



DEPARTMENT OF COMMUNITY HEALTH

GEORGIA FAMILIES

**MEDICAID CARE MANAGEMENT
ORGANIZATIONS ACT
COMPLIANCE MONITORING**

**ANALYSES OF HOSPITAL STATISTICAL AND
REIMBURSEMENT (HS&R) REPORT SUBMISSIONS
APRIL THROUGH JUNE 2011**

NOVEMBER 10, 2011

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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 AND METHODOLOGY

OBJECTIVE

As requested by the Department, Myers and Stauffer LC (MSLC) 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, 2011 and ending June 30, 2011 (“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 at least five report requests for each respective CMO. The Methodology section below 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. For AMERIGROUP Community Care (AMERIGROUP) and WellCare of Georgia (WellCare), these reports were obtained on August 3, 2011 by accessing each CMO’s web portal. We were not able to access Peach State Health Plan’s (PSHP’s) report via their web portal; therefore, this report was received directly from PSHP on August 3, 2011. The Quarter 2 HS&R reports from the CMOs are included in Exhibit A of this report.

In accordance with the confirmation process approved by DCH, MSLC requests confirmation of the CMO-reported request and release dates from providers when the CMO-reported release date is 20 days or greater from the CMO-reported request date. For Quarter 2, no reports greater than 20 days were identified, therefore with DCH’s approval, we selected five HS&R reports for AMERIGROUP and WellCare and six¹ HS&R reports for PSHP to contact the provider for confirmation of the dates reported by the CMOs.

¹ See page 7 for explanation regarding selection of six reports for PSHP.

Telephone calls or e-mails regarding the 16 HS&R reports were completed on August 25, 2011 to eight unique contacts representing eight facilities. Providers were asked to provide the date they requested the HS&R report and the date the CMO provided notification the report was available. A maximum of three contacts 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. Providers' responses were compared with the dates reported on each CMO's quarterly report. In situations where a hospital reported receiving an HS&R report where the date significantly differed from what was reported by the CMO, a follow-up e-mail was sent to the CMO requesting supporting documentation for these reports and dates.

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, MSLC 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.
- MSLC accepted a verbal 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 SUMMARIES AND FINDINGS

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

Table I. Total Report Counts by 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 for Which MSLC was Able to Contact Provider	Provider in Agreement with CMO-Reported Dates	Provider Disagrees with CMO-Reported Dates
AMERIGROUP	9	0	5	5 (100%)	0 (0%)
PSHP	11	0	6	5 (83%)	1(17%)
WellCare	15	0	5	5 (100%)	0 (0%)
Total	35	0	16	15 (94%)	1 (6%)

As illustrated in the table above, we have included the total number of reports each respective CMO reported to the Department for Quarter 2. For all reports selected for confirmation, the findings indicate that for 94 percent (15 of the 16) of the HS&R reports, the providers were able to confirm the information reported by the CMO. One provider for PSHP indicated that the requested report had not been received.

Table II. Length of Time between Request and Release Dates for HS&R Reports, As Reported by the CMOs

CMO	Days Between Request and Release Dates		
	Minimum	Average	Maximum
AMERIGROUP	1	5.7	9
PSHP	0	9.1	15
WellCare	1	5.6	13

The statistics included in Table II are based on the dates provided within the CMO quarterly reports. Although the dates given to MSLC 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.

AMERIGROUP

For Quarter 2, MSLC did not identify any HS&R report released by AMERIGROUP to a provider that was greater than 30 days. There were no HS&R reports released greater than 20 days from the date of the request. The five providers we contacted confirmed the dates reported by the CMO.

Peach State Health Plan

For Quarter 2, MSLC did not identify any HS&R report released by PSHP to a provider that was greater than 30 days. There were no HS&R reports released greater than 20 days from the date of the request. One of the providers we contacted had not responded after the third contact, so another provider was selected to contact. The provider subsequently did respond which allowed for six providers to be analyzed for this analysis. Five of the six providers we contacted confirmed the dates reported by the CMO. There was one provider who indicated that the requested report was not received by the provider. We requested documentation from PSHP regarding this provider's report and PSHP provided documentation that supported the release of the report to the provider on the date reported by PSHP.

WellCare

For Quarter 2, MSLC did not identify any HS&R report released by WellCare to a provider that was greater than 30 days. There were no HS&R reports released greater than 20 days from the date of the request. The five providers we contacted confirmed the dates reported by the CMO.

EXHIBITS

Exhibit A

CMO Name: AMERIGROUP
Reporting Date: 7/23/2011
Reporting Period: 4/1/2011 - 6/30/2011

Hospital Name	Location	Date Report	Date Report	Requestors Name	Comments	TAT
		Requested	Released			
Irwin County Hospital	Ocilla	4/5/2011	4/6/2011	Sharon Griffin	Request with e-mail	1
University Hospital	Augusta	4/12/2011	4/13/2011	Sheri Poole	Request with e-mail	1
St. Mary's Health Care	Athens	4/19/2011	4/27/2011	Hal Mixon	Request with e-mail	8
Cobb Memorial Hospital	Royston	5/4/2011	5/10/2011	Beth Dalton	Request with e-mail	6
Hart County Hospital	Hartwell	5/4/2011	5/10/2011	Beth Dalton	Request with e-mail	6
Northside Hospital	Atlanta	5/31/2011	6/9/2011	Jonathan Skaggs	Requested with one email	9
Northside Hospital - Cherokee	Canton	5/31/2011	6/9/2011	Jonathan Skaggs	Requested with one email	9
Northside Hospital - Forsyth	Cumming	5/31/2011	6/9/2011	Jonathan Skaggs	Requested with one email	9
Union General Hospital	Blairsville	6/7/2011	6/9/2011	Jodi Schanerman	Requested with one email	2

Exhibit A

Hospital Statistical & Reimbursement Report
 Quarterly Report
 Business Owner: Wanda Tanner Moran

Peach State Health Plan
 Reporting Date: 7/30/2011
 Reporting Period: April 1, 2011 thru June 30, 2011

Hospital Name	Location	Date Report Requested	Date Report Released	Requestor's Name
Memorial Health University Medical Center	Georgia	4/1/2011	4/4/2011	Jared Kirby
Irwin County Hospital	Georgia	4/5/2011	4/18/2011	Sharon Griffin
Newton Medical Center	Georgia	4/7/2011	4/18/2011	Troy Brooks
Flint River Hospital	Georgia	4/26/2011	5/11/2011	Lynn Mitchell
Cobb Memorial Hospital	Georgia	5/3/2011	5/11/2011	Beth Dalton
Hart County Hospital	Georgia	5/3/2011	5/11/2011	Beth Dalton
SGHS Brunswick Campus.	Georgia	5/25/2011	5/25/2011	Stephanie Sinnopoli
Northside Hospital	Georgia	5/31/2011	6/14/2011	Jonathan Skags
Northside Hospital Cherokee	Georgia	5/31/2011	6/14/2011	Jonathan Skags
Northside Hospital Forsyth	Georgia	5/31/2011	6/14/2011	Jonathan Skags
Union General Hospital	Georgia	6/7/2011	6/14/2011	Jodi Schanerman

**Hospital Statistical and Reimbursement Report
Quarterly Report**

CMO Name: Wellcare
Reporting Date: 7/14/2011
Reporting Period: Q2 - 2011

Hospital Name:	Location	Date Report Requested	Date Report Released	Requester's Name
Memorial Health University	4700 Waters Avenue Savannah, Ga 31404	4/1/2011	4/7/2011	Jared Kirby
Irwin County	710 North Irwin Ave. Ocilla, Ga 31774	4/5/2011	4/11/2011	Sharon Griffin
Newton Medical Center	5126 Hospital Dr. Covington, Ga.30014	4/7/2011	4/12/2011	Troy Brooks (Draffin and Tucker)
Cobb Memorial	521 Franklin Springs Street, Royston, GA 30662	4/15/2011	4/21/2011	Kimberly Massey
University Healthcare	1350 Walton Way, Augusta, Georgia 30901	4/19/2011	4/28/2011	Sheri Poole
St. Mary's	1230 Baxter St. Athens, Ga. 30606	4/19/2011	4/27/2011	Hal Mixon
St. Francis	2122 Manchester Expressway Columbus, Ga 31904	4/20/2011	5/3/2011	Rita Cobb
Flint River	509 Sumter St. Montezuma, GA 31063	4/28/2011	5/3/2011	Lynn Mitchell
Cobb Memorial	521 Franklin Springs Street, Royston, GA 30662	5/3/2011	5/4/2011	Beth Dalton
Hart County	138 W GIBSON ST Hartwell, Ga. 30643	5/3/2011	5/4/2011	Beth Dalton
Southeast Ga Health System - Brunswick	2415 Parkwood Dr. Brunswick, Ga. 31520	5/25/2011	6/1/2011	Stephanie Sinoploi
Northside Hospital	1000 Johnson Ferry Rd Atlanta, Ga.30342	5/31/2011	6/3/2011	Jonathan Skaggs (PYA)
Northside Hospital - Cherokee	201 Hospital Rd. Canton, Ga. 30114	5/31/2011	6/3/2011	Jonathan Skaggs (PYA)
Northside Hospital - Forsyth	1201 Northside Forsyth Dr. Cumming, Ga. 30041	5/31/2011	6/3/2011	Jonathan Skaggs (PYA)
Union General	35 Hospital Road Blairsville, Ga 30512	6/7/2011	6/15/2011	Jodi Schanerman (Dixon Hughes Goodman)

Exhibit B

Georgia Department of Community Health
 Hospital Statistical and Reimbursement Report
 Quarter 2 (April 1st - June 30th) 2011 AMGP, PSHP, WellCare

			AMGP Report #1								PSHP Report #1								WellCare Report #1							
Requestor's Name	Hospital Name	Comment Category	CMO-reported Request Date	CMO-reported Release Date	CMO-reported Requestor Name	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	CMO-reported Requestor Name	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	CMO-reported Requestor Name	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
Sharon Griffin	Irwin County Hospital	7	4/5/2011	4/6/2011				1		Y	4/5/2011	4/18/2011				6		Y	4/5/2011	4/11/2011					6	Y
Sheri Poole	University Hospital	7	4/12/2011	4/13/2011				1		Y																
Sheri Poole	University Health Care	7																	4/19/2011	4/28/2011					9	Y
Hal Mixon	St. Mary's Health Care	7	4/19/2011	4/27/2011				8		Y									4/19/2011	4/27/2011					8	
Kimberly Massey	Cobb Memorial Hospital	7																	4/15/2011	4/21/2011					6	Y
Beth Dalton	Cobb Memorial Hospital	7	5/4/2011	5/10/2011				6		Y	5/3/2011	5/11/2011				8		Y	5/3/2011	5/4/2011		5/3/2011	5/5/2011	1	Y	
Beth Dalton	Hart County Hospital	7	5/4/2011	5/10/2011				6		Y	5/3/2011	5/11/2011		5/3/2011	5/19/2011	8		Y	5/3/2011	5/4/2011		5/3/2011	5/5/2011	1	Y	
Jodi Schanerman	Union General Hospital		6/7/2011	6/9/2011				2			6/7/2011	6/14/2011				7			6/7/2011	6/15/2011					8	
Jared Kirby	Memorial Health University Medical Center	7									4/1/2011	4/4/2011							4/1/2011	4/7/2011					6	
Troy Brooks	Newton Medical Center	5									4/7/2011	4/18/2011				11		N	4/7/2011	4/12/2011					5	
Rita Cobb	St. Francis																		4/20/2011	5/3/2011					13	
Lynn Mitchell	Flint River Hospital										4/26/2011	5/11/2011				15			4/28/2011	5/3/2011					5	
Stephanie Sinnopoli	SGHS Brunswick Campus	7									5/25/2011	5/25/2011				0		Y	5/25/2011	6/1/2011					7	
Jonathan Skaggs	Northside Hospital		5/31/2011	6/9/2011				9			5/31/2011	6/14/2011				14			5/31/2011	6/3/2011					3	
Jonathan Skaggs	Northside Hospital Cherokee		5/31/2011	6/9/2011				9			5/31/2011	6/14/2011				14			5/31/2011	6/3/2011					3	
Jonathan Skaggs	Northside Hospital Forsyth		5/31/2011	6/9/2011				9			5/31/2011	6/14/2011				14			5/31/2011	6/3/2011					3	
								Min	1							Min	0								Min	1
								Ave	5.7							Ave	9.1								Ave	5.6
								Max	9							Max	15								Max	13

Exhibit B

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