



DEPARTMENT OF COMMUNITY HEALTH

GEORGIA FAMILIES

**MEDICAID CARE MANAGEMENT
ORGANIZATIONS ACT
COMPLIANCE MONITORING**

**ANALYSES OF HOSPITAL STATISTICAL AND
REIMBURSEMENT (HS&R) REPORT SUBMISSIONS
–OCTOBER THROUGH DECEMBER 2011**

**FINAL
JULY 27, 2012**

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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 October 1, 2011 and ending December 31, 2011 (“Quarter 4”). We attempted to confirm the information reported by the CMOs to demonstrate their compliance with the HS&R reporting requirements of the Act.

The quarterly HS&R reports 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 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. The report for AMERIGROUP Community Care (AMERIGROUP) was obtained by accessing their web portal on February 7, 2012. The report for WellCare of Georgia (WellCare) was obtained by accessing their web portal on February 9, 2012. 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 February 1, 2012. The Quarter 4 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 4, no reports greater than 20 days were identified. With DCH’s approval, HS&R reports were randomly selected for AMERIGROUP, PSHP, and WellCare to contact the provider for confirmation of the dates reported by the CMOs.

Telephone calls or e-mails regarding the 21 HS&R reports were initiated on February 2, 2012 and completed on March 1, 2012 to ten unique contacts representing twelve 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.

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	25	0	9	6 (66.7%)	3 (33.3%)
PSHP	25	0	6	6 (100%)	0 (0%)
WellCare	22	0	6	6 (100%)	0 (0%)
Total	72	0	21	18 (85.7%)	3 (14.3%)

As illustrated in the table above, we have included the total number of reports each respective CMO reported to the Department for Quarter 4. For all reports selected for confirmation, the findings indicate that for 85.7 percent (18 of the 21) of the HS&R reports, the providers were able to confirm the information reported by the CMO. One facility reported different dates than those provided by the CMO. None of the conflicts resulted in a release date in excess of the 30-day provision in the Act.

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	0	4.3	19
PSHP	0	3.0	6
WellCare	1	5.4	14

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 4, MSLC did not identify any HS&R reports released by AMERIGROUP to a provider that were greater than 30 days. There were no HS&R reports released greater than 20 days from the date of the request. Six of the eight providers we contacted confirmed the dates reported by the CMO. Two providers we contacted did not confirm the dates reported by the CMO. One contact indicated the report request date was 12/08/11, instead of 12/12/11 as reported by the CMO. The provider expressed dissatisfaction with accuracy in the reports. This provider also disclosed they requested and were to receive a corrected report. We requested documentation regarding the request date discrepancy from AMERIGROUP. Rachelle Whitacre at AMERIGROUP responded with the following:

“Our operations team has looked into this and found the discrepancy on our side. The Medical College of Georgia submitted it to our Provider Relations team on the 8th, but it wasn’t recorded by Operations until the 12th”.

Another contact representing two facilities indicated that they did not submit a request for HS&R reports during Quarter 4. For both facilities, AMERIGROUP reported a request date of 10/06/11 and a release date of 10/17/11.

Peach State Health Plan

For Quarter 4, MSLC did not identify any HS&R reports released by Peach State Health Plan to a provider that were 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.

WellCare

For Quarter 4, MSLC did not identify any HS&R reports released by WellCare to a provider that were 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: 10/27/2011
Reporting Period: 10/1/2011 - 12/31/2011

Hospital Name	Location	Date Report Requested	Date Report Released	Requestors Name	Comments	TAT	Notes
Gwinnett Medical Center	Lawrenceville	9/30/2011	10/4/2011	Hans Schermerhorn	Request with Email	4	Detailed Report Provided
Gwinnett Medical Center-Duluth	Duluth	9/30/2011	10/4/2011	Hans Schermerhorn	Request with Email	4	Detailed Report Provided
Southern Regional Medical center	Riverdale	10/3/2011	10/6/2011	Rocky Davis	Request with Email	3	Detailed Report Provided
Stephens County	Toccoa	10/11/2011	10/11/2011	Jeffrey Laird	Request with Email	0	Detailed Report Provided
Emory University Hospital	Atlanta	9/28/2011	10/17/2011	Monica Lester	Request with Sharepoint	19	Detailed Report Provided
Emory University Midtown	Atlanta	9/28/2011	10/17/2011	Monica Lester	Request with Sharepoint	19	Detailed Report Provided
Candler Hospital	Savannah	10/6/2011	10/17/2011	Tami Jeffers	Request with Email	11	Summary Report Provided
St. Joseph's Hospital	Savannah	10/6/2011	10/17/2011	Tami Jeffers	Request with Email	11	Summary Report Provided
Stephens County	Toccoa	10/12/2011	10/17/2011	Jeffrey Laird	Request with Email	5	Summary Report Provided
Gwinnett Medical Center	Lawrenceville	10/12/2011	10/17/2011	Hans Schermerhorn	Request with Email	5	Summary Report Provided
Gwinnett Medical Center-Duluth	Duluth	10/12/2011	10/17/2011	Hans Schermerhorn	Request with Email	5	Summary Report Provided
Union General Hospital	Blairsville	10/25/2011	10/28/2011	Tim Henry	Request with email	3	Summary Report provided
Floyd Medical Center	Rome	11/7/2011	11/7/2011	Tara Baker	Request with email	0	Summary Report provided
Southeast Georgia Health System - Camden Campus	Saint Marys	11/14/2011	11/15/2011	Stephanie Sinopoli	Request with email	1	Summary Report provided
Southeast Georgia Health System - Brunswick Campus	Brunswick	11/14/2011	11/15/2011	Stephanie Sinopoli	Request with email	1	Summary Report provided
Smith Northview Hospital	Valdosta	11/28/2011	11/29/2011	Mike Wyche	Request with Email	1	Detailed Report Provided
St. Mary's Hospital of Athens	Athens	11/29/2011	11/29/2011	Hal Mixon	Request with Email	0	Summary Report Provided
Gwinnett Medical Center	Lawrenceville	11/30/2011	12/1/2011	Hans Schermerhorn	Request with Email	1	Summary & Detailed Report Provided
Gwinnett Medical Center-Duluth	Duluth	11/30/2011	12/1/2011	Hans Schermerhorn	Request with Email	1	Summary & Detailed Report Provided
Medical College of Georgia	Augusta	12/12/2011	12/12/2011	Matt Driskell	Request with Letter	0	Summary Report Provided
Grady Memorial Hospital	Atlanta	12/12/2011	12/16/2011	Rhonda Birenbaum	Request with Email	4	Summary & Detailed Report Provided
Children's Healthcare of Atlanta @ Hughes Spalding	Atlanta	12/12/2011	12/16/2011	Rhonda Birenbaum	Request with Email	4	Summary & Detailed Report Provided
Northeast Georgia Medical Center	Gainesville	12/13/2011	12/16/2011	Linda Nicholson	Request with Email	3	Detailed Report Provided
Stephens County	Toccoa	12/14/2011	12/16/2011	Jeffrey Laird	Request with Email	2	Summary & Detailed Report Provided
Washington Regional Medical Center	Sandersville	12/20/2011	12/20/2011	Ginny Sheppard	Request with Email	0	Summary & Detailed Report Provided

Exhibit A

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

Peach State Health Plan

Reporting Date: 1/10/2012

Reporting Period: October 1, 2011 thru December 31, 2011

	Hospital Name	Location	Date Report Requested	Date Report Released	Requestor's Name
1	Southern Regional Medical Center	Georgia	10/3/2011	10/3/2011	Rocky Davis
2	Candler Hospital	Georgia	10/6/2011	10/6/2011	Tami Jeffers
3	St. Joseph Hospital	Georgia	10/6/2011	10/6/2011	Tami Jeffers
4	Archbold Medical Center	Georgia	10/27/2011	11/2/2011	Patricia Barrett
5	Brooks County Hospital	Georgia	10/27/2011	11/2/2011	Patricia Barrett
6	Grady General Hospital	Georgia	10/27/2011	11/2/2011	Patricia Barrett
7	Mitchell County Hospital	Georgia	10/27/2011	11/2/2011	Patricia Barrett
8	Phoebe Putney Hospital (resend per request)	Georgia	11/3/2011	11/8/2011	Shae Foy
9	Henry Medical Center (resend per request)	Georgia	11/3/2011	11/8/2011	Shae Foy
10	DeKalb Medical Center (resend per request)	Georgia	11/3/2011	11/8/2011	Shae Foy
11	DeKalb Medical Center @ Hillandale (resend per request)	Georgia	11/3/2011	11/8/2011	Shae Foy
12	Archbold Medical Center	Georgia	11/14/2011	11/16/2011	Patricia Barrett
13	Brooks County Hospital	Georgia	11/14/2011	11/16/2011	Patricia Barrett
14	Grady General Hospital	Georgia	11/14/2011	11/16/2011	Patricia Barrett
15	Mitchell County Hospital	Georgia	11/14/2011	11/16/2011	Patricia Barrett
16	Smith Northview Hospital	Georgia	11/28/2011	11/30/2011	Mike Wyche
17	St. Mary's Health Care Systems, Inc.	Georgia	11/29/2011	11/30/2011	Hal Mixon
18	Gwinnett Medical Center	Georgia	11/30/2011	12/6/2011	Hans Schermerhorn
19	Gwinnett Medical Hospital Duluth	Georgia	11/30/2011	12/6/2011	Hans Schermerhorn
20	Crisp Regional Hospital	Georgia	12/7/2011	12/9/2011	Ben Glass
21	Colquitt Regional Medical Center	Georgia	12/12/2011	12/13/2011	Richard Mise
22	Northeast Georgia Medical Center	Georgia	12/13/2011	12/13/2011	Linda Nicholson
23	MCG Health, Inc.	Georgia	12/14/2011	12/15/2011	Fifi Hartley
24	Washington County Regional Medical Center	Georgia	12/20/2011	12/20/2011	Ginny Sheppard
25	Athens Regional Medical Center	Georgia	12/30/2011	1/4/2012	Matt Diskin

**Hospital Statistical and Reimbursement Report
Quarterly Report**

CMO Name: Wellcare
Reporting Date: 1/6/2012
Reporting Period: Q4 - 2011

Hospital Name:	Location	Date Report Requested	Date Report Released	Requester's Name
Emory University	1364 Clifton Road Atlanta, Ga. 30322	9/28/2011	10/6/2011	Lynette Kemp
Emory University - Midtown	550 Peachtree St, NE Atlanta, Ga. 30308	9/28/2011	10/6/2011	Lynette Kemp
Gwinnet Medical Center	1000 Medical Center Blvd. Lawrenceville, Ga. 30046	9/30/2011	10/6/2011	Hans Schermerhorn
Southern Regional	11 Upper Riverdale Rd Riverdale, Ga. 30274	10/3/2011	10/6/2011	Rocky Davis
Candler Hospital	5353 Reynolds St. Savannah, Ga. 31405	10/6/2011	10/7/2011	Tami Jeffers
St. Joseph - Savannah	11705 Mercy Blvd. Savannah, Ga. 31419	10/6/2011	10/7/2011	Tami Jeffers
Stephen's County	163 Hospital Dr. Toccoa, Ga. 30577	10/7/2011	10/11/2011	Jeffrey Laird
John D Archbold	915 Gordon Ave, Thomasville, GA 31792	11/14/2011	11/15/2011	Patricia Barrett
Brooks County	903 North Court Street, Quitman, GA 31643	11/14/2011	11/15/2011	Patricia Barrett
Grady General	1155 5th St., Cairo, GA 39828	11/14/2011	11/15/2011	Patricia Barrett
Mitchell County	90 East Stephens St., Camilla, GA 31730	11/14/2011	11/15/2011	Patricia Barrett
SEGA - Brunswick	2415 Parkwood Drive Brunswick, Ga. 31520	11/14/2011	11/15/2011	Stephanie Sinopoli
SEGA - Camden	2000 Dan Proctor Drive St. Mary's Ga, 31558	11/14/2011	11/15/2011	Stephanie Sinopoli
Floyd Medical Center	304 Turner McCall Blvd. Rome, GA 30165	11/8/2011	11/16/2011	Donna Casey
Smith Northview	4280 North Valdosta Road Valdosta, Ga 31604	11/28/2011	12/12/2011	James Wyche
St. Mary's Health Care System	1230 Baxter St. Athens, Ga.30606	11/29/2011	12/8/2011	Hal Mixon
MCG	1120 15th Street Augusta, Ga. 30912	12/8/2011	12/22/2011	Matt Driskell
Crisp Regional	902 N 7th St. Cordele, Ga.31015	12/9/2011	12/19/2011	Charles Horne
Colquitt Medical Center	3131 South Main Street Moultrie, Ga. 31768	12/12/2011	12/21/2011	Richard Mise
Northeast Ga Medical Center	743 Spring Street Gainesville, GA 30501	12/13/2011	12/23/2011	Linda Nicholson
Washington County Regional Medical Center	610 Sparta Road, Sandersville, Georgia 31082	12/20/2011	12/22/2011	Ginny Shepard
Athens Regional Medical Center	1199 Price Ave. Athens, Ga.30606	12/30/2011	1/4/2011	Matt Diskin

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.