

**DEPARTMENT OF COMMUNITY HEALTH
GEORGIA FAMILIES**

**MEDICAID CARE MANAGEMENT
ORGANIZATIONS ACT
COMPLIANCE MONITORING**



**ANALYSES OF HOSPITAL STATISTICAL AND
REIMBURSEMENT (HS&R) REPORT SUBMISSIONS**

QUARTER 2: APRIL THROUGH JUNE 2014

OCTOBER 3, 2014





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PROJECT BACKGROUND

The Medicaid Care Management Organizations Act (the “Act”) requires the Care Management Organizations (CMOs) to provide a Hospital Statistical and Reimbursement (HS&R) report within 30 (thirty) days upon request of a provider. Specifically, O.C.G.A. 33-21A-11 states:

Upon request by a hospital provider related to a specific fiscal year, a care management organization shall, within 30 days of the request, provide that hospital with an HS&R report for the requested fiscal year. Any care management organization which violates this Code section by not providing the requested report within 30 days shall be subject to a penalty of \$1,000.00 per day, starting on the thirty-first day after the request and continuing until the report is provided. It is the intent of the General Assembly that such penalty be collected by the Department of Community Health and deposited into the Indigent Care Trust Fund created pursuant to Code Section 31-8-152. A care management organization shall not reduce the funding available for health care services for members as a result of payment of such penalties.

Additionally, the CMOs must submit a list of the requested HS&R reports to the Department of Community Health (“the Department” or DCH) no later than thirty days following the calendar quarter period.



OBJECTIVE

As requested by the Department, Myers and Stauffer LC (Myers and Stauffer) tested the information included on the quarterly HS&R reports submitted by the CMOs in response to the Act for the quarter beginning April 1, 2014 and ending June 30, 2014 (“Quarter 2”). We attempted to confirm the information reported by the CMOs to demonstrate their compliance with the HS&R reporting requirements of the Act.

The quarterly HS&R reports the CMOs submit to the Department contain the following data: the identification of hospitals that requested HS&R reports including location, name of report requestor, date the HS&R report(s) were requested, the date the CMO released the report to the hospital or requestor, and other related information.

Using the HS&R reports provided by each CMO, we attempted to confirm no less than five report requests for each respective CMO. The Methodology section provides an overview of how we analyzed the data on the quarterly reports.



METHODOLOGY

In order to perform this analysis, we utilized the quarterly reports submitted to DCH by each of the CMOs. The report for Amerigroup Community Care (AGP) was obtained by accessing their web portal on August 13, 2014. Peach State Health Plan's (PSHP) report was obtained via email on August 18, 2014. The report for WellCare of Georgia (WellCare) was obtained by accessing their web portal on August 13, 2014. For Quarter 2, 60 HS&R reports were reported by the CMOs and can found in Exhibit A of this report.

In accordance with the confirmation process approved by DCH, Myers and Stauffer requests confirmation of the CMO-reported request and release dates from providers, or their representatives, when the CMO-reported release date is 20 days or greater from the CMO-reported request date. With DCH's approval, HS&R reports were randomly selected for AGP, PSHP, and WellCare to contact providers for confirmation of the dates reported by the CMOs.

Telephone calls or e-mails regarding 33 HS&R reports were initiated on August 25, 2014 and completed on September 9, 2014. Providers were asked to provide the date they requested the HS&R report and the date the CMO provided notification that the report was available.

A maximum of three attempts per provider were performed in an effort to acquire data for this analysis.

Once the data was collected, we analyzed the results and performed follow-up communication as necessary. Provider responses were compared with the dates reported on each CMO's quarterly report.



ASSUMPTIONS AND LIMITATIONS

The assumptions and limitations summarized below should be noted when reviewing this report.

- Our procedures were not designed to identify instances where a CMO may have failed to include a provider's request for an HS&R report in the CMO's report to DCH. However, had instances occurred where a provider stated they requested an HS&R report from a CMO that was not included in the CMO's report to DCH, Myers and Stauffer would have communicated with the respective CMO to confirm the information obtained from the provider.
- If instances occurred where a provider stated they received a requested HS&R report from a CMO after 20 days and that report was originally excluded from our confirmation process, we would have communicated with the respective CMO to confirm the information obtained from the provider.
- Myers and Stauffer accepted a verbal or an email confirmation for information received from providers.
- As instructed by the Department, if the due date of the report, 30 days after the report was requested, fell on a Saturday or Sunday, the next business day was assumed to be the due date for purposes of this analysis.





ANALYTICAL FINDINGS

This section provides a summary of our findings. Detailed findings can be found in Exhibit B.

Table I. Total Report Counts per CMO

CMO	Number of Reports Requested, According to CMO or Provider	Number of Reports Released 20 or More Days After Request, According to CMO or Provider	Number of Reports Included in Analyses	Provider in Agreement with CMO-Reported Dates	Provider Disagreed with CMO-Reported Dates	Not Able to Contact with Provider
Amerigroup	26	0	11	11 (100.0%)	0 (0.0%)	0 (0.0%)
PSHP	11*	2	11	11 (100.0%)	0 (0.0%)	0 (0.0%)
WellCare	23	0	11	11 (100.0%)	0 (0.0%)	0 (0.0%)
Total	60	2	33	33 (100.0 %)	0 (0.0%)	0 (0.0%)

*The number of HS&R report requests reported to DCH by PSHP differs from Amerigroup and WellCare due to the omission of all other report requests (i.e. Detailed OP Claims Reports) from the quarterly HS&R Report.

As illustrated in the table above, we have included the total number of reports each respective CMO reported to the Department for Quarter 2. The findings indicate for 100.0 percent (33 of 33) of the HS&R reports, the providers were able to confirm the information reported by the CMOs.

Table II. Length of Time between Request and Release Dates for HS&R Reports, as reported per CMO

CMO	Days Between Request and Release Dates		
	Minimum	Average	Maximum
Amerigroup	0	0.4	1
PSHP	0	11.2	25
WellCare	0	4.3	15

The statistics included in Table II are based on the dates provided within the CMO quarterly reports. Although the dates given to Myers and Stauffer by the providers were considered in the analysis, documentation provided by the CMOs was used to confirm the dates reported to DCH by the CMOs.



SUMMARY

AMERIGROUP

For Quarter 2, Myers and Stauffer did not identify any HS&R reports released by Amerigroup to a provider that were greater than 30 days. Amerigroup did not release any HS&R reports greater than 20 days from the date of the request. Six representatives for hospital providers were contacted regarding eleven HS&R report requests. The request and release dates reported by the CMO were confirmed for all requests.

PEACH STATE HEALTH PLAN

For Quarter 2, Myers and Stauffer did not identify any HS&R reports reported by Peach State Health Plan to a provider that were greater than 30 days. Peach State Health Plan released two HS&R reports to two providers that were 20 days or greater from the date of request. Six representatives for hospital providers were contacted regarding eleven HS&R report requests. The request and release dates reported by the CMO were confirmed for all requests.

WELLCARE

For Quarter 2, Myers and Stauffer did not identify any HS&R reports released by WellCare to a provider that were greater than 30 days. WellCare did not release any HS&R reports greater than 20 days from the date of the request. Seven representatives for hospital providers were contacted regarding eleven HS&R report requests. The request and release dates reported by the CMO were confirmed for all requests.

SUMMARY OF POTENTIAL PENALTIES

Based on the findings above, it does not appear that any penalties for late HS&R reports should be assessed by DCH for the quarter beginning April 1, 2014 and ending June 30, 2014.



EXHIBITS



Exhibit A

CMO Name: AMERIGROUP
Reporting Date:
Reporting Period: 7/1/2013- 9/30/2013

Hospital Name	Location	Date Report Requested	Date Report Released	Requestor's Name	Comments	TAT	Notes
Tanner Medical Center-Carrollton	Carrollton	6/20/2014	6/20/2014	Carol Crews	Request by Email	0	Detailed Report Provided
Wills Memorial Hospital	Washington	6/17/2014	6/17/2014	Jeremy Sapp	Request by Email	0	Summary Report Provided
Bleckley Memorial Hospital	Cochran	6/6/2014	6/6/2014	Sandra Herndon	Request by Email	0	Summary Report Provided
John D. Archbold Medical Center	Thomasville	6/5/2014	6/6/2014	Patricia Barrett	Request by Email	1	Summary Report Provided
Brooks County Hospital	Quitman	6/5/2014	6/6/2014	Patricia Barrett	Request by Email	1	Summary Report Provided
Grady General Hospital	Cairo	6/5/2014	6/6/2014	Patricia Barrett	Request by Email	1	Summary Report Provided
Grady General Hospital	Cairo	6/5/2014	6/6/2014	Patricia Barrett	Request by Email	1	Summary Report Provided
Mitchell County Hospital	Camilla	6/5/2014	6/6/2014	Patricia Barrett	Request by Email	1	Summary Report Provided
Southeast Alabama Medical Center	Dothan	5/20/2014	5/20/2014	Sally Holland	Request by Email	0	Detailed Report Provided
Colquitt Regional Medical Center	Moultrie	5/16/2014	5/16/2014	Julie Bhavnani	Request by Email	0	Detailed Report Provided
CHOA @ Hughes Spalding	Atlanta	5/12/2014	5/13/2014	Rhonda Birenbaum	Request by Email	1	Detailed & Summary Reports Provided
Grady Memorial Hospital	Atlanta	5/12/2014	5/13/2014	Rhonda Birenbaum	Request by Email	1	Detailed & Summary Reports Provided
West Georgia Medical Center	LaGrange	4/29/2014	4/29/2014	Mark Hughes	Request by Email	0	Detailed Report Provided
Candler County Hospital	Metter	4/28/2014	4/28/2014	Cindy Bierschenk	Request by Email	0	Summary Report Provided
University Hospital	Augusta	4/21/2014	4/22/2014	Sheri Poole	Request by Email	1	Summary Report Provided
University Hospital McDuffie	Thomson	4/21/2014	4/22/2014	Sheri Poole	Request by Email	1	Summary Report Provided
Barrow Regional Medical Center	Winder	4/17/2014	4/17/2014	Wayne Rowell	Request by Email	0	Summary Report Provided
Northridge Medical Center	Commerce	4/16/2014	4/16/2014	Tawnia Justice	Request by Email	0	Summary Report Provided
Ty Cobb Regional Medical Center	Livonia	4/16/2014	4/17/2014	Kimberly Massey	Request by Email	1	Summary Report Provided
Jefferson Hospital	Louisville	4/14/2014	4/15/2014	Deborah Pate	Request by Email	1	Summary Report Provided
Newton Medical Center	Covington	4/11/2014	4/11/2014	Lisa Worthington	Request by Email	0	Summary Report Provided
Grady Memorial Hospital	Atlanta	4/10/2014	4/10/2014	Rhonda Birenbaum	Request by Email	0	Summary Report Provided
Houston Medical Center	Warner Robbins	4/7/2014	4/7/2014	Amy Grube	Request by Email	0	Summary Report Provided
Perry Hospital	Perry	4/7/2014	4/7/2014	Amy Brube	Request by Email	0	Summary Report Provided
CHOA @ Egleston	Atlanta	4/3/2014	4/3/2014	Sherry Cameron	Request by Email	0	Summary Report Provided
CHOA @ Scottish Rite	Atlanta	4/3/2014	4/3/2014	Sherry Cameron	Request by Email	0	Summary Report Provided

Exhibit A**Hospital Statistical & Reimbursement Report
Quarterly Report**

Peach State Health Plan

Reporting Date: 07/30/2014

Reporting Period: April 1, 2014 thru June 30, 2014

Hospital Name	Location	Date Report Requested	Date Report Released	Requestor's Name
CHOA Egleston	Georgia	4/3/2014	4/28/2014	Sherry Cameron
CHOA Scottish Rite	Georgia	4/3/2014	4/28/2014	Sherry Cameron
Newton Health System	Georgia	4/24/2014	4/28/2014	Lisa Worthington
Candler County Hospital	Georgia	4/28/2014	4/28/2014	Cindy Bierschenk
CHOA Hughes Spalding	Georgia	5/13/2014	5/30/2014	Rhonda Birenbaum
Grady Memorial Hospital	Georgia	5/13/2014	5/30/2014	Rhonda Birenbaum
Archbold Memorial Hospital	Georgia	6/6/2014	6/13/2014	Patricia Barrett
Brooks County Hospital	Georgia	6/6/2014	6/13/2014	Patricia Barrett
Grady General Hospital	Georgia	6/6/2014	6/13/2014	Patricia Barrett
Mitchell County Hospital	Georgia	6/6/2014	6/13/2014	Patricia Barrett
Bleckley Memorial Hospital	Georgia	6/6/2014	6/13/2014	Sandra Herndon

Exhibit A

**Hospital Statistical and Reimbursement Report
Quarterly Report**

CMO Name: WellCare

Wellcare

Reporting Date:

Reporting Period: Q2 2014

Hospital Name:	Location	Date Report	Date Report	Requester's Name
CHOA - Egleston	1405 CLIFTON RD NE, ATLANTA, GA 303221060	4/3/2014	4/10/2014	Sherry Cameron
CHOA - Scottish Rite	1001 JOHNSON FERRY RD NE, ATLANTA, GA 303421605	4/3/2014	4/10/2014	Sherry Cameron
Grady Memorial	80 JESSE HILL JR DR SE, ATLANTA, GA 303033031	4/10/2014	4/10/2014	Rhonda Birenbaum
Jefferson Hospital	1067 PEACHTREE ST, LOUISVILLE, GA 30434	4/14/2014	4/15/2014	Deborah Pate
Ty Cobb Regional Medical Center	367 CLEAR CREEK PARKWAY, LAVONIA, GA 30553	4/16/2014	4/18/2014	Kimberly Massey
Barrow Regional Medical Center	316 N BROAD ST, WINDER, GA 306802150	4/17/2014	4/18/2014	Wayne Rowell
University Hospital	1350 WALTON WAY, AUGUSTA, GA 309012629	4/21/2014	4/28/2014	Sheri Poole
University McDuffie County Regional Medical Center	521 W HILL ST, THOMSON, GA 308242199	4/21/2014	4/28/2014	Sheri Poole
Northridge Medical Center	70 MEDICAL CENTER DR, COMMERCE, GA 305291078	4/16/2014	5/1/2014	Tawnia Justice
Candler County Hospital	400 CEDAR ST, METTER, GA 304393338	4/28/2014	5/1/2014	Cindy Bierschenk
West Georgia Medical Center	1514 VERNON RD, LAGRANGE, GA 302404131	4/29/2014	5/5/2014	Mark Hughes
Grady Memorial	80 JESSE HILL JR DR SE, ATLANTA, GA 303033031	5/13/2014	5/13/2014	Rhonda Birenbaum
Hughes Spalding CHOA	35 JESSE HILL JR DR SE, ATLANTA, GA 30303	5/13/2014	5/13/2014	Rhonda Birenbaum
Colquitt Regional Medical Center	3131 S MAIN ST, MOULTRIE, GA 317686925	5/16/2014	5/27/2014	Bobbiegean Reed
SE Alabama Medical Center	1108 ROSS CLARK CIR, DOTHAN, AL 363013022	5/20/2014	5/27/2014	Sally Holland
John D Archbold Memorial Hospital	915 GORDON AVE, THOMASVILLE, GA 31792	6/5/2014	6/5/2014	Patricia Barrett
Brooks County Hospital	903 N COURT ST, QUITMAN, GA 316431315	6/5/2014	6/5/2014	Patricia Barrett
Grady General Hospital	1155 5TH ST SE, CAIRO, GA 398283142	6/5/2014	6/5/2014	Patricia Barrett
Mitchell County Hospital	90 E STEPHENS ST, CAMILLA, GA 317301899	6/5/2014	6/5/2014	Patricia Barrett
Bleckley Memorial Hospital	145 E PEACOCK ST, COCHRAN, GA 310147846	6/6/2014	6/6/2014	Sandra Herndon
Memorial Hospital & Manor - Bainbridge	1500 E SHOTWELL ST, BAINBRIDGE, GA 398194256	6/12/2014	6/23/2014	JP Petsch
Wills Memorial Hospital	120 GORDON ST, WASHINGTON, GA 306731602	6/17/2014	6/23/2014	J Sapp
Tanner Medical Center - Carrollton	705 DIXIE ST, CARROLLTON, GA 301173818	6/20/2014	6/23/2014	Bobbiegean Reed

Exhibit B

All Inclusive Provider List
 Amerigroup, Peach State, WellCare
 Quarter 2 (April 1 - June 30) 2014

Requestor's Name	Hospital Name	Comment Category	Amerigroup Report #1						Peach State Report #1						WellCare Report #1								
			CMO-reported Request Date	CMO-reported Release Date	Provider-reported Request Date	Provider-reported Release Date	CMO-reported Number of Days Between Request and Receipt	Provider-reported Number of Days Between Request and Receipt	Dates Validated	CMO-reported Request Date	CMO-reported Release Date	Provider-reported Request Date	Provider-reported Release Date	CMO-reported Number of Days Between Request and Receipt	Provider-reported Number of Days Between Request and Receipt	Dates Validated	CMO-reported Request Date	CMO-reported Release Date	Provider-reported Request Date	Provider-reported Release Date	CMO-reported Number of Days Between Request and Receipt	Provider-reported Number of Days Between Request and Receipt	Dates Validated
Amy Brube	Perry Hospital		4/7/2014	4/7/2014			0																
Amy Grube	Houston Medical Center		4/7/2014	4/7/2014			0																
Bobbiegean Reed	Colquitt Regional Medical Center	7														5/16/2014	5/27/2014	5/16/2014	5/27/2014	11	11	Y	
Bobbiegean Reed	Tanner Medical Center - Carrollton															6/20/2014	6/23/2014			3			
Carol Crews	Tanner Medical Center-Carrollton		6/20/2014	6/20/2014			0																
Cindy Bierschenk	Candler County Hospital	7	4/28/2014	4/28/2014	4/28/2014	4/28/2014	0	0	Y	4/28/2014	4/28/2014	4/28/2014	4/28/2014	0	0	Y	4/28/2014	5/1/2014	4/28/2014	5/1/2014	3	3	Y
Deborah Pate	Jefferson Hospital		4/14/2014	4/15/2014			1									4/14/2014	4/15/2014			1			
Jeremy Sapp	Wills Memorial Hospital		6/17/2014	6/17/2014			0									6/17/2014	6/23/2014			6			
JP Petsch	Memorial Hospital & Manor - Bainbridge															6/12/2014	6/23/2014			11			
Julie Bhavnani	Colquitt Regional Medical Center		5/16/2014	5/16/2014			0																
Kimberly Massey	Ty Cobb Regional Medical Center		4/16/2014	4/17/2014			1									4/16/2014	4/18/2014			2			
Lisa Worthington	Newton Medical Center	7	4/11/2014	4/11/2014	4/11/2014	4/11/2014	0	0	Y	4/24/2014	4/28/2014	4/24/2014	4/28/2014	4	4	Y							
Mark Hughes	West Georgia Medical Center		4/29/2014	4/29/2014			0									4/29/2014	5/5/2014			6			
Patricia Barrett	John D Archbold Memorial Hospital	7	6/5/2014	6/6/2014	41795	6/6/2014	1	1	Y	6/6/2014	6/13/2014	6/6/2014	6/13/2014	7	7	Y	6/5/2014	6/5/2014	6/5/2014	6/5/2014	0	0	Y
Patricia Barrett	Brooks County Hospital	7	6/5/2014	6/6/2014	6/5/2014	6/6/2014	1	1	Y	6/6/2014	6/13/2014	6/6/2014	6/13/2014	7	7	Y	6/5/2014	6/5/2014	6/5/2014	6/5/2014	0	0	Y
Patricia Barrett	Grady General Hospital	7	6/5/2014	6/6/2014	41795	6/6/2014	1	1	Y	6/6/2014	6/13/2014	6/6/2014	6/13/2014	7	7	Y	6/5/2014	6/5/2014	6/5/2014	6/5/2014	0	0	Y
Patricia Barrett	Grady General Hospital		6/5/2014	6/6/2014			1																
Patricia Barrett	Mitchell County Hospital	7	6/5/2014	6/6/2014	41795	41796	1	1	Y	6/6/2014	6/13/2014	6/6/2014	6/13/2014	7	7	Y	6/5/2014	6/5/2014	6/5/2014	6/5/2014	0	0	Y
Rhonda Birenbaum	CHOA @ Hughes Spalding	7	5/12/2014	5/13/2014	41771	41772	1	1	Y	5/13/2014	5/30/2014	5/13/2014	5/30/2014	17	17	Y	5/13/2014	5/13/2014	5/13/2014	5/13/2014	0	0	Y
Rhonda Birenbaum	Grady Memorial Hospital		4/10/2014	4/10/2014												4/10/2014	4/10/2014						
Rhonda Birenbaum	Grady Memorial Hospital	7	5/12/2014	5/13/2014	41771	5/13/2014	1	1	Y	5/13/2014	5/30/2014	5/13/2014	5/30/2014	17	17	Y	5/13/2014	5/13/2014	5/13/2014	5/13/2014	0	0	Y
Sally Holland	Southeast Alabama Medical Center		5/20/2014	5/20/2014			0									5/20/2014	5/27/2014			7			
Sandra Herndon	Bleckley Memorial Hospital	7	6/6/2014	6/6/2014	41796	6/6/2014	0	0	Y	6/6/2014	6/13/2014	6/6/2014	6/13/2014	7	7	Y	6/6/2014	6/6/2014	6/6/2014	6/6/2014	0	0	Y
Sheri Poole	University Hospital		4/21/2014	4/22/2014			1									4/21/2014	4/28/2014			7			
Sheri Poole	University McDuffie County Regional Medical Center		4/21/2014	4/22/2014			1									4/21/2014	4/28/2014			7			
Sherry Cameron	CHOA @ Eggleston	7	4/3/2014	4/3/2014	41732	4/3/2014	0	0	Y	4/3/2014	4/28/2014	4/3/2014	4/28/2014	25	25	Y	4/3/2014	4/10/2014	4/3/2014	4/10/2014	7	7	Y
Sherry Cameron	CHOA @ Scottish Rite	7	4/3/2014	4/3/2014	41732	4/3/2014	0	0	Y	4/3/2014	4/28/2014	4/3/2014	4/28/2014	25	25	Y	4/3/2014	4/10/2014	4/3/2014	4/10/2014	7	7	Y
Tawmia Justice	Northridge Medical Center		4/16/2014	4/16/2014			0									4/16/2014	5/1/2014			15			
Wayne Rowell	Barrow Regional Medical Center		4/17/2014	4/17/2014			0									4/17/2014	4/18/2014			1			

Min: 0.0
 Max: 1.0
 Ave: 0.4

Min: 0.0
 Max: 25.0
 Ave: 11.2

Min: 0.0
 Max: 15.0
 Ave: 4.3

Exhibit C

Comment Categories Key			
1	Provider stated dissatisfaction with data on report, such as missing and/or inaccurate data, format of report, incorrect reporting periods, etc.	9	Not able to get into contact with provider.
2	Provider stated reports on DCH website were used instead of requested CMO reports.	10	Provider stated a request was submitted to the CMO that was not found on the CMO report; provider gave request/release dates.
3	Provider had to request corrected report from CMO.	11	Provider unsure of exact dates, but did not think dates differed from dates provided by CMO.
4	Request outside of audit period.	12	Provider only able to provide partial or no information about HS&R report request and receipt.
5	Requested CMO report(s) was not received.	13	Provider did not know or did not provide exact dates reported by CMO, but provider stated report was provided in a timely manner.
6	Provider indicated this facility did not request HS&R reports from CMOs.	14	Provider-reported dates differ from CMO-reported dates, but the request was reported by the CMO.
7	Dates reported by CMO were confirmed.	15	Provider received inaccurate report such as missing, incorrect, or invalid data.
8	Provider disagreed with dates reported by CMO, but provider could not provide evidence supporting the disagreement.		