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Chatham County

BCBSGA Medical Claims Audit Report

Fall 2014 – Audit period July 1, 2013 to June 30, 2014

December 1, 2014

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Section I

Executive Summary

The audit of medical claims for Chatham County Government (Chatham) was conducted on-site at Blue Cross Blue Shield of Georgia's (BCBSGA) Columbus, Georgia claim office on October 27 through October 29, 2014.

The purpose of this audit was to:

- Evaluate the current performance of BCBSGA's medical claims administration with respect to claims processing and overall administrative capabilities to determine whether the program is being administered accurately and efficiently; and
- Provide a comparison, where possible, to known industry standards.
- Follow – up on the findings that were reported in the audit conducted in early 2014.

Our evaluation of BCBSGA's claims administration consisted of a statistically valid stratified random sample audit of 221 claims involving \$99,850.76 in benefit payments. All record lines relative to a unique claim identifier were combined and considered to be one claim. All claims were selected from the paid claims listing provided by BCBSGA for the period July 1, 2013 through June 30, 2014.

The size of the sample selected was designed to provide results that are 95% confident, plus or minus 3.0% overall. In other words, statistically, if another sample of the same size was selected, 95% of the time the results would be within 3.0% of the current results.

Upon completion of the audit at BCBSGA, overall accuracy/error rates were calculated.

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A. Stratified Random Sample Audit Results

The accuracy and error rates for the Stratified Random sample are as follows:

| | Financial Accuracy Rate | Payment Accuracy Rate | Procedural Accuracy Rate |
|--|-------------------------|-----------------------|--------------------------|
| Stratum A (\$1.00 - \$100.00) | 100.00% | 100.00% | 86.96% |
| Stratum B (\$100.01 - \$500.00) | 99.93% | 98.44% | 89.06% |
| Stratum C (\$500.01 - \$1,000.00) | 100.00% | 100.00% | 60.00% |
| Stratum D (\$1,000.01 - \$5,000.00) | 100.00% | 100.00% | 100.00% |
| Stratum E (\$5,000.01 and greater) | 100.00% | 100.00% | 66.67% |
| Overall | 99.99% | 99.55% | 86.43% |

| | Financial Error Rate | Payment Error Rate | Procedural Error Rate |
|--|----------------------|--------------------|-----------------------|
| Stratum A (\$1.00 - \$100.00) | 0.00% | 0.00% | 13.04% |
| Stratum B (\$100.01 - \$500.00) | 0.07% | 1.56% | 10.94% |
| Stratum C (\$500.01 - \$1,000.00) | 0.00% | 0.00% | 40.00% |
| Stratum D (\$1,000.01 - \$5,000.00) | 0.00% | 0.00% | 0.00% |
| Stratum E (\$5,000.01 and greater) | 0.00% | 0.00% | 33.33% |
| Overall | 0.01% | 0.45% | 13.57% |

B. Stratified Random Sample Audit Results Comparison

The overall accuracy and error rates for the random sample as compared to industry standards are as follows:

| | <i>Stratified Random Sample</i> | <i>Industry Minimum/Best Benchmarks</i> | <i>BCBSGA Performance Standard</i> |
|--|---|---|--|
| Overall Financial Accuracy (Percentage of correct dollar payments) | 99.99% | 98% - 99% | 99% |
| Overall Payment Accuracy (Percentage of claims without payment error) | 99.55% | 95% - 97% | N/A |
| Overall Procedural Accuracy (Percentage of claims without procedural error) | 86.88% | 95% - 97% | 97% |
| Overall Turn-around Time (Percentage of claims processed within 10 business days) | 96.83% | 90% | 90% - 95% |

It should be noted that, the sample selection technique used for this type of audit has produced dollar payment accuracy results that are statistically valid for purposes of projecting overall accuracy. However, the scope of this audit precludes us from performing this calculation.

The following chart identifies the value and number of payment and procedural errors found during the audit.

| <i>Stratified Random Sample</i> | |
|---------------------------------|---------------|
| Underpayments | \$8.00 |
| Overpayments | \$0.00 |
| Procedural Errors | 29 |

The accuracy statistics indicate that BCBSGA met the industry's minimum standards and their own internal goal for financial accuracy . BCBSGA also met the minimum accuracy standard for payment accuracy, even though they do not have set internal standards for this audit metric.

However, BCBSGA was below industry minimum standards for procedural accuracy. The resulting procedural accuracy percentage reflects a couple of systemic concerns as a result of the recent migration from its Q-Care claims system to its WGS claims system.

BCBSGA had turn-around time results that were above its standards as well as industry standards. Turn-around time was measured by number of business days between the date the claim was received and the date the claim was adjudicated.

Specific information on the audit findings and other concerns are discussed in Sections II and III of this report.

C. Claims Systems and Operations

The BCBSGA claim system is functional and processes claims per its set-up and specifications. Our audit staff was up and running on the system the first day of the audit and was permitted to access all requested information. Although functional, the claim system does not have a very intuitive user interface.

BCBCGA migrated Chatham County from its Q-Care system to its WGS claims system effective July 1, 2013. The results of the migration required the audit to be conducted on two different claim systems. Most of the findings in this report were related to the migration to the WGS claim system.

The BCBSGA claim facility was very well organized and secure, as to be expected of a major insurance company claim operation.

D. Conclusions, Recommendations and Proposed Action Plan

BCBSGA's administrative procedures are generally in line with industry standards. However, we recognized a couple potentially systemic issues that need further attention, clarification and possible resolution. The issues that we suggest have additional review and clarification are discussed in detail in Section III of this report.

Further, adoption of the recommendations found throughout this report will help to improve claim processing accuracy and cost control. Specific information on the audit findings and related concerns are discussed in Sections II and III of this report.

A complete description of our recommendations is shown in Section IV of this report.

E. Exhibits

Exhibit I to this report identifies the stratified random sample audit results.

Exhibit II contains the details of the turnaround time calculation.

Exhibit III contains BCBSGA's Response to the auditor's findings.

Section II

Claim Sample Audit Results

A. Audit Scope

Accuracy of adjudication is generally measured in three categories:

- Financial (dollar payment) accuracy;
- Payment (number of claims without financial error) accuracy; and
- Procedural (or coding – no actual impact to dollar value) accuracy.

B. Financial (Dollar Payment) Accuracy Results

Financial (dollar payment) accuracy is the result of dividing the amount of correctly paid benefits by the total number of dollars issued in the audit sample.

For the random sample, BCBSGA achieved overall financial accuracy of 99.99% (\$99,842.76 correctly paid benefits out of the total paid benefits of \$99,850.76), an excellent result based on both industry and BCBSGA standards.

An accuracy level of 98% or better is expected in an audit of this kind, and is consistent with BCBSGA's standard internal goal.

C. Payment Accuracy Results

Payment accuracy is derived by dividing the number of claims, or incidences, in which the total number of claims audited did not result in a payment error. (Claims in which non-payment errors are discovered are considered "correct" for this accuracy calculation.) This measurement complements financial accuracy because it identifies the volume of claims containing a payment error, without regard to the value of the errors. Ideally, both the financial and payment accuracy percentages are high indicating quality claims administration.

BCBSGA's overall payment accuracy was 99.55%, meaning that 220 out of 221 claims were paid correctly, an above-average result. In a typical random sample audit, an accuracy level of between 95% and 97% is expected. In general, since BCBSGA exceeds the industry standards in both the Financial and Payment accuracy metrics, this indicates that claims are being processed at a high quality level.

D. Procedural and Coding Accuracy Results

For the purpose of our audit calculations, procedural and coding accuracy is derived in the same manner as the payment error accuracy, but includes only errors that do not affect payment.

For the stratified random sample, BCBSGA's overall procedural error accuracy was 86.88% meaning that 192 out of 221 claims were processed correctly, a below average result. In a typical random sample audit, an accuracy level of 95% or better is expected.

The large number of procedural errors are directly due to issues discovered and questioned as a result of the migration from the Q-Care claims system to the WGS claims system. Although in most

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cases these findings will not result in payment errors, they do differ from BCBSGA's previous operations and industry norms.

By this audit's definition of procedural error, there were twenty-nine (29) procedural errors that resulted in no financial errors.

E. Turn-Around-Time (TAT) Results

Turn-around time (TAT) for this claim audit is based on the number of business days that elapse between the date that BCBSGA receives the claim and the date the claim is processed.

Industry best practice is to process 90% of clean claims within 10 business days and 100% of all claims within 20 business days. The following chart details the cumulative claims TAT in business days for the overall audit sample.

| <i>Claims Processed In Business Days</i> | <i>Random Sample</i> | <i>Industry Standard</i> |
|--|----------------------|--------------------------|
| 10 days or less | 96.83% | 90% |

For the audited sample, the results indicate that BCBSGA is meeting the industry standard for TAT.

F. Stratified Random Sample Payment Error Summary

We identified one (1) claim payment that was made in error within the stratified random sample totaling \$8.00. (The claim was submitted for \$278.00 and the claim was processed and paid based on \$270.00)

The error appears to be a coding error and does not appear to systemic in nature.

This error was charged as a Financial and Payment error in the context of the audit. (*Audit B10*)

G. Random Sample Procedural Error Summary

This category consists of coding, investigational and/or documentation errors that do not involve incorrect benefit payments but create the potential for payment errors and distorted management reports.

- In twenty-six (26) claims that we audited, our auditors identified claims whose "allowed amounts" were loaded in the WGS system in a field labeled as "BPay". When questioned BCBSGA was not able to explain why this field has been populated with an "allowed amount". It was determined that this only affected HMO claims but BCBSGA was unable to explain why these claims were loaded as such. This practice is confusing and could be misinterpreted since it is not clear why these claims were stored in this manner.

| | | | | | | | | | |
|----------------------|-----|-----|------|------|------|------|------|------|-----|
| Audit Numbers | A24 | A42 | A51 | A78 | A79 | A80 | A81 | A84 | A85 |
| | A88 | A92 | A102 | A106 | A107 | A114 | A124 | A129 | B37 |
| | B39 | B40 | B45 | C1 | C2 | C3 | C6 | E3 | |

- In another claim, the claim was paid for the wrong participant in the family. The claim was submitted for male member of the family but loaded in the system and paid for female member of the family. *(Audit A98)*
- We also identified in other claims where the diagnosis pointer was not accurate. It could not be determined whether the diagnosis pointer was changed by the processor or if it came through incorrectly on the EDI file. BSBSGA agreed that these were procedural errors. BCBSGA should make sure that its claim processors pay close attention to the diagnosis pointers for accurate processing. In some claims, an inaccurate diagnosis pointer could lead to claim payment errors. *(Audits B18, B27 & C1)*
- The audit also identified a claim that was paid based on the wrong date of service. Since a payment error was charged for this claim, no procedural error was charged. *(Audit B10)*
- A claim was also identified that was coded with the incorrect place of service. The claim was coded as Outpatient, but should have been coded as Inpatient. *(Audit B31)*

In all, we identified thirty (30) procedural errors in the stratified random sample.

Section III

Evaluation of Procedures and Systems

During an audit, our auditors typically evaluate staffing, training and production, quality assurance, and customer service practices using two methods: 1) a review of the vendor's written documentation of administrative and operational procedures and processes; and, 2) onsite observation of practices. BCBSGA provided required information as needed in order to conduct the audit.

BCBSGA administrative procedures are generally in line with industry standards. The issues that warrant additional review and consideration are as follows:

A. HMO claims stored in "BPay" field

BCBSGA stored the "allowed amount" of HMO claims from our claim sample in a field within the claim system called "BPay". They were unable to explain why this practice started within the WGS system and the reason for it. Our concern is that this file might be misinterpreted by an unknowing claim processor or customer service representative in the future. We feel there is little risk of this practice leading to a payment error, but we feel that BCBSGA must be able to explain the practice at the very least.

We recommend that BCBSGA confirm the origin and purpose of the practice of storing HMO claim "allowed amounts" in the "BPAY" field. The practice should be formally documented and presented to Chatham County with the assurances that it will not affect payment of its HMO claims.

B. Diagnosis Pointers

The auditors noted that, there were claims that had inaccurate diagnosis pointers. The reason for these inaccuracies were not completely determined. There were some claims that may have been due to processor error and some that were suspected to be the result of the inability of the WGS to accurately reflect the diagnosis pointer on claims with more 5 lines.

We recommend that BCBSGA document how the WGS system handles diagnosis pointers and train its claims staff in the verification of such, prior to the processing of claims. Claims staff should be instructed to verify an accurate diagnosis pointer whenever a claim exceeds more than 5 lines. Such issues could be lead to payment errors in the event the claim is paid based on incorrect diagnosis codes.

C. Processor Review

The auditors also noted that, there were claims where the processor paid the the claim for the wrong member and paid an inpatient claim as outpatient. More care must be taken to validate these basic claim processing functions.

We recommend that BCBSGA review administrative processes with its claims staff in the verification of basic information prior to processing of claims. Processing errors such as those described above could result in erroneous payment of claims.

Section IV

Conclusion, Summary of Recommendations and Proposed Action Plan

A. Conclusion

Overall, we believe that BCBSGA's administrative procedures are generally in line with industry standards. However, the issues identified in this audit are most likely related to the migration from the Q-Care claims system to the WGS claims system. Adoption of the following recommendations will help to improve cost control and ensure that BCBSGA administers the Chatham plans efficiently and effectively.

B. Recommendations

- We recommend that Chatham and BCBSGA meet to discuss the issues identified with claims stored in the BPAY field and the accuracy of diagnosis pointers. BCBSGA should produce documents reasons for its practices and work with Chatham County to ensure accurate processing of its claims.
- We recommend that BCBSGA review and continuously educate its staff regarding the consistency of processing each claim. This exercise will help BCBSGA's overall processing accuracy.

C. Proposed Action Plan

We recommend the following action plan to address the concerns and recommendations identified in this audit:

- **BCBSGA Response**

BCBSGA provides a response to this draft audit report, including a description of efforts proposed, to address the concerns identified.

- **Follow-up Audit**

Once BCBSGA's corrective action plans have been implemented for a period of six months, Chatham should request proof that the findings of this audit have been addressed and that the plan is being administered as Chatham requested.

In the absence of proof that all issues and concerns have been addressed, another smaller audit should be conducted. BCBSGA should be requested to share in the cost of this re-audit.

We appreciate the opportunity to provide this audit for you. We will be glad to assist you as needed in implementing the recommendations contained in this report.

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Exhibit I - Audit Sample Summary

| BCG Audit # | Claim Num | Claim Paid Amt | Overpaid | Underpaid | Procedural | Comments |
|-------------|-----------------|----------------|----------|-----------|------------|-------------------------------|
| A1 | 13352CC3733 | \$ 70.57 | \$ - | \$ - | | |
| A2 | 2013281300084-Q | \$ 13.76 | \$ - | \$ - | | |
| A3 | 14031GB1299 | \$ 21.27 | \$ - | \$ - | | |
| A4 | 13206BT0007 | \$ 55.72 | \$ - | \$ - | | |
| A5 | 13274CA6474 | \$ 58.10 | \$ - | \$ - | | |
| A6 | 13247CC2869 | \$ 5.97 | \$ - | \$ - | | |
| A7 | 2012159568876-Q | \$ 74.00 | \$ - | \$ - | | |
| A8 | 2012098553890-Q | \$ 16.26 | \$ - | \$ - | | |
| A9 | 13316CN1882 | \$ 4.55 | \$ - | \$ - | | |
| A10 | 13319CO5485 | \$ 20.49 | \$ - | \$ - | | |
| A11 | 13330CP3436 | \$ 60.26 | \$ - | \$ - | | |
| A12 | 13259BT9913 | \$ 71.54 | \$ - | \$ - | | |
| A13 | 14065CE0865 | \$ 60.35 | \$ - | \$ - | | |
| A14 | 14175CP5145 | \$ 46.97 | \$ - | \$ - | | |
| A15 | 14161CU5911 | \$ 57.28 | \$ - | \$ - | | |
| A16 | 13291GC4406 | \$ 1.78 | \$ - | \$ - | | |
| A17 | 13239CJ1539 | \$ 91.04 | \$ - | \$ - | | |
| A18 | 13204MB1370 | \$ 43.00 | \$ - | \$ - | | |
| A19 | 13259BD1762 | \$ 93.56 | \$ - | \$ - | | |
| A20 | 13218BW8535 | \$ 52.42 | \$ - | \$ - | | |
| A21 | 14030GD4535 | \$ 16.52 | \$ - | \$ - | | |
| A22 | 14028CD7779 | \$ 9.23 | \$ - | \$ - | | |
| A23 | 2013182001322-Q | \$ 55.72 | \$ - | \$ - | | |
| A24 | 13210BN8534 | \$ 4.05 | \$ - | \$ - | 1 | Allowed Amt in Base Pay Field |
| A25 | 13354CL1352 | \$ 91.04 | \$ - | \$ - | | |
| A26 | 14064BF5270 | \$ 38.16 | \$ - | \$ - | | |
| A27 | 2012090524140-Q | \$ 51.00 | \$ - | \$ - | | |
| A28 | 13266BW4538 | \$ 7.41 | \$ - | \$ - | | |
| A29 | 14037GB4243 | \$ 69.41 | \$ - | \$ - | | |
| A30 | 14102GA0450 | \$ 13.85 | \$ - | \$ - | | |
| A31 | 14007BX2691 | \$ 4.05 | \$ - | \$ - | | |
| A32 | 13221BU3147 | \$ 30.04 | \$ - | \$ - | | |
| A33 | 14134CC9856 | \$ 4.05 | \$ - | \$ - | | |
| A34 | 2012017573484-Q | \$ 51.00 | \$ - | \$ - | | |
| A35 | 13365BJ3252 | \$ 86.00 | \$ - | \$ - | | |
| A36 | 14013GA2370 | \$ 20.25 | \$ - | \$ - | | |
| A37 | 13304GB9307 | \$ 29.51 | \$ - | \$ - | | |
| A38 | 14017BS4166 | \$ 99.00 | \$ - | \$ - | | |
| A39 | 13256BK5143 | \$ 55.72 | \$ - | \$ - | | |
| A40 | 2013218310066-Q | \$ 15.42 | \$ - | \$ - | | |
| A41 | 2013183513378-Q | \$ 12.87 | \$ - | \$ - | | |
| A42 | 13226BS1421 | \$ 4.05 | \$ - | \$ - | 1 | Allowed Amt in Base Pay Field |
| A43 | 13347BT0004 | \$ 92.76 | \$ - | \$ - | | |
| A44 | 14136CB4109 | \$ 73.11 | \$ - | \$ - | | |
| A45 | 14119LM0311 | \$ 19.94 | \$ - | \$ - | | |
| A46 | 14031CD6852 | \$ 45.00 | \$ - | \$ - | | |
| A47 | 13276BG7200 | \$ 96.51 | \$ - | \$ - | | |
| A48 | 14176CH6965 | \$ 21.93 | \$ - | \$ - | | |
| A49 | 13224CH7154 | \$ 55.72 | \$ - | \$ - | | |
| A50 | 13359GE6075 | \$ 13.76 | \$ - | \$ - | | |
| A51 | 14058CW9176 | \$ 66.60 | \$ - | \$ - | 1 | Allowed Amt in Base Pay Field |
| A52 | 13322CG1292 | \$ 25.00 | \$ - | \$ - | | |
| A53 | 13257BF4559 | \$ 66.49 | \$ - | \$ - | | |
| A54 | 14137GE8497 | \$ 13.54 | \$ - | \$ - | | |
| A55 | 13358BW7331 | \$ 3.43 | \$ - | \$ - | | |
| A56 | 13337GB1405 | \$ 27.09 | \$ - | \$ - | | |
| A57 | 14114BH7719 | \$ 60.26 | \$ - | \$ - | | |
| A58 | 13322BB2313 | \$ 55.72 | \$ - | \$ - | | |
| A59 | 14136GC5309 | \$ 8.35 | \$ - | \$ - | | |
| A60 | 14070BW6122 | \$ 8.26 | \$ - | \$ - | | |
| A61 | 13352GC4803 | \$ 13.57 | \$ - | \$ - | | |
| A62 | 13271GA7196 | \$ 25.05 | \$ - | \$ - | | |
| A63 | 14169GC6189 | \$ 20.48 | \$ - | \$ - | | |
| A64 | 13211CD6905 | \$ 54.32 | \$ - | \$ - | | |
| A65 | 14063493393 | \$ 41.23 | \$ - | \$ - | | |

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Exhibit I - Audit Sample Summary

| BCG Audit # | Claim Num | Claim Paid Amt | Overpaid | Underpaid | Procedural | Comments |
|-------------|-----------------|----------------|----------|-----------|------------|----------------------------------|
| A66 | 14064GA6817 | \$ 33.33 | \$ - | \$ - | | |
| A67 | 13308BJ6489 | \$ 66.49 | \$ - | \$ - | | |
| A68 | 14176CH6965 | \$ 21.93 | \$ - | \$ - | | |
| A69 | 2013190300054-Q | \$ 10.58 | \$ - | \$ - | | |
| A70 | 13291GC4405 | \$ 2.12 | \$ - | \$ - | | |
| A71 | 13259CN6215 | \$ 60.17 | \$ - | \$ - | | |
| A72 | 2013184511154-Q | \$ 3.06 | \$ - | \$ - | | |
| A73 | 13268GC6489 | \$ 13.57 | \$ - | \$ - | | |
| A74 | 13274GB3933 | \$ 20.25 | \$ - | \$ - | | |
| A75 | 14084BS3259 | \$ 60.35 | \$ - | \$ - | | |
| A76 | 13344BJ3945 | \$ 33.74 | \$ - | \$ - | | |
| A77 | 13309BL1261 | \$ 91.04 | \$ - | \$ - | | |
| A78 | 13261CK0178 | \$ 36.55 | \$ - | \$ - | 1 | Allowed Amt in Base Pay Field |
| A79 | 14142CB4326 | \$ 66.60 | \$ - | \$ - | 1 | Allowed Amt in Base Pay Field |
| A80 | 14122BY3569 | \$ 62.80 | \$ - | \$ - | 1 | Allowed Amt in Base Pay Field |
| A81 | 14077BQ7552 | \$ 24.77 | \$ - | \$ - | 1 | Allowed Amt in Base Pay Field |
| A82 | 14168BV1872 | \$ 27.11 | \$ - | \$ - | | |
| A83 | 13346GB2692 | \$ 18.64 | \$ - | \$ - | | |
| A84 | 14115BU5560 | \$ 39.27 | \$ - | \$ - | 1 | Allowed Amt in Base Pay Field |
| A85 | 14128GB4010 | \$ 23.27 | \$ - | \$ - | 1 | Allowed Amt in Base Pay Field |
| A86 | 14077BH6584 | \$ 68.90 | \$ - | \$ - | | |
| A87 | 2013183309418-Q | \$ 27.66 | \$ - | \$ - | | |
| A88 | 13298BX5611 | \$ 66.60 | \$ - | \$ - | 1 | Allowed Amt in Base Pay Field |
| A89 | 14119BW0158 | \$ 41.07 | \$ - | \$ - | | |
| A90 | 13357LQ3518 | \$ 91.04 | \$ - | \$ - | | |
| A91 | 13325GG0387 | \$ 73.58 | \$ - | \$ - | | |
| A92 | 14083BF9316 | \$ 90.87 | \$ - | \$ - | 1 | Allowed Amt in Base Pay Field |
| A93 | 14106BW7137 | \$ 93.59 | \$ - | \$ - | | |
| A94 | 2013257300332-Q | \$ 1.72 | \$ - | \$ - | | |
| A95 | 14013LM1843 | \$ 40.00 | \$ - | \$ - | | |
| A96 | 14014BW5635 | \$ 70.52 | \$ - | \$ - | | |
| A97 | 2013192550500-Q | \$ 59.56 | \$ - | \$ - | | |
| A98 | 13248BJ8387 | \$ 83.06 | \$ - | \$ - | 1 | Claim was paid for wrong patient |
| A99 | 14030BW4950 | \$ 11.58 | \$ - | \$ - | | |
| A100 | 13309CK1538 | \$ 35.50 | \$ - | \$ - | | |
| A101 | 14020BE5973 | \$ 5.26 | \$ - | \$ - | | |
| A102 | 13276BP0302 | \$ 22.76 | \$ - | \$ - | 1 | Allowed Amt in Base Pay Field |
| A103 | 14134GD5706 | \$ 3.15 | \$ - | \$ - | | |
| A104 | 2013213301010-Q | \$ 30.51 | \$ - | \$ - | | |
| A105 | 13304BI7134 | \$ 17.21 | \$ - | \$ - | | |
| A106 | 13315BM2382 | \$ 33.58 | \$ - | \$ - | 1 | Allowed Amt in Base Pay Field |
| A107 | 13323BR4401 | \$ 74.38 | \$ - | \$ - | 1 | Allowed Amt in Base Pay Field |
| A108 | 14010GA1885 | \$ 17.35 | \$ - | \$ - | | |
| A109 | 14147GC7524 | \$ 20.48 | \$ - | \$ - | | |
| A110 | 14130GE8292 | \$ 16.29 | \$ - | \$ - | | |
| A111 | 14161BH8478 | \$ 87.90 | \$ - | \$ - | | |
| A112 | 13350BW1120 | \$ 14.00 | \$ - | \$ - | | |
| A113 | 13232CH6021 | \$ 84.04 | \$ - | \$ - | | |
| A114 | 13331CD7095 | \$ 4.05 | \$ - | \$ - | 1 | Allowed Amt in Base Pay Field |
| A115 | 13278GC7736 | \$ 29.22 | \$ - | \$ - | | |
| A116 | 14063BI6464 | \$ 27.94 | \$ - | \$ - | | |
| A117 | 14065873616 | \$ 74.00 | \$ - | \$ - | | |
| A118 | 14115GD5715 | \$ 41.84 | \$ - | \$ - | | |
| A119 | 14031CF3558 | \$ 79.56 | \$ - | \$ - | | |
| A120 | 14029GC7391 | \$ 57.71 | \$ - | \$ - | | |
| A121 | 13259874978 | \$ 4.96 | \$ - | \$ - | | |
| A122 | 13353GB5800 | \$ 54.56 | \$ - | \$ - | | |
| A123 | 14050BY1840 | \$ 59.37 | \$ - | \$ - | | |
| A124 | 14086CD3217 | \$ 72.55 | \$ - | \$ - | 1 | Allowed Amt in Base Pay Field |
| A125 | 14128BU6420 | \$ 23.46 | \$ - | \$ - | | |
| A126 | 13333GD4208 | \$ 20.68 | \$ - | \$ - | | |
| A127 | 2013178512930-Q | \$ 20.25 | \$ - | \$ - | | |
| A128 | 2013190510984-Q | \$ 94.78 | \$ - | \$ - | | |
| A129 | 13225CI1782 | \$ 81.77 | \$ - | \$ - | 1 | Allowed Amt in Base Pay Field |
| A130 | 13303BS5042 | \$ 20.25 | \$ - | \$ - | | |

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Exhibit I - Audit Sample Summary

| BCG Audit # | Claim Num | Claim Paid Amt | Overpaid | Underpaid | Procedural | Comments |
|-------------|-----------------|----------------|----------|-----------|------------|--|
| A131 | 13347BN3272 | \$ 55.72 | \$ - | \$ - | | |
| A132 | 2013325017315-Q | \$ 26.04 | \$ - | \$ - | | |
| A133 | 13329BZ0469 | \$ 42.90 | \$ - | \$ - | | |
| A134 | 13243GB5983 | \$ 8.67 | \$ - | \$ - | | |
| A135 | 2013094308686-Q | \$ 74.66 | \$ - | \$ - | | |
| A136 | 14072CS0455 | \$ 6.80 | \$ - | \$ - | | |
| A137 | 14163GB4626 | \$ 20.48 | \$ - | \$ - | | |
| A138 | 13345BX7820 | \$ 89.16 | \$ - | \$ - | | |
| B1 | 14035BV6125 | \$ 250.00 | \$ - | \$ - | | |
| B2 | 2013179574242-Q | \$ 312.69 | \$ - | \$ - | | |
| B3 | 14106CH4804 | \$ 148.62 | \$ - | \$ - | | |
| B4 | 14084CV0077 | \$ 143.94 | \$ - | \$ - | | |
| B5 | 13339CQ2709 | \$ 114.92 | \$ - | \$ - | | |
| B6 | 2013177580720-Q | \$ 155.81 | \$ - | \$ - | | |
| B7 | 14140CJ5369 | \$ 177.44 | \$ - | \$ - | | |
| B8 | 13344BG2244 | \$ 108.00 | \$ - | \$ - | | |
| B9 | 13354CD1643 | \$ 117.30 | \$ - | \$ - | | |
| B10 | 2014043010400-Q | \$ 123.92 | \$ - | \$ 8.00 | | Agreed - Line 2 Billed Amt & Line 3 DOS Incorrect |
| B11 | 13297LM0795 | \$ 107.64 | \$ - | \$ - | | |
| B12 | 13259BJ0916 | \$ 109.35 | \$ - | \$ - | | |
| B13 | 13268BK2923 | \$ 148.01 | \$ - | \$ - | | |
| B14 | 13316BF6044 | \$ 124.30 | \$ - | \$ - | | |
| B15 | 14094GB1584 | \$ 109.23 | \$ - | \$ - | | |
| B16 | 14001BE6233 | \$ 150.11 | \$ - | \$ - | | |
| B17 | 14177CM1799 | \$ 311.82 | \$ - | \$ - | | |
| B18 | 13332BL3327 | \$ 206.50 | \$ - | \$ - | 1 | Diagnosis Pointer - Incorrect |
| B19 | 13247BU4133 | \$ 236.39 | \$ - | \$ - | | |
| B20 | 13352CB9305 | \$ 203.11 | \$ - | \$ - | | |
| B21 | 13332BH8243 | \$ 125.00 | \$ - | \$ - | | |
| B22 | 14065LQ1203 | \$ 301.00 | \$ - | \$ - | | |
| B23 | 14002BD3285 | \$ 126.54 | \$ - | \$ - | | |
| B24 | 13201BH2535 | \$ 142.73 | \$ - | \$ - | | |
| B25 | 14125BN7079 | \$ 139.62 | \$ - | \$ - | | |
| B26 | 14009BX0651 | \$ 233.76 | \$ - | \$ - | | |
| B27 | 13332BI0583 | \$ 116.59 | \$ - | \$ - | 1 | Agreed - Diagnosis Pointer in Line 3 - Incorrect |
| B28 | 2013184512308-Q | \$ 480.06 | \$ - | \$ - | | |
| B29 | 14016CW8460 | \$ 127.91 | \$ - | \$ - | | |
| B30 | 13206BG5499 | \$ 148.94 | \$ - | \$ - | | |
| B31 | 14071BF8568 | \$ 265.31 | \$ - | \$ - | 1 | Agreed - Claim coded as Outpatient s/b Inpatient service |
| B32 | 13275BV0317 | \$ 450.64 | \$ - | \$ - | | |
| B33 | 14122CL3751 | \$ 254.98 | \$ - | \$ - | | |
| B34 | 13365CO9330 | \$ 125.00 | \$ - | \$ - | | |
| B35 | 14037BP0202 | \$ 449.11 | \$ - | \$ - | | |
| B36 | 14122BY6387 | \$ 307.30 | \$ - | \$ - | | |
| B37 | 13310BK6874 | \$ 127.82 | \$ - | \$ - | 1 | Allowed Amt in Base Pay Field |
| B38 | 14100CC0359 | \$ 107.89 | \$ - | \$ - | | |
| B39 | 14064BX5734 | \$ 101.81 | \$ - | \$ - | 1 | Allowed Amt in Base Pay Field |
| B40 | 14134730433 | \$ 101.24 | \$ - | \$ - | 1 | Allowed Amt in Base Pay Field |
| B41 | 14080BZ2932 | \$ 269.66 | \$ - | \$ - | | |
| B42 | 14045CB1294 | \$ 239.61 | \$ - | \$ - | | |
| B43 | 14125CF6972 | \$ 497.45 | \$ - | \$ - | | |
| B44 | 13289BW0341 | \$ 171.02 | \$ - | \$ - | | |
| B45 | 14079CE3548 | \$ 149.70 | \$ - | \$ - | 1 | Allowed Amt in Base Pay Field |
| B46 | 13220BQ4462 | \$ 197.66 | \$ - | \$ - | | |
| B47 | 13206BT0241 | \$ 107.89 | \$ - | \$ - | | |
| B48 | 13287CC2444 | \$ 163.94 | \$ - | \$ - | | |
| B49 | 14169CG5364 | \$ 283.50 | \$ - | \$ - | | |
| B50 | 14128BV3254 | \$ 104.94 | \$ - | \$ - | | |
| B51 | 14023BL3210 | \$ 156.96 | \$ - | \$ - | | |
| B52 | 14143BQ0554 | \$ 101.47 | \$ - | \$ - | | |
| B53 | 13186BH4081 | \$ 107.89 | \$ - | \$ - | | |
| B54 | 13206BG5451 | \$ 146.63 | \$ - | \$ - | | |
| B55 | 13199BT0858 | \$ 107.69 | \$ - | \$ - | | |
| B56 | 2012147521380-Q | \$ 102.00 | \$ - | \$ - | | |
| B57 | 13339BF3613 | \$ 120.61 | \$ - | \$ - | | |

Chatham County Claims Audit 2014

October 27, 2014

Exhibit I - Audit Sample Summary

| BCG Audit # | Claim Num | Claim Paid Amt | Overpaid | Underpaid | Procedural | Comments |
|-------------|-----------------|----------------|----------|-----------|------------|--|
| B58 | 13288875009 | \$ 131.90 | \$ - | \$ - | | |
| B59 | 14106CB9889 | \$ 149.60 | \$ - | \$ - | | |
| B60 | 13197CW4405 | \$ 129.66 | \$ - | \$ - | | |
| B61 | 14102GA1549 | \$ 215.20 | \$ - | \$ - | | |
| B62 | 13267BP1156 | \$ 371.00 | \$ - | \$ - | | |
| B63 | 14036CB6526 | \$ 107.89 | \$ - | \$ - | | |
| B64 | 13276BT1574 | \$ 111.33 | \$ - | \$ - | | |
| C1 | 14069BD2115 | \$ 511.97 | \$ - | \$ - | 1 | Allowed Amt in B-pay Field / Diagnosis Pointer - Incorrect |
| C2 | 13224BV2824 | \$ 542.22 | \$ - | \$ - | 1 | Allowed Amt in Base Pay Field |
| C3 | 13326CW2918 | \$ 667.46 | \$ - | \$ - | 1 | Allowed Amt in Base Pay Field |
| C4 | 13231BF7098 | \$ 637.88 | \$ - | \$ - | | |
| C5 | 14098BV1659 | \$ 656.47 | \$ - | \$ - | | |
| C6 | 13234CM4703 | \$ 642.44 | \$ - | \$ - | 1 | Allowed Amt in Base Pay Field |
| C7 | 13304BM6517 | \$ 549.90 | \$ - | \$ - | | |
| C8 | 2013184511684-Q | \$ 882.81 | \$ - | \$ - | | |
| C9 | 14058CM6810 | \$ 590.39 | \$ - | \$ - | | |
| C10 | 13239BJ5702 | \$ 875.66 | \$ - | \$ - | | |
| D1 | 13285BF8568 | \$ 1,204.00 | \$ - | \$ - | | |
| D2 | 13246BZ6532 | \$ 4,529.36 | \$ - | \$ - | | |
| D3 | 13249CD6043 | \$ 1,529.57 | \$ - | \$ - | | |
| D4 | 13284BR9774 | \$ 1,098.00 | \$ - | \$ - | | |
| D5 | 14017CC2329 | \$ 4,944.29 | \$ - | \$ - | | |
| D6 | 13364CA5335 | \$ 2,333.33 | \$ - | \$ - | | |
| E1 | 13283CG6309 | \$ 12,054.94 | \$ - | \$ - | | |
| E2 | 14035080503 | \$ 42,033.72 | \$ - | \$ - | | |
| E3 | 13365CI8951 | \$ 6,044.26 | \$ - | \$ - | 1 | Allowed Amt in Base Pay Field |
| | | \$ 99,850.76 | 0.00 | \$ 8.00 | 30 | |

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October 27, 2014

Exhibit II - Turnaround Time

| BCG Audit # | Claim Num | Rec'd Date | Paid Date | Days | Calendar Days | Business Days | Within 10 Days |
|-------------|-----------------|------------|------------|------|---------------|---------------|----------------|
| A1 | 13352CC3733 | 12/18/2013 | 12/18/2013 | 0 | 0 | 0 | 1 |
| A2 | 2013281300084-Q | 10/08/2013 | 10/17/2013 | 9 | 9 | 7 | 1 |
| A3 | 14031GB1299 | 01/31/2014 | 01/31/2014 | 0 | 0 | 0 | 1 |
| A4 | 13206BT0007 | 07/25/2013 | 07/25/2013 | 0 | 0 | 0 | 1 |
| A5 | 13274CA6474 | 10/01/2013 | 10/02/2013 | 1 | 1 | 1 | 1 |
| A6 | 13247CC2869 | 09/04/2013 | 09/04/2013 | 0 | 0 | 0 | 1 |
| A7 | 2012159568876-Q | 07/02/2013 | 07/19/2013 | 17 | 17 | 13 | 0 |
| A8 | 2012098553890-Q | 04/09/2012 | 07/01/2013 | 442 | 448 | 320 | 0 |
| A9 | 13316CN1882 | 11/12/2013 | 11/13/2013 | 1 | 1 | 1 | 1 |
| A10 | 13319CO5485 | 11/15/2013 | 11/15/2013 | 0 | 0 | 0 | 1 |
| A11 | 13330CP3436 | 11/26/2013 | 12/03/2013 | 7 | 7 | 5 | 1 |
| A12 | 13259BT9913 | 09/16/2013 | 09/16/2013 | 0 | 0 | 0 | 1 |
| A13 | 14065CE0865 | 03/06/2014 | 03/10/2014 | 4 | 4 | 2 | 1 |
| A14 | 14175CP5145 | 06/24/2014 | 06/24/2014 | 0 | 0 | 0 | 1 |
| A15 | 14161CU5911 | 06/10/2014 | 06/10/2014 | 0 | 0 | 0 | 1 |
| A16 | 13291GC4406 | 10/18/2013 | 10/18/2013 | 0 | 0 | 0 | 1 |
| A17 | 13239CJ1539 | 08/27/2013 | 08/28/2013 | 1 | 1 | 1 | 1 |
| A18 | 13204MB1370 | 07/23/2013 | 07/24/2013 | 1 | 1 | 1 | 1 |
| A19 | 13259BD1762 | 09/16/2013 | 09/16/2013 | 0 | 0 | 0 | 1 |
| A20 | 13218BW8535 | 08/06/2013 | 08/06/2013 | 0 | 0 | 0 | 1 |
| A21 | 14030GD4535 | 01/30/2014 | 01/30/2014 | 0 | 0 | 0 | 1 |
| A22 | 14028CD7779 | 01/28/2014 | 01/31/2014 | 3 | 3 | 3 | 1 |
| A23 | 2013182001322-Q | 07/01/2013 | 07/05/2013 | 4 | 4 | 4 | 1 |
| A24 | 13210BN8534 | 07/29/2013 | 07/29/2013 | 0 | 0 | 0 | 1 |
| A25 | 13354CL1352 | 12/20/2013 | 12/21/2013 | 1 | 1 | 0 | 1 |
| A26 | 14064BF5270 | 03/05/2014 | 03/05/2014 | 0 | 0 | 0 | 1 |
| A27 | 2012090524140-Q | 07/02/2013 | 07/16/2013 | 14 | 14 | 10 | 1 |
| A28 | 13266BW4538 | 09/23/2013 | 09/23/2013 | 0 | 0 | 0 | 1 |
| A29 | 14037GB4243 | 02/06/2014 | 02/06/2014 | 0 | 0 | 0 | 1 |
| A30 | 14102GA0450 | 04/12/2014 | 04/18/2014 | 6 | 6 | 4 | 1 |
| A31 | 14007BX2691 | 01/07/2014 | 01/10/2014 | 3 | 3 | 3 | 1 |
| A32 | 13221BU3147 | 08/09/2013 | 08/09/2013 | 0 | 0 | 0 | 1 |
| A33 | 14134CC9856 | 05/14/2014 | 05/15/2014 | 1 | 1 | 1 | 1 |
| A34 | 2012017573484-Q | 07/02/2013 | 07/16/2013 | 14 | 14 | 10 | 1 |
| A35 | 13365BJ3252 | 12/31/2013 | 12/31/2013 | 0 | 0 | 0 | 1 |
| A36 | 14013GA2370 | 01/13/2014 | 01/13/2014 | 0 | 0 | 0 | 1 |
| A37 | 13304GB9307 | 10/31/2013 | 10/31/2013 | 0 | 0 | 0 | 1 |
| A38 | 14017BS4166 | 01/17/2014 | 01/17/2014 | 0 | 0 | 0 | 1 |
| A39 | 13256BK5143 | 09/13/2013 | 09/16/2013 | 3 | 3 | 1 | 1 |
| A40 | 2013218310066-Q | 08/06/2013 | 08/14/2013 | 8 | 8 | 6 | 1 |
| A41 | 2013183513378-Q | 07/01/2013 | 07/08/2013 | 7 | 7 | 5 | 1 |
| A42 | 13226BS1421 | 08/14/2013 | 08/14/2013 | 0 | 0 | 0 | 1 |
| A43 | 13347BT0004 | 12/13/2013 | 12/16/2013 | 3 | 3 | 1 | 1 |
| A44 | 14136CB4109 | 05/16/2014 | 05/16/2014 | 0 | 0 | 0 | 1 |
| A45 | 14119LM0311 | 04/29/2014 | 05/01/2014 | 2 | 2 | 2 | 1 |
| A46 | 14031CD6852 | 01/31/2014 | 01/31/2014 | 0 | 0 | 0 | 1 |
| A47 | 13276BG7200 | 10/03/2013 | 10/03/2013 | 0 | 0 | 0 | 1 |
| A48 | 14176CH6965 | 06/25/2014 | 06/26/2014 | 1 | 1 | 1 | 1 |
| A49 | 13224CH7154 | 08/12/2013 | 08/12/2013 | 0 | 0 | 0 | 1 |
| A50 | 13359GE6075 | 12/25/2013 | 12/25/2013 | 0 | 0 | 0 | 1 |
| A51 | 14058CW9176 | 02/27/2014 | 02/27/2014 | 0 | 0 | 0 | 1 |
| A52 | 13322CG1292 | 11/18/2013 | 11/26/2013 | 8 | 8 | 6 | 1 |
| A53 | 13257BF4559 | 09/14/2013 | 09/23/2013 | 9 | 9 | 5 | 1 |
| A54 | 14137GE8497 | 05/17/2014 | 05/17/2014 | 0 | 0 | -1 | 1 |
| A55 | 13358BW7331 | 12/24/2013 | 12/24/2013 | 0 | 0 | 0 | 1 |
| A56 | 13337GB1405 | 12/03/2013 | 12/03/2013 | 0 | 0 | 0 | 1 |
| A57 | 14114BH7719 | 04/24/2014 | 04/26/2014 | 2 | 2 | 1 | 1 |
| A58 | 13322BB2313 | 11/18/2013 | 11/18/2013 | 0 | 0 | 0 | 1 |
| A59 | 14136GC5309 | 05/16/2014 | 05/16/2014 | 0 | 0 | 0 | 1 |
| A60 | 14070BW6122 | 03/11/2014 | 03/22/2014 | 11 | 11 | 8 | 1 |
| A61 | 13352GC4803 | 12/18/2013 | 12/19/2013 | 1 | 1 | 1 | 1 |
| A62 | 13271GA7196 | 09/28/2013 | 09/30/2013 | 2 | 2 | 0 | 1 |
| A63 | 14169GC6189 | 06/18/2014 | 06/30/2014 | 12 | 12 | 8 | 1 |

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Exhibit II - Turnaround Time

| BCG Audit # | Claim Num | Rec'd Date | Paid Date | Days | Calendar Days | Business Days | Within 10 Days |
|-------------|-----------------|------------|------------|------|---------------|---------------|----------------|
| A64 | 13211CD6905 | 07/30/2013 | 08/02/2013 | 2 | 3 | 3 | 1 |
| A65 | 14063493393 | 03/04/2014 | 03/06/2014 | 2 | 2 | 2 | 1 |
| A66 | 14064GA6817 | 03/05/2014 | 03/05/2014 | 0 | 0 | 0 | 1 |
| A67 | 13308BJ6489 | 11/04/2013 | 11/14/2013 | 10 | 10 | 8 | 1 |
| A68 | 14176CH6965 | 06/25/2014 | 06/26/2014 | 1 | 1 | 1 | 1 |
| A69 | 2013190300054-Q | 07/09/2013 | 07/15/2013 | 6 | 6 | 4 | 1 |
| A70 | 13291GC4405 | 10/18/2013 | 10/18/2013 | 0 | 0 | 0 | 1 |
| A71 | 13259CN6215 | 09/16/2013 | 09/16/2013 | 0 | 0 | 0 | 1 |
| A72 | 2013184511154-Q | 07/03/2013 | 07/11/2013 | 8 | 8 | 6 | 1 |
| A73 | 13268GC6489 | 09/25/2013 | 09/26/2013 | 1 | 1 | 1 | 1 |
| A74 | 13274GB3933 | 10/01/2013 | 10/01/2013 | 0 | 0 | 0 | 1 |
| A75 | 14084BS3259 | 03/25/2014 | 03/25/2014 | 0 | 0 | 0 | 1 |
| A76 | 13344BJ3945 | 12/10/2013 | 12/18/2013 | 8 | 8 | 6 | 1 |
| A77 | 13309BL1261 | 11/05/2013 | 11/05/2013 | 0 | 0 | 0 | 1 |
| A78 | 13261CK0178 | 09/18/2013 | 09/18/2013 | 0 | 0 | 0 | 1 |
| A79 | 14142CB4326 | 05/22/2014 | 05/22/2014 | 0 | 0 | 0 | 1 |
| A80 | 14122BY3569 | 05/02/2014 | 05/02/2014 | 0 | 0 | 0 | 1 |
| A81 | 14077BQ7552 | 03/18/2014 | 03/18/2014 | 0 | 0 | 0 | 1 |
| A82 | 14168BV1872 | 06/17/2014 | 06/17/2014 | 0 | 0 | 0 | 1 |
| A83 | 13346GB2692 | 12/12/2013 | 12/12/2013 | 0 | 0 | 0 | 1 |
| A84 | 14115BU5560 | 04/25/2014 | 04/26/2014 | 1 | 1 | 0 | 1 |
| A85 | 14128GB4010 | 05/08/2014 | 05/08/2014 | 0 | 0 | 0 | 1 |
| A86 | 14077BH6584 | 03/18/2014 | 03/18/2014 | 0 | 0 | 0 | 1 |
| A87 | 2013183309418-Q | 07/02/2013 | 07/15/2013 | 13 | 13 | 9 | 1 |
| A88 | 13298BX5611 | 10/25/2013 | 10/25/2013 | 0 | 0 | 0 | 1 |
| A89 | 14119BW0158 | 04/29/2014 | 04/29/2014 | 0 | 0 | 0 | 1 |
| A90 | 13357LQ3518 | 12/23/2013 | 01/02/2014 | 9 | 10 | 8 | 1 |
| A91 | 13325GG0387 | 11/21/2013 | 11/26/2013 | 5 | 5 | 3 | 1 |
| A92 | 14083BF9316 | 03/24/2014 | 03/24/2014 | 0 | 0 | 0 | 1 |
| A93 | 14106BW7137 | 04/16/2014 | 04/16/2014 | 0 | 0 | 0 | 1 |
| A94 | 2013257300332-Q | 09/14/2013 | 09/23/2013 | 9 | 9 | 5 | 1 |
| A95 | 14013LM1843 | 01/13/2014 | 01/14/2014 | 1 | 1 | 1 | 1 |
| A96 | 14014BW5635 | 01/14/2014 | 01/14/2014 | 0 | 0 | 0 | 1 |
| A97 | 2013192550500-Q | 07/11/2013 | 07/19/2013 | 8 | 8 | 6 | 1 |
| A98 | 13248BJ8387 | 09/05/2013 | 09/05/2013 | 0 | 0 | 0 | 1 |
| A99 | 14030BW4950 | 01/30/2014 | 01/30/2014 | 0 | 0 | 0 | 1 |
| A100 | 13309CK1538 | 11/05/2013 | 11/05/2013 | 0 | 0 | 0 | 1 |
| A101 | 14020BE5973 | 01/20/2014 | 01/20/2014 | 0 | 0 | 0 | 1 |
| A102 | 13276BP0302 | 10/03/2013 | 10/04/2013 | 1 | 1 | 1 | 1 |
| A103 | 14134GD5706 | 05/14/2014 | 05/14/2014 | 0 | 0 | 0 | 1 |
| A104 | 2013213301010-Q | 08/01/2013 | 08/09/2013 | 8 | 8 | 6 | 1 |
| A105 | 13304BI7134 | 10/31/2013 | 11/01/2013 | 1 | 1 | 1 | 1 |
| A106 | 13315BM2382 | 11/11/2013 | 11/11/2013 | 0 | 0 | 0 | 1 |
| A107 | 13323BR4401 | 11/19/2013 | 11/20/2013 | 1 | 1 | 1 | 1 |
| A108 | 14010GA1885 | 01/10/2014 | 01/15/2014 | 5 | 5 | 3 | 1 |
| A109 | 14147GC7524 | 05/27/2014 | 05/27/2014 | 0 | 0 | 0 | 1 |
| A110 | 14130GE8292 | 05/10/2014 | 05/10/2014 | 0 | 0 | -1 | 1 |
| A111 | 14161BH8478 | 06/10/2014 | 06/10/2014 | 0 | 0 | 0 | 1 |
| A112 | 13350BW1120 | 12/16/2013 | 12/16/2013 | 0 | 0 | 0 | 1 |
| A113 | 13232CH6021 | 08/20/2013 | 08/20/2013 | 0 | 0 | 0 | 1 |
| A114 | 13331CD7095 | 11/27/2013 | 11/27/2013 | 0 | 0 | 0 | 1 |
| A115 | 13278GC7736 | 10/05/2013 | 10/05/2013 | 0 | 0 | -1 | 1 |
| A116 | 14063BI6464 | 03/04/2014 | 03/04/2014 | 0 | 0 | 0 | 1 |
| A117 | 14065873616 | 03/06/2014 | 03/08/2014 | 2 | 2 | 1 | 1 |
| A118 | 14115GD5715 | 04/25/2014 | 04/25/2014 | 0 | 0 | 0 | 1 |
| A119 | 14031CF3558 | 01/31/2014 | 03/07/2014 | 37 | 35 | 25 | 0 |
| A120 | 14029GC7391 | 01/29/2014 | 02/05/2014 | 6 | 7 | 5 | 1 |
| A121 | 13259874978 | 09/16/2013 | 09/21/2013 | 5 | 5 | 4 | 1 |
| A122 | 13353GB5800 | 12/19/2013 | 12/19/2013 | 0 | 0 | 0 | 1 |
| A123 | 14050BY1840 | 02/19/2014 | 02/19/2014 | 0 | 0 | 0 | 1 |
| A124 | 14086CD3217 | 03/27/2014 | 03/27/2014 | 0 | 0 | 0 | 1 |
| A125 | 14128BU6420 | 05/08/2014 | 05/09/2014 | 1 | 1 | 1 | 1 |
| A126 | 13333GD4208 | 11/29/2013 | 11/29/2013 | 0 | 0 | 0 | 1 |

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Exhibit II - Turnaround Time

| BCG Audit # | Claim Num | Rec'd Date | Paid Date | Days | Calendar Days | Business Days | Within 10 Days |
|-------------|-----------------|------------|------------|------|---------------|---------------|----------------|
| A127 | 2013178512930-Q | 06/26/2013 | 07/03/2013 | 7 | 7 | 5 | 1 |
| A128 | 2013190510984-Q | 07/08/2013 | 07/12/2013 | 4 | 4 | 4 | 1 |
| A129 | 13225C11782 | 08/13/2013 | 08/14/2013 | 1 | 1 | 1 | 1 |
| A130 | 13303BS5042 | 10/30/2013 | 10/30/2013 | 0 | 0 | 0 | 1 |
| A131 | 13347BN3272 | 12/13/2013 | 12/13/2013 | 0 | 0 | 0 | 1 |
| A132 | 2013325017315-Q | 11/21/2013 | 12/04/2013 | 13 | 13 | 9 | 1 |
| A133 | 13329BZ0469 | 11/25/2013 | 11/25/2013 | 0 | 0 | 0 | 1 |
| A134 | 13243GB5983 | 08/31/2013 | 08/31/2013 | 0 | 0 | -1 | 1 |
| A135 | 2013094308686-Q | 04/04/2013 | 09/09/2013 | 155 | 158 | 112 | 0 |
| A136 | 14072CS0455 | 03/13/2014 | 03/26/2014 | 13 | 13 | 9 | 1 |
| A137 | 14163GB4626 | 06/12/2014 | 06/12/2014 | 0 | 0 | 0 | 1 |
| A138 | 13345BX7820 | 12/11/2013 | 12/11/2013 | 0 | 0 | 0 | 1 |
| B1 | 14035BV6125 | 02/04/2014 | 02/04/2014 | 0 | 0 | 0 | 1 |
| B2 | 2013179574242-Q | 06/28/2013 | 07/03/2013 | 5 | 5 | 3 | 1 |
| B3 | 14106CH4804 | 04/16/2014 | 04/17/2014 | 1 | 1 | 1 | 1 |
| B4 | 14084CV0077 | 03/25/2014 | 03/25/2014 | 0 | 0 | 0 | 1 |
| B5 | 13339CQ2709 | 12/05/2013 | 12/06/2013 | 1 | 1 | 1 | 1 |
| B6 | 2013177580720-Q | 06/26/2013 | 07/01/2013 | 5 | 5 | 3 | 1 |
| B7 | 14140CJ5369 | 05/20/2014 | 05/21/2014 | 1 | 1 | 1 | 1 |
| B8 | 13344BG2244 | 12/10/2013 | 12/10/2013 | 0 | 0 | 0 | 1 |
| B9 | 13354CD1643 | 12/20/2013 | 12/21/2013 | 1 | 1 | 0 | 1 |
| B10 | 2014043010400-Q | 02/12/2014 | 02/25/2014 | 13 | 13 | 9 | 1 |
| B11 | 13297LM0795 | 10/24/2013 | 10/26/2013 | 2 | 2 | 1 | 1 |
| B12 | 13259BJ0916 | 09/16/2013 | 09/16/2013 | 0 | 0 | 0 | 1 |
| B13 | 13268BK2923 | 09/25/2013 | 09/25/2013 | 0 | 0 | 0 | 1 |
| B14 | 13316BF6044 | 11/12/2013 | 11/12/2013 | 0 | 0 | 0 | 1 |
| B15 | 14094GB1584 | 04/04/2014 | 04/04/2014 | 0 | 0 | 0 | 1 |
| B16 | 14001BE6233 | 01/01/2014 | 01/01/2014 | 0 | 0 | 0 | 1 |
| B17 | 14177CM1799 | 06/26/2014 | 06/26/2014 | 0 | 0 | 0 | 1 |
| B18 | 13332BL3327 | 11/28/2013 | 11/28/2013 | 0 | 0 | 0 | 1 |
| B19 | 13247BU4133 | 09/04/2013 | 09/06/2013 | 2 | 2 | 2 | 1 |
| B20 | 13352CB9305 | 12/18/2013 | 12/18/2013 | 0 | 0 | 0 | 1 |
| B21 | 13332BH8243 | 11/28/2013 | 11/28/2013 | 0 | 0 | 0 | 1 |
| B22 | 14065LQ1203 | 03/06/2014 | 03/11/2014 | 5 | 5 | 3 | 1 |
| B23 | 14002BD3285 | 01/02/2014 | 01/02/2014 | 0 | 0 | 0 | 1 |
| B24 | 13201BH2535 | 07/20/2013 | 08/02/2013 | 12 | 13 | 9 | 1 |
| B25 | 14125BN7079 | 05/05/2014 | 05/06/2014 | 1 | 1 | 1 | 1 |
| B26 | 14009BX0651 | 01/09/2014 | 01/10/2014 | 1 | 1 | 1 | 1 |
| B27 | 13332BI0583 | 11/28/2013 | 12/09/2013 | 11 | 11 | 7 | 1 |
| B28 | 2013184512308-Q | 07/02/2013 | 07/11/2013 | 9 | 9 | 7 | 1 |
| B29 | 14016CW8460 | 01/16/2014 | 01/17/2014 | 1 | 1 | 1 | 1 |
| B30 | 13206BG5499 | 07/25/2013 | 07/25/2013 | 0 | 0 | 0 | 1 |
| B31 | 14071BF8568 | 03/12/2014 | 03/25/2014 | 13 | 13 | 9 | 1 |
| B32 | 13275BV0317 | 10/02/2013 | 10/02/2013 | 0 | 0 | 0 | 1 |
| B33 | 14122CL3751 | 05/02/2014 | 05/16/2014 | 14 | 14 | 10 | 1 |
| B34 | 13365CO9330 | 12/31/2013 | 01/01/2014 | 1 | 1 | 1 | 1 |
| B35 | 14037BP0202 | 02/06/2014 | 02/14/2014 | 8 | 8 | 6 | 1 |
| B36 | 14122BY6387 | 05/02/2014 | 05/02/2014 | 0 | 0 | 0 | 1 |
| B37 | 13310BK6874 | 11/06/2013 | 11/06/2013 | 0 | 0 | 0 | 1 |
| B38 | 14100CC0359 | 04/10/2014 | 04/10/2014 | 0 | 0 | 0 | 1 |
| B39 | 14064BX5734 | 03/05/2014 | 03/10/2014 | 5 | 5 | 3 | 1 |
| B40 | 14134730433 | 05/14/2014 | 05/30/2014 | 16 | 16 | 12 | 0 |
| B41 | 14080BZ2932 | 03/21/2014 | 03/21/2014 | 0 | 0 | 0 | 1 |
| B42 | 14045CB1294 | 02/14/2014 | 02/14/2014 | 0 | 0 | 0 | 1 |
| B43 | 14125CF6972 | 05/05/2014 | 05/07/2014 | 2 | 2 | 2 | 1 |
| B44 | 13289BW0341 | 10/16/2013 | 12/09/2013 | 53 | 54 | 38 | 0 |
| B45 | 14079CE3548 | 03/20/2014 | 03/20/2014 | 0 | 0 | 0 | 1 |
| B46 | 13220BQ4462 | 08/08/2013 | 08/08/2013 | 0 | 0 | 0 | 1 |
| B47 | 13206BT0241 | 07/25/2013 | 07/25/2013 | 0 | 0 | 0 | 1 |
| B48 | 13287CC2444 | 10/14/2013 | 10/15/2013 | 1 | 1 | 1 | 1 |
| B49 | 14169CG5364 | 06/18/2014 | 06/18/2014 | 0 | 0 | 0 | 1 |
| B50 | 14128BV3254 | 05/08/2014 | 05/08/2014 | 0 | 0 | 0 | 1 |
| B51 | 14023BL3210 | 01/23/2014 | 01/24/2014 | 1 | 1 | 1 | 1 |

Chatham County Claims Audit - Fall 2014

October 27, 2014

Exhibit II - Turnaround Time

| BCG Audit # | Claim Num | Rec'd Date | Paid Date | Days | Calendar Days | Business Days | Within 10 Days | |
|-------------|-----------------|------------|------------|------|---------------|---------------|----------------|--|
| B52 | 14143BQ0554 | 05/23/2014 | 05/23/2014 | 0 | 0 | 0 | 1 | |
| B53 | 13186BH4081 | 07/05/2013 | 07/11/2013 | 6 | 6 | 4 | 1 | |
| B54 | 13206BG5451 | 07/25/2013 | 07/25/2013 | 0 | 0 | 0 | 1 | |
| B55 | 13199BT0858 | 07/18/2013 | 08/01/2013 | 13 | 14 | 10 | 1 | |
| B56 | 2012147521380-Q | 07/02/2013 | 07/16/2013 | 14 | 14 | 10 | 1 | |
| B57 | 13339BF3613 | 12/05/2013 | 12/05/2013 | 0 | 0 | 0 | 1 | |
| B58 | 13288875009 | 10/15/2013 | 10/16/2013 | 1 | 1 | 1 | 1 | |
| B59 | 14106CB9889 | 04/16/2014 | 04/17/2014 | 1 | 1 | 1 | 1 | |
| B60 | 13197CW4405 | 07/16/2013 | 07/17/2013 | 1 | 1 | 1 | 1 | |
| B61 | 14102GA1549 | 04/12/2014 | 04/17/2014 | 5 | 5 | 3 | 1 | |
| B62 | 13267BP1156 | 09/24/2013 | 09/25/2013 | 1 | 1 | 1 | 1 | |
| B63 | 14036CB6526 | 02/05/2014 | 02/06/2014 | 1 | 1 | 1 | 1 | |
| B64 | 13276BT1574 | 10/03/2013 | 10/04/2013 | 1 | 1 | 1 | 1 | |
| C1 | 14069BD2115 | 03/10/2014 | 03/24/2014 | 14 | 14 | 10 | 1 | |
| C2 | 13224BV2824 | 08/12/2013 | 08/12/2013 | 0 | 0 | 0 | 1 | |
| C3 | 13326CW2918 | 11/22/2013 | 11/22/2013 | 0 | 0 | 0 | 1 | |
| C4 | 13231BF7098 | 08/19/2013 | 08/19/2013 | 0 | 0 | 0 | 1 | |
| C5 | 14098BV1659 | 04/08/2014 | 04/08/2014 | 0 | 0 | 0 | 1 | |
| C6 | 13234CM4703 | 08/22/2013 | 08/23/2013 | 1 | 1 | 1 | 1 | |
| C7 | 13304BM6517 | 10/31/2013 | 10/31/2013 | 0 | 0 | 0 | 1 | |
| C8 | 2013184511684-Q | 07/03/2013 | 07/08/2013 | 5 | 5 | 3 | 1 | |
| C9 | 14058CM6810 | 02/27/2014 | 02/27/2014 | 0 | 0 | 0 | 1 | |
| C10 | 13239BJ5702 | 08/27/2013 | 09/03/2013 | 6 | 7 | 5 | 1 | |
| D1 | 13285BF8568 | 10/12/2013 | 10/12/2013 | 0 | 0 | -1 | 1 | |
| D2 | 13246BZ6532 | 09/03/2013 | 09/04/2013 | 1 | 1 | 1 | 1 | |
| D3 | 13249CD6043 | 09/06/2013 | 09/06/2013 | 0 | 0 | 0 | 1 | |
| D4 | 13284BR9774 | 10/11/2013 | 10/11/2013 | 0 | 0 | 0 | 1 | |
| D5 | 14017CC2329 | 01/17/2014 | 02/05/2014 | 18 | 19 | 13 | 0 | |
| D6 | 13364CA5335 | 12/30/2013 | 12/31/2013 | 0 | 1 | 1 | 1 | |
| E1 | 13283CG6309 | 10/10/2013 | 10/17/2013 | 7 | 7 | 5 | 1 | |
| E2 | 14035080503 | 02/04/2014 | 02/12/2014 | 8 | 8 | 6 | 1 | |
| E3 | 13365CI8951 | 12/31/2013 | 01/09/2014 | | 9 | 7 | 1 | |
| | | | | | | | 214.00 | |
| | | | | | | | 96.83% | |



Anthem Blue Cross and Blue Shield
Customer Audit Services
2357 Warm Springs Road
Columbus, GA 31904-5668

Exhibit III - BCBSGA's Response to the auditor's findings

December 12, 2014

Charles Atkinson
Benalytics Consulting Group, LLC
1290 Kennestone Circle, Suite A201
Marietta, GA 30066

Re: Chatham County Medical Claims Audit Report

Dear Mr. Atkinson:

We have reviewed the summary and findings of the Chatham County medical claims audit, conducted October 27 through October 31, 2014 at Blue Cross and Blue Shield of Georgia's (BCBSGA) Columbus, GA facility. BCBSGA appreciates the opportunity to reply to these identified results.

Our response to the findings and recommendations related to the claim audit follows:

1. Stratified Random Sample Payment Error Summary

BCBSGA agrees with the error assessed on sample B10. This error was caused when the examiner failed to confirm the correct billed amount used during processing. The error has been discussed with the examiner and the examiner has been provided additional training. The claim has been placed into the adjustment process.

2. Random Sample Procedural Error Summary

There were twenty-six claims processed with the type code BP (Paid Basic Benefit). During the onsite review the BCBSGA's account management team confirmed that the basic paid benefit does not apply to Chatham County. Upon further investigation, BCBSGA's documentation analyst has confirmed that the BP type code is the correct type code used for Gatekeeper HMO/POS products on the WGS operating system.

BCBSGA agrees with the error assessed on sample A98. This error was caused when the examiner failed to confirm the correct patient was selected during processing. The error has been discussed with the examiner and the examiner has been provided additional training. The claim has been placed into the adjustment process.

There were three claims processed with the incorrect diagnosis pointers. Samples B18 and C1 were processed by the system during adjudication. Currently the system can only recognize the first five diagnoses indicated on a claim. When there is six or more diagnosis, the examiner must verify that the correct benefit is being applied to the line of service based

on the diagnosis indicator. The operations and system analysts are currently working on a solution for the ability to select higher diagnosis pointers when claims are submitted electronically. In the case of sample B27, BCBSGA is unable to determine if the examiner changed the diagnosis pointer or if the information was received incorrectly through electronic submission. All errors have been discussed with the examiners and the examiners have received additional training. The claims have been placed into the adjustment process.

For sample B10 it should be noted that the error was caused when the examiner failed to verify the correct date of service used during processing. The error has been discussed with the examiner and the examiner has been provided additional training. The claim has been placed into the adjustment process.

BCBSGA agrees with the error assessed on sample B3. The error was caused when the examiner failed to verify the correct place of service entered during processing. The error has been discussed with the examiner and the examiner has received additional training. The claim has been placed into the adjustment process.

Recommendations

Benalytics recommends that Chatham County and BCBSGA discuss the reasoning for the "BPAY" field being used during processing of Gatekeeper HMO/POS product claims. BCBSGA's account management representatives are available to discuss with Chatham County upon request. Benalytics also recommends that BCBSGA train examiners to verify the information on the claim with that in the system to ensure accurate claims processing. BCBSGA uses every audit as an opportunity to improve performance. The findings of this audit have been reviewed and opportunities for training have been identified. Training may be conducted formally (classroom or on-line) or informally (staff meeting).

Thank you for allowing us the opportunity to respond. We look forward to discussing any of the above responses with you.

Sincerely,

Sent Via Email

Danielle McGregor
External Audit Manager, Customer Audit Services

cc: Jill Bromberg, Anthem
Annie Harris, BCBSGA
Selina Robinson, BCBSGA