



**DEPARTMENT OF COMMUNITY HEALTH**

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**GEORGIA FAMILIES**

**MEDICAID CARE MANAGEMENT  
ORGANIZATIONS ACT  
COMPLIANCE MONITORING**

**ANALYSES OF HOSPITAL STATISTICAL AND  
REIMBURSEMENT (HS&R) REPORT SUBMISSIONS  
– JULY THROUGH SEPTEMBER 2010**

**DECEMBER 15, 2010**

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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 July 1, 2010 and ending September 30, 2010 (“Quarter 3”). 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.

We attempted to confirm report requests which, as reported by the CMOs, were released by the CMO on or after the 20<sup>th</sup> day or later from the date of the request by the provider. 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 November 1, 2010 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 October 29, 2010. The Quarter 3 HS&R reports from the CMOs are included in Exhibit A of this report.

In accordance with the confirmation process approved by DCH, MSLC seeks confirmation of the CMO-reported request and release dates from providers when the CMOs report a release date that is 20 or more days from the CMO-reported request date. A CMO may report that all HS&R reports requested by providers during the quarter were released less than 20 days from the date of the provider request. In these cases, we also contact a small number of these providers to confirm they requested an HS&R report from the CMO reporting that all HS&R reports were released in less than 20 days. During our calls to these providers, we attempt to confirm that the provider requested and received the HS&R reports in less than 20 days.

For the Quarter 3 reporting period, a total of nine HS&R reports were reported by the CMOs to have been released 20 or more days from the date of the provider request. WellCare reported that all HS&R reports requested by providers during the quarter were released less than 20 days from the date of the provider request. Therefore, nine HS&R reports that WellCare reported being released in less than 20 days were also confirmed.

Telephone calls or e-mails regarding these HS&R reports were completed on November 30, 2010 to four unique contacts representing six facilities. Providers were asked to provide the date they requested the HS&R report and the date the CMO notified them that 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 the CMO's quarterly reports. In situations where a hospital reported receiving an HS&R report but on a date significantly different than that reported by the CMO, a follow-up e-mail was sent to the CMO to request 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	22	4	4	4 (100%)	0 (0%)
PSHP	41	5	5	5 (100%)	0 (0%)
WellCare	51	0	9*	9 (100%)	0 (0%)
<b>Total</b>	<b>114</b>	<b>9</b>	<b>18</b>	<b>18 (100%)</b>	<b>0 (0%)</b>

\*WellCare reported that all of the HS&R reports requested by providers were released in less than 20 days. Therefore, we selected 9 reports and confirmed the request and release dates with the requestors.

As illustrated in the table above, we have included the total number of reports each respective CMO reported to the Department for Quarter 3. For the reports identified by the CMOs or providers as having been released on the 20<sup>th</sup> day or after from the date of the provider request, the findings indicate that for 100 percent (9 of the 9) of the HS&R reports, the providers were able to confirm the information reported by the CMO. In addition, for 100 percent (9 of 9) of the selected HS&R reports for WellCare, the providers were also able to confirm the information reported by WellCare.

**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	8.3	26
PSHP	0	7.2	27
WellCare	0	2.8	11

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 3, MSLC did not identify any HS&R reports released by AMERIGROUP to a provider that was greater than 30 days. There were four HS&R reports released greater than 20 days from the date of the request. The providers confirmed the dates reported by AMERIGROUP.

### ***Peach State Health Plan***

For Quarter 3, MSLC did not identify any HS&R reports released by PSHP to a provider at greater than 30 days. There were five HS&R reports released greater than 20 days from the date of the request. All providers confirmed the dates reported by PSHP.

### ***WellCare***

Based on the information submitted to the Department by WellCare in the quarterly report for the period ending September 30, 2010, it appears all reports were released by WellCare to providers within 30 days of the date requested, as required by the Act. Additionally, all reports were reported by WellCare as being released less than 20 days from the request date. Therefore, nine HS&R reports that WellCare reported being released in less than 20 days were selected for validation and subsequently confirmed by the providers.

### **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 July 1, 2010 through September 30, 2010.

# EXHIBITS

## Exhibit A

**CMO Name:** AMERIGROUP  
**Reporting Date:** 10/27/2010  
**Reporting Period:** 7/1/2010 - 9/30/2010

Hospital Name	Location	Date Report Requested	Date Report Released	Requestors Name	Comments	TAT
Northeast Georgia Med. Ctr.	Gainesville	7/21/2010	8/16/2010	Shae Foy	Draffin-Tucker, LLP	26
Tanner Health System	Carrollton	8/24/2010	9/16/2010	Carol S. Crews	Tanner Health System	23
Dekalb Medical Center	Lithonia	8/25/2010	9/16/2010	Leshia Smith	Dekalb Medical	22
Dekalb Med. Ctr. @ Hillandale	Hillandale	8/25/2010	9/16/2010	Leshia Smith	Dekalb Medical	22
Henry Medical Center	Stockbridge	8/31/2010	9/16/2010	Shae Foy	Draffin-Tucker, LLP	16
Union General Hospital	Blairsville	8/31/2010	9/17/2010	Rocky Davis	Dixon Hughes PLLC	17
Southeast Georgia Hospital - Camden	Camden	9/1/2010	9/17/2010	Stephanie Sinopoli	Southeast Georgia Health System	16
Southeast Georgia Hospital - Brunswick	Brunswick	9/1/2010	9/17/2010	Stephanie Sinopoli	Southeast Georgia Health System	16
Trinity Hospital of Augusta	Augusta	9/13/2010	9/16/2010	DeAnn Brooks	Trinity Hospital of Augusta	3
					Ty Cobb Memorial Healthcare	
Cobb Memorial Hospital	Royston	9/15/2010	9/16/2010	Kim Drafts	System	1
					Ty Cobb Memorial Healthcare	
Hart County Hospital	Hartwell	9/15/2010	9/16/2010	Kim Drafts	System	1
Hamilton Medical Center	Dalton	9/16/2010	9/17/2010	Anita F. Patrick	Hamilton Medical Center	1
Tift Regional Medical Center	Tifton	9/17/2010	9/20/2010	Tonia Waldrop	Tift Regional Medical Center	3
Murray Medical Center	Chatsworth	9/17/2010	9/17/2010	Jana Briley	Murray Medical Center	0
Candler County Hospital	Metter	9/20/2010	9/24/2010	Danny Moxley	Candler County Hospital	4
Habersham Medical Center	Demorest	9/21/2010	9/24/2010	Gwen Clark	Habersham Medical Center	3
Northside Hospital	Atlanta	9/22/2010	9/24/2010	Jonathan E. Skaggs	Pershing Yoakley & Associates	2
Northside Hospital Cherokee	Canton	9/22/2010	9/24/2010	Jonathan E. Skaggs	Pershing Yoakley & Associates	2
Northside Hospital Forsyth	Cumming	9/22/2010	9/24/2010	Jonathan E. Skaggs	Pershing Yoakley & Associates	2
Gordon Hospital	Calhoun	9/23/2010	9/24/2010	Steve Pecylak	Adventist Health System	1
Screven County Hospital	Sylvania	9/23/2010	9/24/2010	Marsha Carroll	Screven County Hospital	1
Gwinnett Medical Center	Lawrenceville	9/23/2010	9/24/2010	Hans Schermerhorn	Gwinnett Medical Center	1

## Exhibit A

**Hospital Statistical & Reimbursement Report  
Quarterly Report**

**Peach State Health Plan**

**Reporting Date: 10/30/2010**

**Reporting Period: July 1, 2010 thru September 30, 2010**

Hospital Name	Location	Date Report Requested	Date Report Released	Requestor's Name
Southeast Georgia Health System - Brunswick Campus	Georgia	7/14/2010	7/29/2010	Stephanie Sinopoli
Southeast Georgia Health System - Camden Campus	Georgia	7/14/2010	7/29/2010	Stephanie Sinopoli
Northeast Georgia Medical Center	Georgia	7/26/2010	8/20/2010	Shae Foy
Northside Hospital	Georgia	7/27/2010	8/23/2010	Jonathan Skaggs
Northside Hospital - Forsyth	Georgia	7/27/2010	8/23/2010	Jonathan Skaggs
Tanner Medical Center	Georgia	8/24/2010	9/3/2010	Carol Crews
Dekalb Medical Center	Georgia	8/25/2010	9/14/2010	Lesia Smith
Dekalb Medical Center Hillandale	Georgia	8/25/2010	9/14/2010	Lesia Smith
Union General Hospital	Georgia	8/31/2010	9/14/2010	Rocky Davis
Henry Medical Center	Georgia	8/31/2010	9/14/2010	Walter Evans
Smith Northview Hospital	Georgia	9/9/2010	9/14/2010	Mike Wyche
Emory University Hospital	Georgia	9/13/2010	9/15/2010	Ronda Mitchell Wise
Emory University Hospital Mid-Town	Georgia	9/13/2010	9/15/2010	Ronda Mitchell Wise
Clinch Memorial Hospital	Georgia	9/13/2010	9/17/2010	Sandra Hughes
Hart County Hospital	Georgia	9/14/2010	9/16/2010	Kim Drafts
Cobb Memorial Hospital	Georgia	9/14/2010	9/16/2010	Kim Drafts
Gordon Hospital	Georgia	9/14/2010	9/16/2010	Steve Pecylak
Dodge County Hospital	Georgia	9/14/2010	9/20/2010	Michael Hester
Trinity Hospital	Georgia	9/13/2010	9/20/2010	DeAnn Brooks
Archbold Hospital	Georgia	9/15/2010	9/20/2010	Patricia Barrett
Brooks County Hospital	Georgia	9/15/2010	9/20/2010	Patricia Barrett
Early County Hospital	Georgia	9/15/2010	9/21/2010	Patricia Barrett
Grady General Hospital	Georgia	9/15/2010	9/21/2010	Patricia Barrett
Mitchell County Hospital	Georgia	9/15/2010	9/21/2010	Patricia Barrett
Memorial Hospital of Adel	Georgia	9/15/2010	9/21/2010	Kim Willis
Hamilton Medical Center	Georgia	9/15/2010	9/21/2010	Anita Patrick
Irwin County Hospital	Georgia	9/17/2010	9/22/2010	Sharon Griffin

## Exhibit A

**Hospital Statistical & Reimbursement Report  
Quarterly Report**

**Peach State Health Plan**

**Reporting Date: 10/30/2010**

**Reporting Period: July 1, 2010 thru September 30, 2010**

<b>Hospital Name</b>	<b>Location</b>	<b>Date Report Requested</b>	<b>Date Report Released</b>	<b>Requestor's Name</b>
Tift Regional Hospital	Georgia	9/17/2010	9/21/2010	Tonia Waldrop
Candler County Hospital	Georgia	9/20/2010	9/21/2010	Danny Moxley
Tanner Medical Center Carrollton	Georgia	9/21/2010	9/22/2010	Carol Crews
Tanner Medical Center Villa Rica	Georgia	9/21/2010	9/22/2010	Carol Crews
Higgins General Hospital	Georgia	9/21/2010	9/22/2010	Carol Crews
Warm Springs Rehabilitation Hospital	Georgia	9/22/2010	9/22/2010	Herbert Nolan
Northside Hospital	Georgia	9/22/2010	9/23/2010	Jonathan Skaggs
Northside Hospital - Forsyth	Georgia	9/22/2010	9/23/2010	Jonathan Skaggs
Northside Hospital - Cherokee	Georgia	9/22/2010	9/23/2010	Jonathan Skaggs
Screven County Hospital	Georgia	9/23/2010	9/27/2010	Marsha Carroll
Gwinnett Medical Center	Georgia	9/23/2010	10/1/2010	Hans Schermerhorn
Gwinnett Medical Center Duluth	Georgia	9/23/2010	10/1/2010	Hans Schermerhorn
Upson Regional Medical Center	Georgia	9/23/2010	9/23/2010	Joanne Peoples
Henry Medical Center	Georgia	9/28/2010	9/28/2010	Walter Evans

**Exhibit A**

**Hospital Statistical and Reimbursement Report  
Quarterly Report**

**CMO Name:** Wellcare  
**Reporting Date:** 10/6/2010  
**Reporting Period:** Q3 - 2010

Hospital Name:	Location	Date Report Requested	Date Report Released	Requester's Name
John D. Archbold	Gordon Avenue at Mimosa Drive Thomasville, GA 31792	7/11/2010	7/16/2010	Patricia Barrett
Brooks County	903 North Court Street Quitman, Ga. 31643	7/11/2010	7/16/2010	Patricia Barrett
Early Memorial	630 Columbia Road Blakely, Ga. 39823	7/11/2010	7/16/2010	Patricia Barrett
Grady General	1155 5TH ST SE CAIRO, GA 31728	7/11/2010	7/16/2010	Patricia Barrett
Mitchell County	90 Stephens Street Camilla, GA 31730	7/11/2010	7/16/2010	Patricia Barrett
Burke Medical Center	351 South Liberty Street Waynesboro, Ga. 30830	7/13/2010	7/19/2010	Dianne Stewart
SE Ga Health System - Brunswick Campus	2415 Parkwood Drive, Brunswick, Georgia 31520	7/14/2010	7/19/2010	Stephanie Sinopoli
SE Ga Health System - Camden Campus	2000 Dan Proctor Drive St. Mary's , Ga. 31558	7/14/2010	7/19/2010	Stephanie Sinopoli
NE Ga Medical Center	743 Spring Street Gainesville, GA 30501	7/21/2010	7/26/2010	Shae Foy ( from Draffin and Tucker)
Northside Hospital	1000 Johnson Ferry Rd. Atlanta, Ga.30342	8/10/2010	8/13/2010	Jonathan Skaggs
Northside Hospital - Cherokee	201 Hospital Rd. Canton, Ga. 30114	8/10/2010	8/13/2010	Jonathan Skaggs
Northside Hospital - Forsyth	1200 North Forsyth Dr. Cumming, Ga.30041	8/10/2010	8/13/2010	Jonathan Skaggs
Tanner Medical Center - Carrollton	705 Dixie Street, Carrollton, GA 30117	8/24/2010	9/1/2010	Carol Crews
Dekalb Medical Center	2701 N. Decatur Rd. Decatur, Ga. 30033	8/25/2010	9/1/2010	Leshia Smith
Dekalb Medical Center Hillandale	5900 Hillandale Dr. Lithonia, Ga. 30058	8/25/2010	9/1/2010	Leshia Smith
Henry Medical Center	1133 Eagle's Landing Parkway   Stockbridge, Georgia 30281	8/31/2010	9/1/2010	Walter Evans
Union General	35 Hospital Rd. Blairsville, Ga.	8/31/2010	9/2/2010	Rocky Davis @ Dixon Hughes
Emory University Hospital	1364 Clifton Road, NE Atlanta, Georgia 30322	9/10/2010	9/13/2010	Ronda Mitchell Wise
Emory University Hospital - Midtown	550 Peachtree St. Atlanta 30308	9/10/2010	9/13/2010	Ronda Mitchell Wise
Augusta Hospital	2260 Wrightsboro Rd. Augusta, Ga 30904	9/10/2010	9/13/2010	DeAnn Brooks
Clinch Memorial	524 Carswell St Homerville, Ga. 31634	9/13/2010	9/13/2010	Sandra Hughes
Gordon Hospital	1050 Red Bud Rd. Calhoun, Ga.	9/10/2010	9/16/2010	Steve Pecylak
Hart County	138 W. Gibson Street Hartwell, Ga.	9/14/2010	9/16/2010	Kim Drafts
Cobb Memorial	521 Franklin Springs Street Royston, Ga 30662	9/14/2010	9/16/2010	Kim Drafts
Dodge County	901 W. Griffin Avenue Eastman, Ga. 31023	9/14/2010	9/16/2010	Mike Hester
Smith Northview	4280 North Valdosta Road Valdosta, GA 31602	9/15/2010	9/16/2010	Mike Wyche
Hamilton Med Center	1200 Memorial Drive Dalton, GA 30720	9/15/2010	9/16/2010	Anita Patrick
Murray Medical Center	707 Old Dalton Ellijay Road Chatsworth, GA 30705	9/17/2010	9/20/2010	Jana Briley
Irwin County	710 North Irwin Ave Ocilla, Ga. 31174	9/17/2010	9/20/2010	Sharon Griffin
Tift Regional	901 E 18th St. Tifton, Ga. 31793	9/17/2010	9/20/2010	Tonia Waldrop
Upson Regional	801 W. Gordon St. Thomaston, Ga. 30286	9/20/2010	9/21/2010	Debra Young
Candler County	400 Cedar St. Metter, Ga. 30439	9/20/2010	9/21/2010	Danny Moxley
Stephens County	2003 Falls Rd. Toccoa, GA.30577	9/20/2010	9/21/2010	Jeffrey Laird
John D Archbold	Gordon Avenue at Mimosa Drive Thomasville, GA 31792	9/20/2010	9/21/2010	Patricia Barrett
Brooks County	903 North Court Street Quitman, Ga. 31643	9/20/2010	9/21/2010	Patricia Barrett
Early Memorial	630 Columbia Road Blakely, Ga. 39823	9/20/2010	9/21/2010	Patricia Barrett
Grady General	1155 5TH ST SE CAIRO, GA 31728	9/20/2010	9/21/2010	Patricia Barrett
Mitchell County	90 Stephens Street Camilla, GA 31730	9/20/2010	9/21/2010	Patricia Barrett
Tanner Medical Center - Carrollton	705 Dixie Street, Carrollton, GA 30117	9/21/2010	9/22/2010	Carol Crews
Tanner Medical Center - Villa Rica	601 Dallas Highway, Villa Rica, GA 30180	9/21/2010	9/22/2010	Carol Crews
Higgins General Hospital	200 Allen Memorial Drive, Bremen, GA 30110	9/21/2010	9/22/2010	Carol Crews
Wills Memorial	120 Gordon Street Washington, Ga. 30673	9/17/2010	9/22/2010	Cliff Cooper
Northside Hospital	1000 Johnson Ferry Rd. Atlanta, Ga.30342	9/23/2010	9/23/2010	Jonathan Skaggs
Northside - Cherokee	201 Hospital Rd. Canton, Ga. 30114	9/23/2010	9/24/2010	Jonathan Skaggs
Northside - Forsyth	1200 North Forsyth Dr. Cumming, Ga.30041	9/23/2010	9/25/2010	Jonathan Skaggs
Lower Oconee Community Hospital	111 Third Street Glenwood, GA 30428-2301	9/23/2010	9/24/2010	Harriet Best
Memorial Hospital of Adel	706 N. Parrish Ave. Adel, Ga. 31620	9/27/2010	9/28/2010	Kim Willis
Henry Medical Center	1133 Eagle's Landing Parkway   Stockbridge, Georgia 30281	9/28/2010	9/29/2010	Walter Evans
Bacon County Hospital	302 S. Wayne St. Alma, Ga. 31510	9/29/2010	9/29/2010	Kyle Kimmel
Banks-Jackson Commerce	70 Medical Center Dr. Commerce, Ga. 30529	9/29/2010	9/29/2010	Lynn Cheramie
Gwinnett Medical Center	1000 Medical Center Boulevard Lawrenceville, Ga. 30046	9/23/2010	10/4/2010	Hans Schermerhorn



## EXHIBIT B

**Georgia Department of Community Health  
Hospital Statistical and Reimbursement Report Requests  
Quarter 3 (July 1st - September 30th) 2010 AMGP, PSHP, WellCare**

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.

Contact Comment Key
1 Incorrect contact, information is requested by auditors.
2 Contact did not request.
3 Person does not work at facility.
4 Name correct, reviewed by another person within company.
5 Incorrect contact for facility.