



**DEPARTMENT OF COMMUNITY HEALTH  
GEORGIA FAMILIES**

**MEDICAID CARE MANAGEMENT ORGANIZATIONS ACT  
COMPLIANCE MONITORING:**

**ANALYSES OF HOSPITAL STATISTICAL AND REIMBURSEMENT  
(HS&R) REPORT SUBMISSIONS – JANUARY THROUGH MARCH  
2009**

**June 22, 2009**

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## GLOSSARY

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

- **Care Management Organization (CMO)** – A private organization that has entered into a risk-based contractual arrangement with DCH to obtain and finance care for enrolled Medicaid or PeachCare for Kids™ members. CMOs receive a per capita or capitation claim payment from DCH for each enrolled member.
- **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 (GF)** – 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.
- **Hospital Statistical and Reimbursement Report (HS&R)** – A consolidated report that includes data related to an individual hospital, including aggregate statistics and reimbursement data for all Georgia Families members who received health care services at such hospital during a specific fiscal year.
- **Medicaid Care Management Organizations Act** – Also known as HB 1234. A bill passed by the Georgia General Assembly, signed into law by the Governor, and effective July 1, 2008 which speaks to several administrative requirements for the administrators of the Medicaid Managed Care plan, Georgia Families, to comply. Some of the requirements include dental provider networks, emergency room claims payment requirements, eligibility verification, and others.

## BACKGROUND AND PROJECT PURPOSE

Myers and Stauffer LC was engaged by DCH to assist the Department in its efforts by studying and reporting on specific aspects of the GF program, including certain issues presented by providers, selected claims paid or denied by CMOs, and selected GF policies and procedures. Initial phases of the engagement focused on hospital and physician provider subjects. The related reports, available online at <http://dch.georgia.gov>, assessed payment and denial trends of hospital and physician claims, the payment accuracy of hospital and physician claims, as well as certain CMO policies and procedures. The scope of this report is to determine whether the CMOs have complied with provisions of Medicaid Care Management Organizations Act

(HB1234 or “the Act”), enacted by the 2008 General Assembly. The Act requires the CMOs to provide an 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, Section 4.18.6.4.2 of the amended and restated contract between DCH and the CMOs states “Contractor will provide DCH with a quarterly report due fifteen (15) days after the end of the quarter, indicating all HS&R reports requested, the requesting hospital, date requested by hospital and date provided to hospital.”

As requested, Myers and Stauffer tested the information included on the quarterly HS&R reports submitted by the CMOs for the quarter beginning January 1, 2009 and ending March 31, 2009 (“Quarter 1”). We attempted to confirm the information reported by the CMOs to demonstrate their compliance with the HS&R reporting requirements of HB 1234.

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 reports were requested, the date the CMO released the report to the hospital, and other related information.

We attempted to confirm 100 percent of the dates reported by the CMOs for the time period above by calling each provider contact, as indicated by the CMOs’ reports. The Methodology section below provides an overview of how the data on the quarterly reports was analyzed.

## METHODOLOGY

In order to perform this analysis, we utilized the quarterly reports submitted to DCH by the CMOs. These reports, with the exception of Peach State Health Plan (PSHP), were received between 04/20/09 and 04/22/09 by accessing each CMO’s web portal. The initial AMERIGROUP (AMGP) report did not contain a contact name for the hospital

providers. M&S requested an updated report and noted upon receipt there were 6 additional providers included that were not found on the original report. These providers are shaded yellow in Exhibit A.

We were not able to access the PSHP report via Peach State's web portal; therefore this report was received directly from the Department on 04/21/09. The PSHP Quarter 1 HS&R report is displayed in Exhibit B.

The WellCare Quarter 1 HS&R report can be found in Exhibit C. The WellCare report contained one line where there were dates and a contact name, but no facility. There appeared to be several typographical errors on the report, which we corrected rather than sending back to WellCare. Please refer to the note in Exhibit C that describes the errors and our corrections.

Myers and Stauffer telephoned the provider contacts listed in the quarterly reports. 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. Telephone calls were made between 04/27/09 and 05/05/09 to 43 unique providers representing 60 facilities. A minimum of two 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 any additional follow-up work that was necessary. It was noted that some facilities requested more than one report for a respective CMO. In these instances, providers were asked to confirm dates for each report requested.

Providers' responses were compared with the dates included on the CMOs' quarterly reports. In situations where a hospital reported requesting an HS&R report, but that HS&R report was not on the quarterly report from the CMO, a follow-up e-mail was sent to each respective CMO asking for confirmation of these reports and dates.

Additionally, we also documented any provider comments related to the HS&R reports. Provider comments were categorized by issue and can be found in the Provider Issues and Concerns section of this 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 its report to DCH. However, in instances where a provider stated they requested and received an HS&R report from a CMO, M&S followed-up with the respective CMO to confirm information obtained from provider.

- Provider comments not directly related to the timeliness of the reports, while not independently verified by M&S, have been included in this report for informational purposes.
- M&S accepted a verbal confirmation for information received from providers, except in a few select instances where the provider indicated that the release date of the HS&R report was more than 30 days from the request date. In these instances, we requested documentation showing the dates the provider requested and received the report.
- As stated in the Methodology section, we made an assumption regarding some of the data on WellCare's report. Please see Exhibit C for more information.
- There are eight report requests not included in the analysis because the hospitals' request was not due a response until Quarter 2. These reports were either reported by the CMOs or the providers. A listing of these reports can be found in Exhibit D. Of the eight reports, six were requested of PSHP, one of AMGP and one for WellCare.

## ANALYTICAL SUMMARIES AND FINDINGS

This section provides a summary of our findings. Detailed findings by CMO and hospital can be found in Exhibit F.

**Table I.** Total Report Counts

Report Count by CMO	Number of Reports Requested, According to CMO or Provider	Number of Reports Which M&S Was Able to Contact Provider	Provider in Agreement with CMO-Reported Dates	Provider in Disagreement with CMO-Reported Dates
AMGP	51	51	47 (92%)	4(8%)
PSHP	21	21	9 (43%)	12 (57%)
WellCare	24	24	20 (83%)	4 (17%)
<b>Total</b>	<b>96</b>	<b>96</b>	<b>76 (79%)</b>	<b>20 (21%)</b>

As illustrated in the table above, we have included the total number of reports each respective CMO reported to the Department for Quarter 1, as well as additional reports requested as indicated by hospital contacts. We contacted each CMO regarding these additional reports. The CMOs' responses are included in Exhibit E.

The findings indicate that for 76 of 96 (79 percent) HS&R reports, the providers were able to confirm the information reported by the CMO. This included the following scenarios:

- Provider's dates match the CMOs dates exactly
- Provider unsure of exact dates, but did not think dates differed from dates provided by CMO
- Provider only able to provide partial information. For example: provider only gave a requested date, did not know exact day received
- Provider did not know exact dates, but stated report was provided in a timely manner
- Provider gave different dates than CMO, however, provider's reported request and received dates were less than 30 days

The findings also indicate that for 20 of 96 (21 percent) HS&R reports, the providers were unable to confirm the information reported by the CMO. This included the following scenarios:

- Provider indicated facility did not request HS&R reports from CMOs. Specifically:
  - Contact for Putnam General Hospital, Doug Faircloth, stated he did not request HS&R as reported by AMGP. AMGP gave request and release dates both as 01/15/09.
  - Contact for Candler County Hospital, Doug Faircloth, stated he did not request HS&R as reported by AMGP. AMGP gave request date of 01/15/09 and release date of 01/16/09.
  - Contact for Hart County/Hartwell HealthCare, Kim Drafts, stated they did not request HS&R from PSHP with request and release date of 01/15/09.
  - Contact for Spaulding Regional, Sharon Griffin, stated they did not request HS&R from PSHP with a release date of 01/15/09.
- There were 16 reports in which the provider gave request and release dates, not found on CMO report. This includes one provider, St. Mary's Athens, who did not have a record of receiving an HS&R report from PSHP which they stated was requested on 01/07/09. M&S contacted PSHP regarding this and they responded that they had no record of this request. Of the 16 reports:
  - Of the two HS&R AMGP report requests communicated to M&S from providers, AMGP agreed with report dates provided by Grady Hospital, but did not have a record of receiving a request from Hamilton Medical Center.
  - PSHP acknowledged receipt and release dates for three of the 10 reports were correct, including one report which was provided within 33 days of the request. Sara Neale from PSHP stated via e-mail that HS&R reports were delivered to Grady Memorial and approximately 154 other hospitals on 1/14/09 in the 2008 format prescribed by DCH.
  - Of the 4 WellCare reports reported to M&S by hospital contacts, WellCare responded they had no request for three (3) of the reports, but agreed with dates reported for Murray Medical Center.

Please see Exhibit E for a detailed listing of these 16 reports.

**Table II.** Average length of time between request and release dates for HS&R reports

CMO	Days Between Request and Release Dates		
	Minimum	Average	Maximum
AMGP	0	1	15
PSHP	0	18	33
WellCare	0	6	13

These averages are based on the dates provided on the CMO quarterly reports with the addition of dates given to M&S by the providers that were confirmed by the CMOs.

HB 1234 states requests for HS&R reports shall be provided to requesting hospitals within 30 days of the request. For Quarter 1, M&S did not identify any HS&R reports released to a hospital that were greater than 30 days for AMGP or WellCare.

Based on the information contained on the quarterly report ended March 31, 2009 submitted to DCH by the CMOs, M&S identified three reports for PSHP that were not released to the hospital within 30 days of the request, as required by HB 1234. We contacted these three providers for confirmation of dates as reported by PSHP, as well as requested documentation of the date they requested and received the reports. To date, we have not received any documentation from the providers. Specifically, PSHP reported the following:

- Report requested on 02/19/09 from Grady Memorial Hospital and released on 03/23/09, for a turnaround time of 32 days. Provider contact agreed with release date, but had request date as 02/18/09. Although requested, the hospital did not send any documentation to support these dates.
- Report requested on 02/04/09 from Northside Hospital and released on 03/09/09, for a turnaround time of 33 days. The contact person from Northside Hospital stated via e-mail that “We initially requested a FY07 report on February 19, but verbally cancelled the request a couple weeks later”.
- Report requested on 01/26/09 from Northeast Georgia Medical Center and released on 02/27/09, for a turnaround time of 32 days. We contacted the hospital regarding these dates but have not yet received a response.
- In addition, Murray Medical Center informed Myers and Stauffer of an additional request that was not included on the PSHP report sent to DCH. The report was requested on 2/4/09 and released on 3/9/09, which is a turnaround time of 33 days. PSHP confirmed via email on 6/10/09 that the dates provided were correct.

Because it appears that these reports were not released to the provider within 30 days of the request, DCH may wish to consider whether the CMO is subject to the penalty of \$1,000 per day, which should be collected by the Department and deposited into the Indigent Care Trust Fund.

Please refer to Exhibit F for additional detail regarding this analysis.

### **Provider Issues and Concerns**

During the calls with providers, we received several comments regarding the information included on the HS&R reports from the CMOs. Please note that some providers did not supply comments while others provided multiple comments. A summary of the provider comments regarding the HS&R reports follows:

- Dissatisfaction with data on report, such as missing and/or inaccurate data, incorrect reporting periods, or the format of the report.
  - Seven providers reported dissatisfaction with HS&R report received from AMGP.
  - One provider reported dissatisfaction with HS&R report received from PSHP.
  - One provider reported using HS&R report on DCH website instead of requested report from AMGP.
- It was necessary for the hospital to request a corrected report from the CMO.
  - Two providers reported having to request a corrected report from AMGP. Issues hospitals cited were wrong ancillary and billing codes.
  - One provider reported having to request a corrected (detailed) report from PSHP after only receiving a summary.
  - Two providers stated the reports on DCH website were inaccurate and they had to request reports from respective CMOs.
- Provider indicated the facility did not request HS&R reports. Detailed findings can be found in the Analytical Summaries and Findings section of this report.
- Three provider contacts listed on HS&R quarterly reports submitted by the CMOs indicated they were not the contact for those respective facilities.

At DCH's request, we contacted Dawn Rock at PSHP regarding the provider comment related to the summary format of the HS&R reports and received the following response:

*In accordance with Section 4.18.6.4.1 of the contract between DCH and Peach State and as required by House Bill 1234, Peach State provides requested HS&R reports "using the same format that is used by DCH in completing HS&R reports." In April 2008, DCH provided us with a sample of a DCH-created HS&R report and later with specifications for that report, both of which are attached. As you can see, both the specifications and the sample provided by DCH call for summary data. Therefore, Peach State amended its previously used HS&R format (which contained detailed data; see attached specifications) to comply*

with Section 4.18.6.4.1 and the new report specifications provided by DCH. However, when requested, Peach State has provided hospitals with detailed report as a courtesy (Houston Health Care's request remains outstanding as of this writing).

## RECOMMENDATIONS

Based on our findings after analyzing the Quarter 1 HS&R reports, we make the following recommendations to the Department:

- Consider the creation of a more comprehensive reporting format by adding the following:
  - How request was received: via e-mail, telephone, mail etc.
  - How requested report was sent to provider, including:
    - E-mail address and/or mailing address or fax number and to whom the report was sent.
  - Column indicating whether request was for a corrected report.
- Consider a requirement that all HS&R reports released to the provider after more than 30 days should also be copied to the Department with the supporting documentation showing the days between the request and release dates.
- Requiring each CMO to maintain a secured website where providers can request reports at any time. System should be able to time stamp the date and time the provider requested a report. In addition, the system should document the dates and times a report was generated and released to the provider. This website should be accessible to appropriate DCH personnel for verification purposes.
- Requiring each CMO to report to the Department any data issues encountered when generating HS&R reports and include whether a corrective action plan was implemented and how the modification worked. This should be submitted to DCH with the quarterly reports.
- The Department may wish to educate providers on their expectations from the CMOs regarding compliance with HS&R reporting including provisions of HB 1234, including:
  - Encouraging providers to track and keep record of request and receipt of HS&R.
  - Considering providing an avenue for which a provider can report a complaint, such as the non-receipt of a requested HS&R report or data they consider unusable.

## EXHIBITS

### Exhibit A. AMERIGROUP Quarter 1 HS&R Report

**CMO Name: AMERIGROUP**

**Reporting Date: 4/9/2009**

**Reporting Period: 1/1/2009 - 3/31/2009**

Hospital Name	Location	Date Report Requested	Date Report Released	Requestors Name	Comments
Appling Healthcare System	Baxley, Ga.	1/14/2009	1/14/2009	Elaine Pike	Period 9-01-2006 through 8-31-2007
Athens Regional Medical Center	Athens, GA.	12/31/2008	1/5/2009	Todd Cox	10-01-2006 through 09-30-2007
Barrow Regional Medical Ctr	Winder, Ga.	1/14/2009	1/14/2009	Cassie Ball	Period 2007
BJC Medical Center	Commerce, Ga.	1/13/2009	1/14/2009	Mindy Goss	07-01-2006 through 06-30-2007
Burke Medical Center	Waynesboro, Ga.	1/13/2009	1/14/2009	Dianne Stewart	06-01-2006 through 05-31-2007
Candler Hospital	Savannah, Ga.	1/7/2009	1/8/2009	Tami Jeffers	07-01-2006 through 06-30-2007
Candler County Hospital	Metter, GA	1/15/2009	1/16/2009	Danny Moxley	01-01-2007 through 12-31-2007
Chestatee Regional Hospital	Dahlonega, Ga.	1/14/2009	1/15/2009	Beth Spoto	07-01-2006 through 06-30-2007
Cobb Memorial Hospital	Royston, Ga.	1/6/2009	1/8/2009	Kimberly Massey	Period 2007
East Georgia Regional	Statesboro, Ga.	1/13/2009	1/14/2009	Wanda Sharp	10-01-2006 through 09-30-2007
Effingham Hospital	Springfield, GA	1/14/2009	1/14/2009	Ed Brown	07-01-2006 through 6-30-2007
Emanuel Medical Ctr	Swainsboro, Ga.	1/14/2009	1/14/2009	R Durden	07-01-2006 through 06-30-2007
Emory Crawford Long	Atlanta, Ga.	1/14/2009	1/15/2009	Miranda Chenault	09-01-2006 through 08-31-2007
Emory Crawford Long	Atlanta, Ga.	1/26/2009	1/27/2009	Miranda Chenault	09-01-2007 through 08-31-2008
Emory University Hospital	Atlanta, Ga.	1/26/2009	1/27/2009	Miranda Chenault	09-01-2007 through 08-31-2008
Evans Memorial	Claxton, Ga.	1/13/2009	1/14/2009	John Wiggins	10-01-2006 through 09-30-2007
Floyd Medical Center	Rome, Ga.	1/7/2009	1/8/2009	Stephen Ross	07-01-2006 through 06-30-2007
Hamilton Medical Center	Dalton, Ga.	2/6/2009	2/9/2009	Jonathan Skaggs	10-01-2007 through 09-30-2008

## Exhibit A. AMERIGROUP Quarter 1 HS&R Report

**CMO Name: AMERIGROUP**

**Reporting Date: 4/9/2009**

**Reporting Period: 1/1/2009 - 3/31/2009**

Hospital Name	Location	Date Report Requested	Date Report Released	Requestors Name	Comments
Hart County Hospital	Royston, Ga.	1/8/2009	1/9/2009	Kim Drafts	07-01-2006 through 06-30-2007
Henry Medical Center	Stockbridge, Ga.	12/30/2008	1/2/2009	Walter Evans	07-01-2006 through 06-30-2007
Higgins/Tanner Medical	Bremen, Ga.	1/14/2009	1/15/2009	Carol Crews	07-01-2006 through 6-30-2007
Hutcheson Medical Center	Ft Oglethorpe, GA	1/12/2009	1/12/2009	Denise Baker	10-01-2006 through 09-30-2007
Irwin County	Ocilla, Ga.	1/15/2009	1/15/2009	S Griffin	12-01-2006 through 11-30-2007
Jeff Davis Hospital	Hazlehurst, Ga.	1/14/2009	1/15/2009	M Kennedy	10-01-2006 through 09-30-2007
Jefferson Hospital	Louisville, Ga.	1/14/2009	1/16/2009	Tina Biggers	Period 2007
Liberty Regional	Hinesville, Ga.	1/13/2009	1/15/2009	B Bennett	12-01-2006 through 11-30-2007
Memorial Hospital of Adel	Adel, Ga.	1/13/2009	1/15/2009	Beth Spoto	07-01-2006 through 06-30-2007
Memorial Hospital & Manor	Bainbridge, Ga.	1/13/2009	1/15/2009	B Bennett	04-01-2006 through 03-31-2007
Minnie G Boswell	Greensboro, Ga.	1/7/2009	1/8/2009	Matt Long	Period 2007
Mt Lakes Medical Center	Clayton, GA	1/16/2009	1/16/2009	Sherly Stewart	07-01-2006 through 06-30-2007
Murray Medical Ctr	Chatsworth, Ga.	2/9/2009	2/9/2009	Jonathan Skaggs	10-01-2007 through 09-30-2008
Murray Medical Ctr	Chatsworth, Ga.	1/15/2009	1/15/2009	J Briley	10-01-2006 through 09-30-2007
Northeast Georgia Medical	Gainesville, Ga.	1/21/2009	1/26/2009	Shannon Glover	10-01-2007 through 09-30-2008
North Georgia Medical	Ellijay, Ga.	1/14/2009	1/14/2009	Beth Spoto	07-01-2006 through 06-30-2007
Northeast Georgia Medical	Gainesville, Ga.	1/12/2009	1/14/2009	Shannon Glover	07-01-2006 through 06-30-2007
Northside Cherokee	Canton, Ga.	1/6/2009	1/9/2009	Jonathan Skaggs	10-01-2007 through 09-30-2008
Northside Cherokee	Canton, Ga.	2/27/2009	3/2/2009	Jonathan Skaggs	10-01-2006 through 09-30-2007
Northside Forsyth	Cumming, Ga.	1/6/2009	1/9/2009	Jonathan Skaggs	10-01-2007 through 09-30-2008
Northside Hospital	Atlanta, Ga.	1/6/2009	1/9/2009	Jonathan Skaggs	10-01-2007 through 09-30-2008
Northside Hospital	Atlanta, Ga.	2/27/2009	3/2/2009	Jonathan Skaggs	10-01-2006 through 09-30-2007
Putnam General Hospital	Eatonton, GA	1/15/2009	1/15/2009	Anita Culberson	10-01-2006 through 09-30-2007
Satilla Regional Medical	Waycross, Ga.	1/14/2009	1/15/2009	Katrina Wheeler	Period 2007

**Exhibit A. AMERIGROUP Quarter 1 HS&R Report**

**CMO Name: AMERIGROUP**

**Reporting Date: 4/9/2009**

**Reporting Period: 1/1/2009 - 3/31/2009**

Hospital Name	Location	Date Report Requested	Date Report Released	Requestors Name	Comments
<b>S GA Healthcare System</b>	<b>Brunswick, GA</b>	12/8/2008	12/12/2008	Stephanie Sinopoli	10-01-2007 through 09-30-2008
St. Joseph	Savannah, Ga.	1/6/2009	1/8/2009	Tami Jeffers	07-01-2006 through 06-30-2007
St.Mary's	Athens, GA.	1/6/2009	1/8/2009	Hal Mixon	10-01-2007 through 09-30-2008
Tanner Medical Center	Carrollton, Ga.	1/14/2009	1/15/2009	Carol Crews	07-01-2006 through 06-30-2007
Trinity Hospital of Augusta	Augusta, Ga.	1/14/2009	1/15/2009	DeAnn Brooks	07-01-2006 through 06-30-2007
<b>University Hospital</b>	<b>Augusta, Ga.</b>	12/5/2008	12/8/2008	<b>Sheri Poole</b>	<b>Period 2007</b>
Washington County Regional	Sandersville, Ga.	1/14/2009	1/15/2009	C Parker	09-01-2006 through 08-31-2007
West Georgia Medical	Lagrange, Ga.	1/14/2009	1/14/2009	Mark Hughes	10-01-2006 through 09-30-2007
Wills Memorial Hospital	Washington, Ga.	1/14/2009	1/14/2009	Cliff Cooper	05-01-2006 through 04-30-2007
	<b>From last quarter; called and reported previously; Not included in analysis</b>				
	<b>Not included on CMO's report</b>				

**Exhibit B. Peach State Quarter 1 HS&R Report**

**CMO Name: Peach State**

**Reporting Date: 4/15/2009**

**Reporting Period: 1/1/2009 - 3/31/2009**

Hospital Name:	Location	Date Report Requested	Date Report Released	Requestor's Name
Macon County Medical Ctr/Flint	Montezuma, GA	1/5/2009	1/15/2009	Laurie Hair
Minnie G. Boswell	Greensboro, GA	1/6/2009	1/6/2009	Matt Long
Spalding Regional	Griffin, GA		1/15/2009	Sharon Griffin
Hart County/Hartwell Healthcare	Hartwell, GA	1/15/2009	1/15/2009	Kim Drafts
Irwin County Hosp	Ocilla, GA	1/15/2009	1/15/2009	Sharon Griffin
Henry Medical Ctr	Stockbridge, GA	1/15/2009	1/15/2009	Mrs. Ethridge
Northside Hospital	Atlanta, GA	1/9/2009	2/4/2009	Jonathan Skaggs
Northeast GA Health System	Gainesville, GA	1/26/2009	2/27/2009	J. Shannon Glover
Miller County Hospital	Colquitt, GA	2/18/2009	3/9/2009	Rebecca McKinley
Grady Health System	Atlanta, GA	2/19/2009	3/23/2009	David Makkers
Northside Hospital	Atlanta, GA	2/4/2009	3/9/2009	Jonathan Skaggs
Houston Medical Center	Warner Robins, GA	3/18/2009		Jennifer Johnson
Memorial Health Univ Med Ctr	Savannah, GA	3/30/2009		Jared Kirby
Upton Regional Med Ctr	Thomaston, GA	3/24/2009		Joanne Peoples
Grady Health System	Atlanta, GA	3/31/2009		David Makkers
Flint River Hospital	Montezuma, GA	4/6/2009		Lynn Davis
CHOA - Hughes Spalding	Atlanta, GA	4/10/2009		Carolyn Ford
Pending – Quarter 2				

## Exhibit C. WellCare Quarter 1 HS&R Report

**CMO Name: WellCare**

**Reporting Date: 4/7/2009**

**Reporting Period: 1/1/2009 - 3/31/2009**

Hospital Name:	Location	Date Report Requested	Date Report Released	Requestor's Name
Macon Medical Center	509 Sumter St. Montezuma, GA 31063	1/5/2009	1/7/2009	Laurie Hair
St. Mary's Athens	1230 Baxter St. Athens, GA 30606	1/7/2009	1/12/2009	Hal Mixon
Northside Hospital	1000 Johnson Ferry Rd. Atlanta, GA 30342	1/9/2009	1/16/2009	Jonathan Skaggs
Northside Hospital - Cherokee	201 Hospital Road Canton, GA 30114	1/9/2009	1/16/2009	Jonathan Skaggs
Northside Hospital - Forsyth	1200 Northside Forsyth Dr. Cumming, Ga 30041	1/9/2009	1/16/2009	Jonathan Skaggs
St. Joseph - Augusta	2260 Wrightsboro Rd Augusta, GA 30904	1/16/2009	1/21/2009	Deann Brooks
Emory - University	550 Peachtree St. NE Atlanta, GA 30308	1/22/2009	1/26/2009	Miranda Chennault
Emory - Crawford Long	551 Peachtree St. NE Atlanta, GA 30308	1/22/2009	1/26/2009	Miranda Chennault
NE Georgia Medical Center	1405 Jessee Jewell Parkway Gainesville, GA 30501	1/26/2009	1/26/2009	Shannon Glover
Habersham County	1620 Asheville Hwy Hendersonville, NC 28791	1/29/2009	2/2/2009	Roger Davis
Hamilton Medical Center	1200 Memorial Drive Dalton, GA 30720	2/4/2009	2/6/2009	Jonathan Skaggs
Hughes Spalding	707 Old Ellijay Rd Chatworth, GA 30705	2/4/2009	2/6/2009	Jonathan Skaggs
Grady Memorial	80 Jesse Hill Jr. Drive SE Atlanta, GA 30303	2/19/2009	3/4/2009	David Makkers
John D Archbold	80 Jesse Hill Jr. Drive SE Atlanta, GA 30303	2/19/2009	3/4/2009	David Makkers
Brooks County	920 Cairo Rd. Thomasville, GA 31792	3/3/2009	3/13/2009	Patricia Barrett
Early Memorial	920 Cairo Rd. Thomasville, GA 31792	3/3/2009	3/13/2009	Patricia Barrett
Grady General	920 Cairo Rd. Thomasville, GA 31792	3/3/2009	3/13/2009	Patricia Barrett
Mitchell County	920 Cairo Rd. Thomasville, GA 31792	3/3/2009	3/13/2009	Patricia Barrett
Houston	1601 Watson Blvd. Warner Robins, GA 31093	3/3/2009	3/13/2009	Patricia Barrett <sup>1</sup>
Upson Regional Medical	2617 Gillionville Rd. Albany, GA 31702	3/17/2009	3/25/2009	Jennifer Johnson <sup>1</sup>
		3/24/2009	3/31/2009	Joanne Peoples <sup>1</sup>

Note <sup>1</sup>: M&S found that Jennifer Johnson is the contact for Houston and Joanne Peoples is the contact for Upson Regional Medical. M&S made the assumption that requester's name column was incorrect, containing 1 extra entry for Patricia Barrett. Thus, we removed dates and contact for Line 19 and replaced them with data for Line 20. We also moved dates and contact (Joanne Peoples) to Line 20.

**Exhibit D. Listing of HS&R requests reported by the provider or CMO that were not included in analysis for Quarter 1 as release dates are expected to occur in Quarter 2.**

<b>Provider</b>	<b>CMO</b>	<b>Request Date</b>
Memorial Health Univ Med Ctr	AMERIGROUP	04/01/09
Memorial Health Univ Med Ctr	WellCare	04/01/09
Grady Memorial	Peach State Health Plan	03/31/09
Memorial Health Univ Med Ctr	Peach State Health Plan	3/30/2009
Houston	Peach State Health Plan	3/18/2009
Upson Regional Medical	Peach State Health Plan	3/24/2009
Flint River Hospital	Peach State Health Plan	4/6/2009
CHOA- Hughes Spalding	Peach State Health Plan	4/10/2009
	Gray shading denotes provider-reported dates	

**Exhibit E. Listing of HS&R requests reported by the provider that were not found on the reports submitted by CMOs to DCH for Quarter 1.**

<b>Provider</b>	<b>Provider reported requesting HS&amp;R from:</b>	<b>Request Date</b>	<b>Release Date</b>	<b>Days between request and release dates</b>	<b>CMO response</b>
Grady Memorial Hospital	Peach State Health Plan	1/14/2009	1/20/2009	6	No record of this request
Northside Hospital-Cherokee	Peach State Health Plan	1/9/2009	2/4/2009	26	Dates are correct
Trinity Hospital of Augusta	Peach State Health Plan	1/15/2009	1/15/2009	0	No record of this request
Northside Hospital-Forsyth	Peach State Health Plan	1/9/2009	2/4/2009	26	Dates are correct
Murray Medical Center	Peach State Health Plan	2/4/2009	3/9/2009	33	Dates are correct
Barrow Regional Medical Ctr	Peach State Health Plan	Not given	1/14/2009	Not known	Sent to provider on 01/14/09 as part of batch reporting done by PSHP
Hamilton Medical Center	Peach State Health Plan	1/14/2009	Not given	Not known	Sent to provider on 01/14/09 as part of batch reporting done by PSHP
Hart County Hospital	Peach State Health Plan	Not given	1/15/2009	Not known	Sent to provider on 01/14/09 as part of batch reporting done by PSHP
Hamilton Medical Center	Peach State Health Plan	2/4/2009	Not given	Not known	No record of request.
St. Mary's Athens	Peach State Health Plan	01/07/09		Not received	No record of request
Grady Memorial Hospital	AMERIGROUP	2/2/2009	2/17/2009	15	Dates are correct
Hamilton Medical Center	AMERIGROUP	1/14/2009	Not given	Not given	No record of this request
Hamilton Medical Center	WellCare	1/14/2009	Not given	Not given	No record of this request
Barrow Regional Medical Center	WellCare	1/14/2009	1/15/2009	1	No record of this request
Appling HealthCare System	WellCare	1/14/2009	1/15/2009	1	No record of this request
Murray Medical Center	WellCare	2/4/2009	2/6/2009	2	Dates are correct

Exhibit F. Detailed listing of report requests listed by CMO

AMERIGROUP

Hospital Name:	AMGP 1st Report requested in Qtr. 1						AMGP 2nd Report requested in Qtr. 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	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
Putnam General Hospital	1/15/2009	1/15/2009	Not Requested	Not Requested	0	Not requested						
Liberty Regional	1/13/2009	1/15/2009	Not Known	Not Known	2	Not Known						
Memorial Hospital & Manor	1/13/2009	1/15/2009	Not Known	Not Known	2	Not Known						
Chestatee Regional Hospital	1/14/2009	1/15/2009	1/14/2009	1/15/2009	1	1						
Memorial Hospital of Adel	1/13/2009	1/15/2009	1/13/2009	1/15/2009	2	2						
North Georgia Medical	1/14/2009	1/14/2009	1/14/2009	1/14/2009	0	0						
Washington County Regional	1/14/2009	1/15/2009	1/14/2009	1/15/2009	1	1						
Higgins/Tanner Medical	1/14/2009	1/15/2009	1/14/2009	1/15/2009	1	1						
Tanner Medical	1/14/2009	1/15/2009	1/14/2009	1/15/2009	1	1						
Barrow Regional Medical Ctr	1/14/2009	1/14/2009	Not Known either 01/13/09 or 01/14/09	1/14/2009	0	Not known						
Wills Memorial Hospital	1/14/2009	1/14/2009	1/14/2009	1/14/2009	0	0						

Exhibit F. Detailed listing of report requests listed by CMO

AMERIGROUP

Hospital Name:	AMGP 1st Report requested in Qtr. 1						AMGP 2nd Report requested in Qtr. 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	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
Candler County Hospital	1/15/2009	1/16/2009	Not Requested	Not requested	1	Not requested						
Grady Memorial			2/2/2009	2/17/2009		15						
Trinity Hospital of Augusta	1/14/2009	1/15/2009	1/15/2009	1/15/2009	1	0						
Hutcheson Medical Center	1/12/2009	1/12/2009	Not known	Not Known	0	Not Known						
Burke Medical Center	1/13/2009	1/14/2009	1/13/2009	1/14/2009	1	1						
Effingham Hospital	1/14/2009	1/14/2009	1/14/2009	1/14/2009	0	1						
Appling Healthcare System	1/14/2009	1/14/2009	1/14/2005	1/15/2009	0	1						
St. Mary's Athens	1/6/2009	1/8/2009	1/7/2009	1/9/2009	2	2						
Evans Memorial	1/13/2009	1/14/2009	Not known	1/15/2009	1	Not known						
Hamilton Medical Center	2/6/2009	2/9/2009	1/14/2009	Not given	3				2/4/2009	Not given		Not known
Murray Medical Ctr	2/9/2009	2/9/2009	2/4/2009	2/9/2009	0	5	1/15/2009	1/15/2009	1/15/2009	1/15/2009	0	0

Exhibit F. Detailed listing of report requests listed by CMO

AMERIGROUP

Hospital Name:	AMGP 1st Report requested in Qtr. 1						AMGP 2nd Report requested in Qtr. 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	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
Northside Hospital	1/6/2009	1/9/2009	1/9/2009	2/3/2009	3	25	2/27/2009	3/2/2009	Not given	Not given	3	Not known
Northside Hospital - Cherokee	1/6/2009	1/9/2009	1/9/2009	2/3/2009	3	25	2/27/2009	3/2/2009	Not given	Not given		Not known
Northside Hospital - Forsyth	1/6/2009	1/9/2009	1/9/2009	2/3/2009	3	25						
Satilla Regional Medical	1/14/2009	1/15/2009	1/13/2009	1/15/2009	1	2						
Hart County Hospital	1/8/2009	1/9/2009		1/9/2009	1	Not known						
Cobb Memorial Hospital	1/6/2009	1/8/2009	1/7/2009	1/8/2009	2	1						
Jeff Davis Hospital	1/14/2009	1/15/2009	1/14/2009	1/15/2009	1	1						
West Georgia Medical	1/14/2009	1/14/2009	1/14/2009	1/14/2009	0	0						
Minnie G Boswell	1/7/2009	1/8/2009	1/7/2009	1/8/2009	1	1						
BJC Medical Center	1/13/2009	1/14/2009			1							
Emory - Crawford Long	1/14/2009	1/15/2009	Not given	Not given	1		1/26/2009	1/27/2009	Not given	Not given	1	

Exhibit F. Detailed listing of report requests listed by CMO

AMERIGROUP

Hospital Name:	AMGP 1st Report requested in Qtr. 1						AMGP 2nd Report requested in Qtr. 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	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
Emory University Hospital	1/26/2009	1/27/2009	Not given	Not given	1							
Emanuel Medical Ctr	1/14/2009	1/14/2009	1/14/2009	1/14/2009	0	0						
NE Georgia Medical Center	1/21/2009	1/26/2009	1/21/2009	1/26/2009	5	5	1/12/2009	1/14/2009	1/12/2009	1/14/2009	2	2
Irwin County	1/15/2009	1/15/2009	1/15/2009	1/15/2009	0	0						
Mt Lakes Medical Center	1/16/2009	1/16/2009			0							
Floyd Medical Center	1/7/2009	1/8/2009	1/7/2009	1/8/2009	1	1						
Candler Hospital	1/7/2009	1/8/2009	Not known	Not known	1	Not known						
St. Joseph	1/6/2009	1/8/2009	Not known	Not known	2	Not known						
Jefferson Hospital	1/14/2009	1/16/2009	Not Known	Not Known	2	Not Known						
Athens Regional Medical Center	12/30/2008	1/5/2009	12/30/2008	1/5/2009	6	6						
Henry Medical Center	12/30/2008	1/2/2009	12/30/2008	1/2/2009	3	3						
East Georgia Regional	1/13/2009	1/14/2009	Not known	Not Known	1	Not known						

Exhibit F. Detailed listing of report requests listed by CMO

Peach State Health Plan

Hospital Name:	Peach State Health Plan 1st Report requested in Qtr. 1						Peach State Health Plan 2nd Report requested in Qtr. 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	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
Barrow Regional Medical Ctr			1/14/2009	Not Known		Not known						
Grady Memorial	2/19/2009	3/23/2009	1/14/2009	1/20/2009	32	6	3/31/2009		2/18/2009	03/23/09	Not given	33
Trinity Hospital of Augusta <sup>1</sup>			1/15/2009	1/15/2009		0						
St. Mary's Athens			1/7/2009	Not received								
Hamilton Medical Center			1/14/2009	Not given		Not known			2/4/2009	Not given		Not known
Murray Medical Ctr			2/4/2009	3/9/2009		33						
Northside Hospital	1/9/2009	2/4/2009	1/9/2009	2/4/2009	26	26	2/4/2009	3/9/2009	2/19/2009	request cancelled	33	Not applicable
Northside Hospital - Cherokee			1/9/2009	2/4/2009	0	26						

Exhibit F. Detailed listing of report requests listed by CMO

Peach State Health Plan

Hospital Name:	Peach State Health Plan 1st Report requested in Qtr. 1						Peach State Health Plan 2nd Report requested in Qtr. 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	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
Northside Hospital - Forsyth			1/9/2009	2/4/2009	0	26						
Hart County Hospital				1/15/2009		Not known						
Hart County/Hartwell Healthcare	1/15/2009	1/15/2009	Not applicable	Not applicable	0	Not applicable						
Macon Medical Center	1/5/2009	1/15/2009	1/5/2009	1/15/2009	10	10						
Minnie G Boswell	1/6/2009	1/6/2009	1/6/2009	1/6/2009	0	0						
Miller County Hospital	2/18/2009	3/9/2009	Not given	Not given	19	Not Known						
NE Georgia Medical Center	1/26/2009	2/27/2009	1/26/2009	2/27/2009	32	32						
Irwin County	1/15/2009	1/15/2009	1/15/2009	1/15/2009	0	0						
Spalding Regional		1/15/2009	Not requested	Not requested		Not Known						
Henry Medical Center	1/15/2009	1/15/2009	1/15/2009	1/15/2009	0	0						

Exhibit F. Detailed listing of report requests listed by CMO

WellCare

Hospital Name:	WellCare 1st Report requested in Qtr. 1						WellCare Plan 2nd Report requested in Qtr. 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	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
Barrow Regional Medical			1/14/2009	1/15/2009		1						
Grady Memorial	2/19/2009	3/4/2009	2/25/2009	3/6/2009	13	9						
John D Archbold	2/19/2009	3/4/2009	Not given	middle of March	13	Not given						
St. Joseph - Augusta <sup>1</sup>	1/16/2009	1/21/2009	1/15/2009	1/15/2009	5	0						
Appling Healthcare System			1/14/2009	1/15/2009		1						
St. Mary's Athens	1/7/2009	1/12/2009	1/7/2009	1/14/2009	5	7						
Houston	3/17/2009	3/25/2009	3/17/2009	3/25/2009	8	8						
Upton Regional Medical	3/24/2009	3/31/2009	3/24/2009	3/31/2009	7	7						

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WellCare

Hospital Name:	WellCare 1st Report requested in Qtr. 1						WellCare Plan 2nd Report requested in Qtr. 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	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
Hamilton Medical Ctr.	2/4/2009	2/6/2009	1/14/2009	Not given	2	Not known			2/4/2009	Not given		Not known
Hughes Spalding <sup>2</sup>	2/4/2009	2/6/2009	Not Known	Not Known	2	Not known						
Murray Medical Ctr			2/4/2009	2/6/2009		2						
Northside Hospital	1/9/2009	1/16/2009	1/9/2009	1/16/2009	7	7						
Northside Hospital - Cherokee	1/9/2009	1/16/2009	1/9/2009	1/16/2009	7	7						
Northside Hospital - Forsyth	1/9/2009	1/16/2009	1/9/2009	1/16/2009	7	7						
Macon Medical Ctr	1/5/2009	1/7/2009	1/5/2009	1/7/2009	2	2						
Emory - Crawford Long	1/22/2009	1/26/2009	Not given	Not given	4	Not known						
Emory University Hospital	1/22/2009	1/26/2009	Not given	Not given	4	Not known						
Brooks County	3/3/2009	3/13/2009	Not given	Middle of March	10	Not given						

**Exhibit F. Detailed listing of report requests listed by CMO**

**WellCare**

Hospital Name:	WellCare 1st Report requested in Qtr. 1						WellCare Plan 2nd Report requested in Qtr. 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	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
Early Memorial	3/3/2009	3/13/2009	Not given	Middle of March	10	Not given						
Grady General	3/3/2009	3/13/2009	Not given	Middle of March	10	Not given						
Mitchell County	3/3/2009	3/13/2009	Not given	Middle of March	10							
Habersham County	1/29/2009	2/2/2009	1/29/2009	2/2/2009	4	4						
NE Georgia Medical Center	1/26/2009	1/26/2009	1/26/2009	1/26/2009	0	0						

<sup>1</sup>-St. Joseph Augusta and Trinity Hospital of Augusta are the same hospital, they had a name change.

<sup>2</sup>- CHOA Hughes Spaulding and Hughes Spaulding are the same facility.