHP	Sick	NURSE PRACTITIONER	LAURA A BRENNAN	172 FOLLINS LANE	SAINT SIMONS ISLAND	(912) 634-2795	Southeast	Child	3/18/2013	Provider Availability	Provider requests termination from the network but has not to date followed the Plan's procedure to formally terminate participation status.

Medicaid Primary Care Accessibility Analysis -  
Peach State Response dated 10/16/2013



CMO	Routine/Sick	Provider Type	Provider's Name	Address	City	Provider's Phone Number	Region	Call Classification (Adult or Child)	Date of Call	Comment Type	PSHP Comments
PSHP	Sick	FAMILY PRACTICE	LINDA B DOLAN	6000 JOE FRANK HARRIS PARKWAY	CEDARTOWN	(770) 684-8700	North	Adult	3/12/2013	Provider Availability	Provider requests termination from the network but has not to date followed the Plan's procedure to formally terminate participation status.
PSHP	Sick	FAMILY PRACTICE	PHILLIP MCGHEE	2906 FRANKLIN PARKWAY	FRANKLIN	(706) 675-6949	Central	Adult	3/12/2013	Provider Availability	Provider requests termination from the network but has not to date followed the Plan's procedure to formally terminate participation status.
PSHP	Routine	PEDIATRIC MEDICINE	GYULA SOOS	230 INDUSTRIAL BOULEVARD	DUBLIN	(478) 272-0203	Central	Child	3/5/2013	Participation	Provider currently has panel restrictions.
PSHP	Routine	PEDIATRIC MEDICINE	ERIC STOUT	2500 STARLING STREET	BRUNSWICK	(912) 554-0542	Southeast	Child	3/5/2013	Provider Participation	Provider requests termination from the network but has not to date followed the Plan's procedure to formally terminate participation status.
PSHP	Routine	FAMILY PRACTICE	LAWRENCE W PRICE	705 DALLAS HIGHWAY	VILLA RICA	(770) 459-4411	Atlanta	Child	3/7/2013	Participation	Provider currently has panel restrictions.
PSHP	Routine	OBSTETRICS GYNECOLOGY	MOON Y CHUNG	421 W 4TH AVENUE	ALBANY	(229) 435-0002	Southwest	Adult	3/11/2013	Participation	Provider currently has panel restrictions.
PSHP	Routine	OBSTETRICS GYNECOLOGY	SOWMAYA REDDY	1305 HEMBREE ROAD	ROSWELL	(678) 739-4757	Atlanta	Adult	3/11/2013	Participation	Provider currently has panel restrictions.
PSHP	Routine	INTERNAL MEDICINE	ROBERT K BOND	17 BARCLAY STREET	ELLIJAY	(706) 635-7231	North	Adult	3/11/2013	Participation	Provider currently has panel restrictions.
PSHP	Routine	INTERNAL MEDICINE	CARLOS M COSSIO	1077 BAXTER STREET	ATHENS	(706) 613-0313	North	Adult	3/11/2013	Provider Participation	Plan was unsuccessful in contacting provider. Further investigation ongoing.
PSHP	Routine	INTERNAL MEDICINE	BRUCE C FRIEDMAN	3651 WHEELER ROAD	AUGUSTA	(706) 869-0710	East	Adult	3/11/2013	Provider Participation	Plan confirmed that the provider is a hospitalist only. Subsequently, the provider's location has been suppressed from the Plan's directory.
PSHP	Routine	INTERNAL MEDICINE	AJAY KUMAR	132 SPARTA HIGHWAY	ALBANY	(706) 485-8495	East	Adult	3/11/2013	Participation	Provider currently has panel restrictions.
PSHP	Routine	INTERNAL MEDICINE	CRAIG M NIELSON	417 W 3RD AVENUE	DAWSON	(229) 759-6508	Southwest	Adult	3/11/2013	Provider Participation	Provider requests termination from the network but has not to date followed the Plan's procedure to formally terminate participation status.
PSHP	Routine	FAMILY PRACTICE	BENISE WILLIAMS	303 SMITH STREET	LAGRANGE	(706) 882-8831	Central	Adult	3/11/2013	Participation	Provider currently does not have any panel restrictions.
PSHP	Routine	NURSE PRACTITIONER	JULIE A DAVEY	1707 WATSON BOULEVARD	WARNER ROBINS	(478) 929-8030	Central	Adult	3/11/2013	Provider Participation	Plan was unsuccessful in contacting provider. Further investigation ongoing.
PSHP	Routine	NURSE PRACTITIONER	SHARL ANN TRUSSELL	1212 E UNION STREET	VIENNA	(229) 268-8865	Central	Adult	3/11/2013	Provider Participation	Provider is currently not participating with the Plan. Subsequently, the Plan's directory has been updated.
PSHP	Sick	PEDIATRIC MEDICINE	JOHN P MCLENDON	1108 ROSS CLARK CIRCLE	DOTHAN	(334) 793-1881	Central	Child	3/18/2013	Participation	Provider currently has panel restrictions.
PSHP	Sick	PEDIATRIC MEDICINE	JONATHAN CHEEK	15 REINHARDT COLLEGE PARKWAY	CANTON	(770) 479-1985	Atlanta	Child	3/18/2013	Participation	Provider currently has panel restrictions.
PSHP	Sick	CLINIC	CARROLL CO PRM HLTM RHC WHI	41 WELLINGTON MIL ROAD	WHITESBURG	(770) 836-0504	Atlanta	Adult	3/12/2013	Provider Participation	Provider has requested his panel be open to existing members.
PSHP	Sick	FAMILY PRACTICE	F KENNARD HOOD	830 EAGLES LANDING	STOCKBRIDGE	(404) 778-6886	Atlanta	Adult	3/12/2013	Provider Participation	Provider has requested his panel be open to existing members.
PSHP	Sick	FAMILY PRACTICE	VICTOR E LAMBERT	3214 ROOSEVELT HIGHWAY	MANCHESTER	(706) 846-3151	Central	Adult	3/12/2013	Participation	Provider currently has panel restrictions.
PSHP	Sick	FAMILY PRACTICE	HENRY K PURVIS	400 CEDAR STREET	STATESBORO	(912) 764-9684	Southeast	Adult	3/12/2013	Provider Participation	Provider has requested the Plan close his panel. Supporting documentation forthcoming.
PSHP	Routine	PEDIATRIC MEDICINE	AFROZ RAHMAN	521 ADAMS ROAD	COVINGTON	(770) 787-1040	Atlanta	Child	3/5/2013	Scheduling Constraint	Plan conducted secret shopper call. Office meets timely appointment access standards.
PSHP	Routine	PEDIATRIC MEDICINE	KRISTIN S RISCHAR	408 EAST 3RD AVENUE	CORDELE	(229) 271-2229	Central	Child	3/5/2013	Scheduling Constraint	Plan conducted secret shopper call. Office did not meet timely appointment access standards. Plan provided education to the provider and faxed copy of standards.
PSHP	Routine	PEDIATRIC MEDICINE	LUIS SAMPER	750 N COBB STREET	MILLEDGEVILLE	(478) 453-9383	Central	Child	3/5/2013	Scheduling Constraint	Plan conducted secret shopper call. Office meets timely appointment access standards.
PSHP	Routine	PEDIATRIC MEDICINE	FARIBORZ ZAER	106 E BROAD STREET	SAVANNAH	(912) 527-1000	Southeast	Child	3/5/2013	Scheduling Constraint	Plan conducted secret shopper call. Office did not meet timely appointment access standards. Plan provided education to the provider and faxed copy of standards.
PSHP	Routine	NURSE PRACTITIONER	MELISSA G CROSBY	3440 N VALDOSTA	VALDOSTA	(229) 247-2211	Southwest	Child	3/7/2013	Scheduling Constraint	Plan conducted secret shopper call. Office meets timely appointment access standards.
PSHP	Routine	NURSE PRACTITIONER	KATHY SCHLEIER	1575 CHATTONOOGA AVENUE	DALTON	(706) 876-2130	North	Child	3/7/2013	Scheduling Constraint	Plan conducted secret shopper call. Office meets timely appointment access standards.
PSHP	Routine	FAMILY PRACTICE	DENISE SMITH KENNEDY	3614 J DEWEY GRAY CIRCLE	AUGUSTA	(706) 868-7380	East	Adult	3/11/2013	Scheduling Constraint	Plan conducted secret shopper call. Office did not meet timely appointment access standards. Plan provided education to the provider and faxed copy of standards.
PSHP	Sick	PEDIATRIC MEDICINE	DAVID H CHEATHAM	801 BEACON STREET	WAYCROSS	(912) 285-2440	Southeast	Child	3/14/2013	Scheduling Constraint	Provider contact number updated per outreach from the Plan.

CMO	Routine/Sick	Provider Type	Provider's Name	Address	City	Provider's Phone Number	Region	Call Classification (Adult or Child)	Date of Call	Comment Type	PSHP Comments
PSHP	Sick	PEDIATRIC MEDICINE	CLAUDIO MACHADO	414 LUGENIA BOULEVARD	VIDALIA	(912) 537-9355	Southeast	Child	3/18/2013	Scheduling Constraint	Plan conducted secret shopper call. Office meets timely appointment access standards.
PSHP	Sick	CLINIC	COMMUNITY HEALTH CARE SYSTEMS, INC.	116 SMITH STREET	TENNILLE	(478) 552-7384	East	Adult	3/12/2013	Scheduling Constraint	Plan conducted secret shopper call. Office meets timely appointment access standards.
PSHP	Sick	FAMILY PRACTICE	CHARLES J BETZ	100 JOHN MADDOX DRIVE	ROME	(706) 235-3033	North	Adult	2/27/2013	Scheduling Constraint	Plan conducted secret shopper call. Office meets timely appointment access standards.
PSHP	Sick	FAMILY PRACTICE	DAVID E FIELD	200 MEDICAL LANE	CANTON	(770) 479-1494	Atlanta	Adult	3/12/2013	Scheduling Constraint	Plan conducted secret shopper call. Office meets timely appointment access standards.
PSHP	Sick	FAMILY PRACTICE	KIMBERLY KURTZ	1300 S CHESTATEE STREET	DAHLONEGA	(706) 867-6005	North	Adult	3/12/2013	Scheduling Constraint	Plan conducted secret shopper call. Office meets timely appointment access standards.
PSHP	Sick	FAMILY PRACTICE	DAVID L TURFLER	209 S TALLAHASSEE STREET	HAZLEHURST	(912) 375-3095	Southeast	Adult	3/12/2013	Scheduling Constraint	Plan conducted secret shopper call. Office meets timely appointment access standards.

Georgia Department of Community Health - Georgia Families

Medicaid Primary Care Accessibility Analysis

WELLCARE- Secret Shopper Survey

Barriers to Scheduling an Appointment

Page Number	Section	Statement/Methodology Concern	WellCare Response	MSLC Response
9	Primary Care Provider-To-Member Ratio	<b>Methodology</b> "For the purposes of this analysis, we determined a ratio which is lower than 100 members per PCP but higher than 2,500 members per PCP to represent a potential access to care issue."	Why would a ratio of 1:100 or less be a problem? The contract with DCH provides the standard of 1:2500 – so any ratio under that would be in compliance.	MSLC presented this information as a recommendation to institute a minimum requirement. Our research found that some states have established minimum and maximum ratios in order to increase access and to ensure effective member distribution among available providers.
10	Observations	The distribution analysis using a color-coded map gives the impression there are problems with the different ratio levels especially with the choice of colors used to depict this on the maps.	It should be noted that all 3 CMOs met the 1:2500 standard in all counties where PCPs were available. The highest ratio for WCGA was in Treutlen County which had a ratio of 1:857.	No response required.
14	WellCare Summary (Primary Care Ratios)	"There were no primary care providers in Telfair (Central region), White (North region), and Echols and Webster (Southwest region) counties, representing 3,731 enrolled Georgia Families members."	Telfair, Echols and Webster are considered rural and classified as "Primary Health Provider Shortage Areas" (HPSAs) by the State Office of Rural Health.	No response required.
14	WellCare Summary (Primary Care Ratios)	"The lowest PCP-to-member ratios were in Taliaferro County in the East region with one primary care provider for every 20 members (1:20) followed by Calhoun County (Southwest region) with one primary care provider for every 31 providers [this should say "members"] (1:31)."	This statement comes across as if the lower PCP-to-member ratios are detrimental to the health of the Georgia Families members. The fact is the lower ratios are due to the low population numbers in those counties.	No response required.
14	WellCare Summary (Primary Care Ratios)	"The overall ratio for WellCare's service area was 4,749 primary care providers to 618,427 members or one primary care provider for every 130 members."	There should be a note after that statement to remind the reader this ratio is within the 1:2500 standard in the DCH contract.	No response required.
16	Appointment Wait Times	<b>Methodology – Secret Shopper Calls</b>	It is not indicated whether a standardized call script was used to make the calls or not. The CMOs should be provided with a copy of the call script used for review.	No response required.
16	Appointment Wait Times	<b>Methodology – Secret Shopper Calls</b> "The unique list of PCPs was subdivided into four equal groups."	Since only 100 PCPs were called for each CMO and the 100 were divided into 4 groups of 25 PCPs each, the denominators could not be higher than 25. This low denominator is below the 30 minimum standard which the National Committee for	No response required.
16	Appointment Wait Times	<b>Methodology – Secret Shopper Calls</b> "At the conclusion of each call, we advised the PCP that we needed to confirm the appointment at a later time, explaining that we would first need to arrange transportation or confirm appointment date and time with the family member."	Did the confirmation calls made after the appointment had been scheduled impact any of the results leading providers to then 'fail'?	Confirmation calls were not a requirement for this analysis. Results were developed from the initial calls to make a tentative appointments. All tentative appointments were considered a "pass".
16	Appointment Wait Times	<b>Methodology – Secret Shopper Calls</b> "PCP responses to each question were recorded in call logs for further analysis."	Are there plans to share the call logs with the CMOs?	A listing of ("failed") providers was provided to DCH, which in turn, was shared with the CMOs. Any other call logs or details relating to the calls are considered proprietary to the MSLC audit process.
16	Appointment Wait Times	<b>Methodology – Secret Shopper Calls</b> "During the calls, staff represented themselves as a member recently assigned to the CMO (or calling on behalf of a family member) seeking either a routine or sick adult service, or as a parent of a CMO member for either a routine or sick child service."	Later in the report (p. 18) it showed 8 WellCare providers had "requested information before scheduling the appointment." Many providers request this routinely prior to scheduling appointments in order to reduce the number of "no-shows" and to provide a way to contact the member if they do not keep their appointment. This should not be listed as a failure.	No response required.
16	Appointment Wait Times	<b>Methodology – Secret Shopper Calls</b> "In most cases, due to the volume of calls required of an analysis of this type, we made a single call to each PCP between the hours of 8:00a.m. and 5:00p.m., Monday through Friday."	Given the standard for sick visits where PCPs are expected to see sick members within 24 hours, if phone calls were made on Friday afternoons, the PCPs most likely would have failed. The CMOs should be provided with the call logs denoting the date and time of each call.	No response required.
		<b>Methodology – Secret Shopper Calls</b>	The CMOs should be provided with the call logs denoting the date and time of each	No response required.

Page Number	Section	Statement/Methodology Concern	WellCare Response	MSLC Response
16	Appointment Wait Times	"After the initial call, we did not attempt to make follow-up contact with PCPs where the telephone number appeared to be correct but the office was closed, or where a live inquiry could not be completed."	call. Some providers may have office hours that close early on some days or are not open while they are at another location. Our survey vendor makes multiple attempts on different days of the week and at different times in order to provide findings on as many PCPs as possible.	
17	Table 2: Overall Summary of Secret Shopper Survey	"Scheduling constraints"	What situations constitute "Scheduling constraints"? Was this defined prior to the study by DCH?	During the secret shopper survey, a tentative appointment could not be scheduled due to specific reasons such as the PCP only accepting established members or members in certain age groups and/or medical records were requested.
18	Table 5: WellCare Barriers to Appointment	"There was a recording that plays during normal business hours asking the patient to leave a message."	The CMOs should be provided with the call logs denoting the date and time of each call. It may be the providers were not at the locations the auditors called on those days and the recording may have instructed the members to seek care at the other location or leave a message.	No response required.
18	Table 5: WellCare Barriers to Appointment	"The provider is a specialist and not PCP."	Was this the case with OBs being called? According to the contract with DCH, OB/GYNs may be considered as PCPs. It could be the scheduler at the office would direct a sick member who is not pregnant to seek care from a traditional PCP (IM, FP, GP) rather than an OB/GYN in some cases. Again, the CMOs should be provided with the call logs.	Any provider listed on the PCP Assignment report, with an open panel status, was considered to be available for both routine and sick PCP visits. Since there was no indicator reflecting the provider should be excluded from PCP assignment or Provider Directory, the provider was included in this analysis. The comment "the provider is a specialist and not PCP" was given to the surveyor during the call.
20	WellCare Wait Time Summary	"Adult – Sick: 12.5 percent of PCPs did not meet the 24 hour wait time standard."  "Child – Sick: 11.1 percent of PCPs did not meet the 24 hour wait time standard."	In both of these cases the denominators for the measures were under 10. For the Adult Sick measure, there were 3 PCPs that passed the standard and 2 PCPs who did not. The total denominator for the Adult Sick measure is then 5.  For the Child Sick measure, there were 7 PCPs who passed the standard and 1 who did not. The total denominator for the Child Sick measure is 8.	No response required.  No response required.
21	Overall Analysis Findings	<b>PCP-to-Member Ratio</b>  "PSHP and WellCare did not have PCPs in Echols County."  "AGP and WellCare did not have PCPs in Webster County."	According to the U.S. Department of Health and Human Services Health Resources and Services Administration (HRSA), based on population, Echols County should have 1 FTE primary care provider but the number of actual providers is 0.  For Webster County, there should be 1 FTE primary care provider for the population and there is 1 FTE provider located there. However, the members are not limited to the county they live in to seek care. <a href="http://hpsafind.hrsa.gov/HPSASearch.aspx">http://hpsafind.hrsa.gov/HPSASearch.aspx</a>	No response required.
21	Overall Analysis Findings	<b>PCP-to-Member Ratio</b> "For the three CMOs combined, there were less than 1 percent of PCPs with 2,500 or more members assigned."	Does this mean that any of the CMOs had a provider-to-member ratio of greater than 1:2500? If so, which one?	Please refer to the PCP Assignment Report for the period October 1, 2012 through December 31, 2012.
21	Overall Analysis Findings	<b>Secret Shopper Survey/Appointment Wait Time</b> "For the three CMOs combined, 76 appointments were not scheduled due to the lack of telephone access during normal business hours."	What is the definition for "lack of telephone access"?	MSLC referenced "lack of telephone access" as contact issues. The report has been updated with this language.
22	Overall Analysis Findings	<b>Additional Analysis</b> "The Secret Shopper survey results revealed there were primary care providers with an 'open' panel status on the PCP Assignment Reports. However, these primary care providers were not accepting new members."	What were the criteria used to determine if the PCP had a closed panel? Is this documented in the call logs?	The PCP Assignment Reports submitted to DCH were utilized in this analysis. Information gathered from the reports was considered true and accurate. All detailed results were recorded in MSLC workpapers; however, can not be shared due to proprietary reasons.
22	Overall Analysis Findings	<b>Additional Analysis</b> "For WellCare, 19 percent of their primary care providers were not listed in the CMO's Provider Directory."	Is this because the providers with closed panels have opted out of being included in the Provider Directory?	The Provider Directory analysis excluded providers with closed panels.
		<b>PCP-to-Member Ratio</b>	Echols, Telfair, and Webster counties are all considered to be Health Provider Shortage Area's (HPSAs) according to the State Office of Rural Health.	No response required.

Page Number	Section	Statement/Methodology Concern	WellCare Response	MSLC Response
24	WellCare Findings	"There were four counties (Echols, Telfair, Webster, and White) in WellCare's network without a Primary Care Provider, affecting 3,731 members.	White County is surrounded by the following counties and their PCP-to-member ratios: <ul style="list-style-type: none"> <li>• Union – 1:70</li> <li>• Lumpkin – 1:109</li> <li>• Hall – 1:152</li> <li>• Habersham – 1:212</li> <li>• Towns – 1:85</li> </ul>	
25	WellCare Findings	<b>Secret Shopper Survey/Appointment Wait Time</b> "In Fulton County (Atlanta region): One PCP, listed as a Pediatrician on the PCP Assignment Report, referred the caller to Hughes Spalding for the treatment of flu like symptoms."	Was there a reason provided for this referral? It could have been the PCP's office was already booked for the day, but overflow coverage is provided by Hughes Spalding's clinic."	No reason for the referral was noted. WellCare's comments have been noted; however, they do not affect the results.
25	WellCare Findings	<b>Secret Shopper Survey/Appointment Wait Time</b> "7.1 percent of PCPs did not meet either the 14 calendar day wait standard for routine visits or the 24 hour wait time standard for sick visits."	This percentage is suspect as the denominator was low.	No response required.
25	WellCare Findings	<b>Age Range Served</b> "In Dougherty County (Southwest region): a Pediatrician indicated they served patients aged 0-20; however, the PCP was listed in the CMO Provider Directory as serving ages 0 to 99."	While this should be updated in the system, the assumption should be made that a Pediatrician would only see members in the age range of 0-20.	No response required.
26	WellCare Findings	<b>PCP Specialty Verification</b> "One PCP in Columbia County (East region) was listed on the PCP Assignment Report as a Pediatrician; however, survey results revealed the PCP to be an Allergy and Immunology Specialist. Additionally, the CMO Provider Directory listed this PCP's specialty as General Practice."	The provider referenced here is Robert Rhoades (#344701) and in our system he is listed in the following way:  Pediatrics – Primary?: No – Directory Inclusion?: No  General Practitioner – Primary?: Yes – Directory Inclusion?: Yes The provider is loaded into our system using the information received from the provider's office.	No response required.
27	Recommendations	<b>Recommendations Applicable to DCH</b> "In addition to the existing access requirements, it may be beneficial to the Department and Georgia Families members for DCH to establish a PCP minimum member enrollment or minimum primary care provider-to-member ratio requirement in addition to geographic distance or travel time requirements."	In areas where few primary care providers operate and low numbers of members live, the ratios are going to be small. In order to provide a network for the majority of members to have access to primary care providers within certain distance requirements, all of the providers should be maintained.	No response required.
27	Recommendations	<b>Recommendations Applicable to DCH</b> "We recommend that the contract between DCH and the CMOs be amended to include a requirement for the CMOs to develop and submit PCP-to-member ratio reports representing the number of PCPs per number of assigned Georgia Families members and indicating open and closed panels."	Member information including counts is already sent to DCH, as well as Panel information regarding the status of providers each quarter.	No response required.
27	Recommendations	<b>Recommendations Applicable to DCH</b> "As a quality measure, DCH may wish to request a response from the CMOs regarding the counties identified as not having primary care providers."	This is already being done through the GeoAccess reporting that is sent to DCH.	No response required.
		<b>Recommendations Applicable to DCH</b>		No response required.

Page Number	Section	Statement/Methodology Concern	WellCare Response	MSLC Response
27	Recommendations	<p>“The Department may wish to amend the contract between DCH and the CMOs to require that telemedicine/telehealth be utilized in order to provide accessible primary care services to underserved populations and in rural areas. In addition, DCH may require the CMOs to report PCPs practicing telemedicine/telehealth based on geographic location and the number of members assigned to them.”</p>	<p>WellCare does provide telemedicine/telehealth services and is planning on expanding the program.</p>	
27	Recommendations	<p><b>Recommendations Applicable to the CMOs</b>  “The CMOs should address the barriers to scheduling appointments which are listed in Exhibit D.”</p>	<p>Exhibit D does not provide enough information to address the barriers. In addition, WellCare has an existing corrective action plan in place to address barriers discovered during the quarterly Appointment Timeliness audits conducted by our vendor.</p>	<p>No response required.</p>
27	Recommendations	<p><b>Recommendations Applicable to the CMOs</b>  “The CMOs should address and report to the Department their findings and subsequent action plans for counties identified as not having primary care providers.”</p>	<p>This issue is addressed through the GeoAccess reports and any counties that do not have primary care providers in which to contract are also identified.</p>	<p>No response required.</p>

Georgia Department of Community Health - Georgia Families

Medicaid Primary Care Accessibility Analysis

WELLCARE - Secret Shopper Survey

Barriers to Scheduling an Appointment



CMO	Routine/Sick	Provider Type	Provider's Name	Address	City	Provider's Phone Number	Region	Call Classification (Adult or Child)	Date of Call	Comment Type	WC Comments
WC	Routine	RHC	PHOEBE WORTH FAMILY MEDICINE-SYLVESTER	1014 W FRANKLIN ST	SYLVESTER	(229) 776-2965	Southwest	Child	3/12/2013	Contact Issues	Date: 10/8/13 Time: 9:47am Contact: Kim Confirmed all contact information is correct and Provider is accepting members. Had no issue contacting Provider office.
WC	Sick	FP	AARON CLARK	1044 BERMUDA RUN RD	STATESBORO	(912) 871-2273	Southeast	Adult	3/12/2013	Scheduling Constraint	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Routine	IM	ABID BASHIR	5105 JEFFERSON RD	ATHENS	(706) 227-4705	North	Child	3/12/2013	Contact Issues	Phone is incorrect; Transposed numbers; Correct number is 706-227-4075; Sabrina at office confirmed that Bashir accepts WC. PR to initiate PLF
WC	Routine	OB/GYN	ADIO ABDU	979 EAST THIRD ST	DALTON	(423) 778-2580	North	Adult	3/13/2013	Contact Issues	Phone number is for UT - Womens Center. Abdu is not a provider there. Requested info from IPA to correct data
WC	Sick	FP	ALBERT WARREN JR	202 PERRY HWY	HAWKINSVILLE	(478) 892-0530	Central	Adult	3/12/2013	Contact Issues	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Sick	PED	ALICE CALDWELL	1120 15TH ST	AUGUSTA	(706) 721-2191	East	Child	3/18/2013	Provider Availability	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Routine	OB/GYN	ALLISON WARD	220 JL WHITE DR	ELLIJAY	(706) 692-3539	North	Adult	3/13/2013	Provider Participation	Verified provider is still par
WC	Sick	FP	AMBER CHITWOOD	5127 JIMMY CARTER BLVD	SMYRNA	(770) 368-3845	Atlanta	Adult	3/12/2013	Contact Issues	I called the number and it is correct. The provider's city for the 5127 Jimmy Carter Blvd address is Norcross which is what we have in Xcelys and also in CAQH. The phone number is correct also. The plf for the original load is 114526 and the provide effective date is 10/1/2012.
WC	Routine	IM	ANEDI EME-AKWARI	1825 MARTHA BERRY BLVD	ROCKMART	(706) 238-8073	North	Adult	3/13/2013	Provider Participation	PID 415207 - The address in the spreadsheet is incorrect. Martha Berry Blvd is in Rome, not Rockmart. If the Rockmart location is in question, a term was submitted 12/28/12 to remove the provider from Redmond Physicians and the Rockmart location. PLF 146395 completed effective 2/28/13. The Rome location is part of Harbin Clinic.
WC	Routine	OB/GYN	BEENAL NAIK	4775 JIMMY CARTER BLVD	NORCROSS	(770) 638-8446	Atlanta	Adult	3/13/2013	Provider Participation	Provider has 2 locations and both are accepting WellCare members.
WC	Routine	OB/GYN	BETTY KOUKIS	1 MAGNOLIA CT	MOULTRIE	(229) 891-9559	Southwest	Adult	3/13/2013	Provider Participation	Date: 10/8/13 Time: 10:25am Contact: Tanera Facility number is 229-985-2198 Number listed 229-891-9559 is incorrect. That number is for the CRMC Practice Administarion office.
WC	Sick	FP	BLAKE MILNER	1111 GRIFFIN AVE	EASTMAN	(478) 374-8998	Central	Adult	3/12/2013	Provider Participation	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Sick	PED	BRANDY GHEESLING	400 CANTERBURY DR	LOUISVILLE	(706) 547-6409	East	Child	3/18/2013	Contact Issues	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Routine	PED	BRENDA SURLES	2695 OLD WINDER HWY	BRASELTON	(770) 534-5255	North	Child	3/12/2013	Provider Participation	Per Ashley - Surles is still a provider and accepts WC 10/15/13-I called and initially left a message for OM-Kaylie Welch. I called back and spoke to Alex and she stated that the number listed 770-534-5255 is for the Gainesville location and not for Gwinnett-Braselton location. She transferred me to the Braselton location and I spoke to Mika and she stated per her knowledge they are not accepting new patients at this location but that I should confirm with Kaylie. She also stated that Dr. Surles only practices at the Gainesville office. I told her I left Kaylie a message regarding a secret shopper call and I would confirm all the information with her when I speak to her. Mike did confirm that Brasleton office is located in Gwinnett County.
WC	Sick	PED	BRUCE CHIEN	80 JESSE HILL JR DR SE	ATLANTA	(404) 616-4307	Atlanta	Child	3/18/2013	Scheduling Constraint	10/10/13. Called Tamara Nilmeier director of physcian group at 4046168880 regarding the failed audit. She has called Dr. Chein and educated him on standard appointment time that are set by DCH and also sent him a copy of the wait & avaiilty flyer from WC website.
WC	Routine	PED	CAROLINE YAPHOCKUN	330 TURNER MCCALL BLVD	ROME	(706) 238-8030	North	Child	3/12/2013	Scheduling Constraint	Per Amanda - Yahockun is still active provider with Harbin Clinic and accepts WellCare; advised and educated on AT/AH standards
WC	Routine	GP	CHARLES WALKER	804 N WILEY AVE	DONALSONVILLE	(229) 524-2706	Southwest	Child	3/12/2013	Scheduling Constraint	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.

CMO	Routine/Sick	Provider Type	Provider's Name	Address	City	Provider's Phone Number	Region	Call Classification (Adult or Child)	Date of Call	Comment Type	WC Comments
WC	Sick	FP	CLARISSA ALLEN	3780 EISENHOWER PKWY	MACON	(478) 633-5500	Central	Child	3/18/2013	Provider Availability	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Sick	FP	DALE LAWSON	216 HOSPITAL DR	VIENNA	(229) 271-9331	Central	Adult	3/12/2013	Contact Issues	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Sick	FP	DAN PULSIPHER	110 NORMAN DORMINY DR	FITZGERALD	(229) 423-5437	Southwest	Adult	3/12/2013	Contact Issues	Date: 10/8/13 Time: 11:00 Confirmed Provider does not work at this location.
WC	Routine	OB/GYN	DANIEL BAILEY	401 E FOURTH AVE	CORDELE	(229) 273-2050	Central	Adult	3/13/2013	Scheduling Constraint	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Routine	IM	DAVID ERCHAK	303 SMITH ST	LAGRANGE	(706) 812-4307	Central	Adult	3/13/2013	Scheduling Constraint	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Sick	FQHC	DENNIS SPENCER JR	803 S MAIN ST	GREENSBORO	(706) 453-1201	East	Child	3/18/2013	Provider Participation	Verified that provider is still par with WellCare
WC	Routine	IM	DINAKARA SHETTY	1719 RUSSELL PKWY	WARNER ROBINS	(478) 929-2909	Central	Adult	3/13/2013	Contact Issues	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Routine	PED	DINNA ROSENTHAL	4181 HOSPITAL DR	COVINGTON	(770) 787-7444	Atlanta	Child	3/12/2013	Provider Participation	Spoke with Laura (Receptionist); she stated that Dr. Rosenthal is accepting new patient BUT they are either newborns or sibilings of existing patients. I requested to speak with Carolyn Keller (OM) to determine if TCHN has been contacted on these parameters - had to leave her a detailed voicemail.
WC	Routine	RHC	FRANK TRIGG	101 RIVERSTONE VISTA	BLUE RIDGE	(706) 632-8787	North	Child	3/12/2013	Contact Issues	This phone number is correct; confirmed with Melissa that Dr. Trigg is still with group and accepts WC
WC	Sick	PED	GENA ALEXANDER-ALBERT	1618 MARS HILL RD	WATKINSVILLE	(706) 769-8155	North	Child	3/18/2013	Contact Issues	Called contact number listed. It is correct.
WC	Routine	IM	GILLIAN ELLIS	5354 REYNOLDS ST	SAVANNAH	(912) 354-6614	Southeast	Adult	3/13/2013	Provider Participation	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Routine	GP	HARRY WINGATE III	102 AIRPORT RD	MILLEDGEVILLE	(478) 453-0077	Central	Child	3/12/2013	Contact Issues	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Sick	FQHC	IIDIKO BABKA	235 WALNUT AVE S	LEESBURG	(229) 759-6508	Southwest	Adult	3/14/2013	Scheduling Constraint	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Sick	FP	JACQUELINE CAFFREY	423 S COLUMBIA AVE	RINCON	(912) 826-8860	Southeast	Child	3/18/2013	Provider Participation	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Sick	FP	JANINE BURGHER-JONES	1800 10TH AVE	COLUMBUS	(706) 571-1120	Central	Child	3/18/2013	Contact Issues	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Routine	PED	JILLIAN KOLSKY	148 CLINIC AVE	BREMEN	(770) 838-8640	Atlanta	Child	3/12/2013	Provider Availability	10/11 Spoke w Teresa @ CHWG. She stated this provider is not with their group. I will reach out to Carla Dodgen @ Healthwest to confirm if the provider needs to be termed in our system. Also, 148 Clinic Ave is in Carrollton, not Bremen (error on this spreadsheet).
WC	Routine	IM	JIM WADE	58 BIG A RD	TOCCOA	(706) 886-6819	North	Adult	3/13/2013	Scheduling Constraint	Advised and educated on AT/AH standards
WC	Sick	FP	JOSEPH FOUST	1811 EDWINA DR	VIDALIA	(912) 537-9779	Southeast	Adult	3/12/2013	Provider Participation	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Sick	FQHC	KEISHA COLLINS	401 S MADISON ST	DAWSON	(229) 888-6559	Southwest	Adult	3/14/2013	Contact Issues	Date: 10/9/13 Time: 9:21 Contact: Linda Contact number should be 229-888-3636 not 229-888-6559. This needs to be updated.  Directory indicates: Callins, Keisha, MD Mirian Worthy Women's Health Center 401 S Madison St Albany, GA 31701 (229) 888-6559 Ages Seen: 00 Yrs/99 Yrs Mon:830-500 Tue:830-500 Wed:830-500 Thu:830-500 Fri:830-500

CMO	Routine/Sick	Provider Type	Provider's Name	Address	City	Provider's Phone Number	Region	Call Classification (Adult or Child)	Date of Call	Comment Type	WC Comments
WC	Sick	FP	KIMBERLY BROWN GULLATT	1315 DELAUNAY AVE	FORSTON	(706) 322-9599	Border	Child	3/18/2013	Scheduling Constraint	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Routine	IM	KRISHNAN ARUNACHALAM	800 VIRGINIA AVE	DOUGLAS	(404) 549-3393	Southwest	Child	3/12/2013	Contact Issues	Date 10/8/13 Time: 10:00am No contact made at this office with number provided. Number listed is a fax machine. Spoke with Amy Lott office mgr. on 10/9/13. confirmed that Provider accepts patients. Dr. Arunachalam Provider ID 335595. Address should be 2012 Ocilla Hwy Douglas,GA. 31533 / Phone: 912-384-7822.
WC	Routine	IM	LAURA BRACHMAN	1525 CLIFTON RD NE	ATLANTA	(404) 778-2700	Atlanta	Adult	3/13/2013	Provider Participation	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Sick	FP	LESLIE COTTRELL	41 WELLINGTON MILL RD	FRANKLIN	(770) 836-0504	Central	Adult	3/12/2013	Provider Participation	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Routine	IM	MARIA ACOSTA	110 RT STANLEY SR PL	LYONS	(912) 526-9355	Southeast	Child	3/12/2013	Scheduling Constraint	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Routine	PED	MARY NEAL	1300 NEWTON RD	ALBANY	(229) 431-3120	Southwest	Child	3/12/2013	Provider Participation	Date: 10/8/13 Time: 9:28am Contact: Darlene Indicated provider is accepting members but only schedules patients on Tuesdays and Thursdays.
WC	Routine	GP	MASON SMITH	114 S JEFFERSON ST	SWAINSBORO	(478) 237-7517	East	Child	3/12/2013	Scheduling Constraint	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Routine	IM	MAX SHIVER	2 48TH ST	VALLEY	(334) 756-2136	Border	Adult	3/13/2013	Provider Participation	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Sick	FP	MICHAEL SCHMIDT	6 HOSPITAL PARK	MOULTRIE	(229) 985-3320	Southwest	Adult	3/12/2013	Provider Participation	Date: 10/9/13 Time: 9:12am Contact: Jessica Robinson Confirmed Provider worked at location and is accepting Wellcare members.No contact issues per my review.Office manager indicated that staff had cut back on accepting new patients but per our conversation they have resumed accepting new patients.
WC	Routine	RHC	MODESTO CAMPO	961 E WINTHROPE AVE	MILLEN	(478) 982-9081	East	Adult	3/13/2013	Provider Availability	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Sick	PED	MUNEER AL HAKIM	116 SPARTA HWY	EATONTON	(706) 923-0904	East	Child	3/18/2013	Contact Issues	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Routine	OB/GYN	PAMELA GALLUP	4750 WATERS AVE	SAVANNAH	(912) 350-5937	Southeast	Adult	3/13/2013	Provider Participation	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Routine	OB/GYN	PATTY HENRY	195 E TOLLISON ST	BAXLEY	(912) 367-0435	Southeast	Adult	3/13/2013	Contact Issues	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Sick	FP	RAYMOND OTIS	24 N ELLIS ST	CAMILLA	(229) 336-7343	Southwest	Adult	3/12/2013	Contact Issues	Date: 10/8/13 Time: 10:54 am Contact: Katrecia Confirmed Provider worked at location and is accepting Wellcare members.No contact issues per my review.
WC	Sick	PED	RENEE CLARK HALL	958A JOE FRANK HARRIS PKWY	CARTERSVILLE	(770) 386-3011	Atlanta	Child	3/18/2013	Scheduling Constraint	PID 647697 - Spoke to Joy (front end administrator) at practice. Provider was (and still is) practicing with an open panel at time of call. Established patients who call for a sick visit are always seen within 24 hours. March is a high volume time for sick visits and that can push the appointment time a little longer. New Patient sick visits are worked in as best as possible, but established take priority. If the practice is unable to see a new sick patient, they are referred to an area urgent care or set up with a later appointment.
WC	Routine	PED	ROBERT RHOADES	4485 COLUMBIA RD	MARTINEZ	(706) 855-1520	East	Child	3/12/2013	Provider Participation	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Sick	FP	SAGHAR NAVID	2065 GRAYSON HWY	GRAYSON	(706) 208-1990	Atlanta	Adult	3/12/2013	Contact Issues	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Sick	PED	SARA GUZMAN	218 QUARTERMAN ST	WAYCROSS	(912) 843-2124	Southeast	Child	3/18/2013	Contact Issues	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Sick	FP	SHAKAOLA BLACKBURN	80 JESSE HILL JR DR SE	ATLANTA	(404) 616-3970	Atlanta	Child	3/18/2013	Scheduling Constraint	10/10/13. Called Tamara Nilmeier director of physcian group at 4046168880 regarding the failed audit. She has called Dr.Blackburn and educated him on standard appointment time that are set by DCH and also sent him a copy of the wait & availblty flyer from WC website.
WC	Routine	IM	SHASHI MADAN	135 N OAK ST	JACKSON	(770) 775-7675	Atlanta	Adult	3/13/2013	Scheduling Constraint	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.

CMO	Routine/Sick	Provider Type	Provider's Name	Address	City	Provider's Phone Number	Region	Call Classification (Adult or Child)	Date of Call	Comment Type	WC Comments
WC	Routine	IM	STANLEY SMITH	15 CAVENDER ST	NEWMAN	(770) 253-6616	Atlanta	Adult	3/13/2013	Provider Participation	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Routine	IM	STEPHANIE YOUNG	117 W NORTHSIDE DR	VALDOSTA	(229) 242-6061	Southwest	Adult	3/13/2013	Scheduling Constraint	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Sick	PED	SUSAN BURNS	406 NORTHSIDE DR	VALDOSTA	(229) 241-0059	Southwest	Child	3/18/2013	Contact Issues	Date: 10/8/13 Time: 10:43 am Contact: Rhonda Confirmed Provider worked at location and is accepting Wellcare members.No contact issues per my review.
WC	Routine	GP	SUSAN BUTLER SUMNER	28 ROME RD	CAVE SPRING	(706) 777-8775	North	Child	3/12/2013	Scheduling Constraint	Spoke with Denise; Sumner accepts WC; Advised & educated of AT/AH standards
WC	Routine	PED	TAMIKA USSERY-FREEMAN	408 E THIRD AVE	CORDELE	(229) 271-2229	Central	Child	3/12/2013	Provider Participation	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.
WC	Sick	FP	TERESA THOMPSON	63 PLEASANT HILL RD	BLAIRSVILLE	(706) 745-2229	North	Adult	3/12/2013	Scheduling Constraint	Per April - confirmed Teresa Thompson is still with Group. Advised & educated on AT/AH standards
WC	Routine	IM	TIFFANY EDWARDS	3340 PADDOCK PKWY	SUWANEE	(678) 474-9633	Atlanta	Adult	3/13/2013	Provider Participation	Not accepting new patients at this time. Established patients are still being accepted. Provider will eventually begin accepting again.
WC	Sick	FP	WALTER ZANT JR	2002 S MAIN ST	MADISON	(706) 342-1555	North	Adult	3/14/2013	Contact Issues	Decision based on the providers ability to handle current patient base is difficult at this time. Called number listed and it is correct. Confirmed Dr. Zant is still par provider at the group and accepts WC
WC	Routine	GP	WILLIAM RHODES JR	100 SCOTT ST	UNION POINT	(706) 486-4195	East	Child	3/12/2013	Scheduling Constraint	Follow up is ongoing to determine this provider's status and education is being performed as needed to address any barriers which may exist.