Transportation Advisory Subcommittee (TAC)

Thank you for participating in the Transportation Advisory Subcommittee.

The meeting will begin shortly.
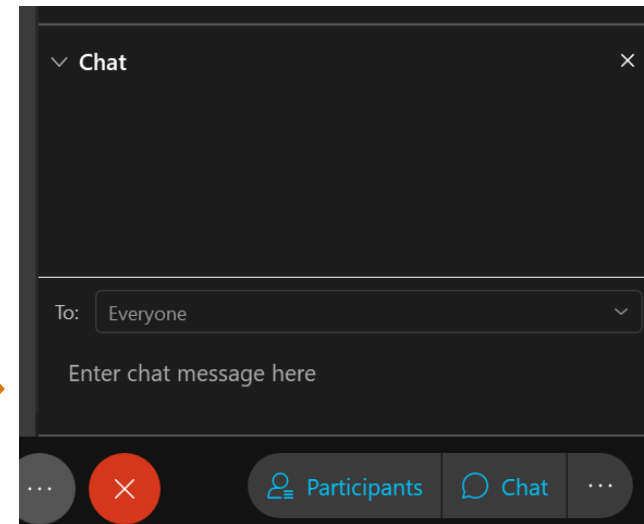
Transportation Advisory Subcommittee
Tuesday, August 8, 2023

**The meeting will begin shortly.
Microphones are muted.**

Thank you for participating in the

TAC meeting.

- Attendee lines will be muted for the duration of the webinar to minimize disruption

- TAC members are welcome to comment or ask questions throughout the meeting

- All other attendees who wish to comment or ask questions should do so during the specified public comment periods

- Use the chat feature in Webex

Welcome

SCDHHS

Agenda

- Modivcare Welcome   Adam Merrick – NC and SC VP

- Q1 2023 (May Meeting) Minutes Approval   Wanda Morgan, SCDHHS
    - Follow-up Topics or Additional Questions

- Modivcare Management Updates   Adam Merrick – NC and SC VP

- Performance and General Updates   Celeste Crocker – SC Sr. Director

- Transportation Partner Updates   Celeste Crocker – SC Sr. Director

- Contact Center Updates   Celeste Crocker – SC Sr. Director

- Upcoming Roundtable Dates   Celeste Crocker – SC Sr. Director

- Open Discussion   All

- Next Steps

SOUTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES
Healthy Connections
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Modivcare Welcome

Adam -NC and SC VP

Supportive care that's always there

Modivcare is leading the transformation to better connect people with care, wherever they are. Whether it's on the go, in the home, or in the community, we serve the underserved by facilitating non-emergency medical transportation (NEMT), personal and home care, remote patient monitoring, medication management, and meal delivery. Our value-based solutions address the social determinants of health (SDoH), enable greater access to care, reduce costs and improve outcomes.

OUR PURPOSE

Making Connections to Care

OUR VISION

We drive positive health outcomes by transforming the way we connect to care

OUR VALUES

Because We Care...

We treat everyone with dignity and **RESPECT**
We earn the **TRUST** of our members, and each other
We provide **RELIABLE** services that open doors
We serve with courtesy and **COMPASSION**
We prioritize **SAFETY**
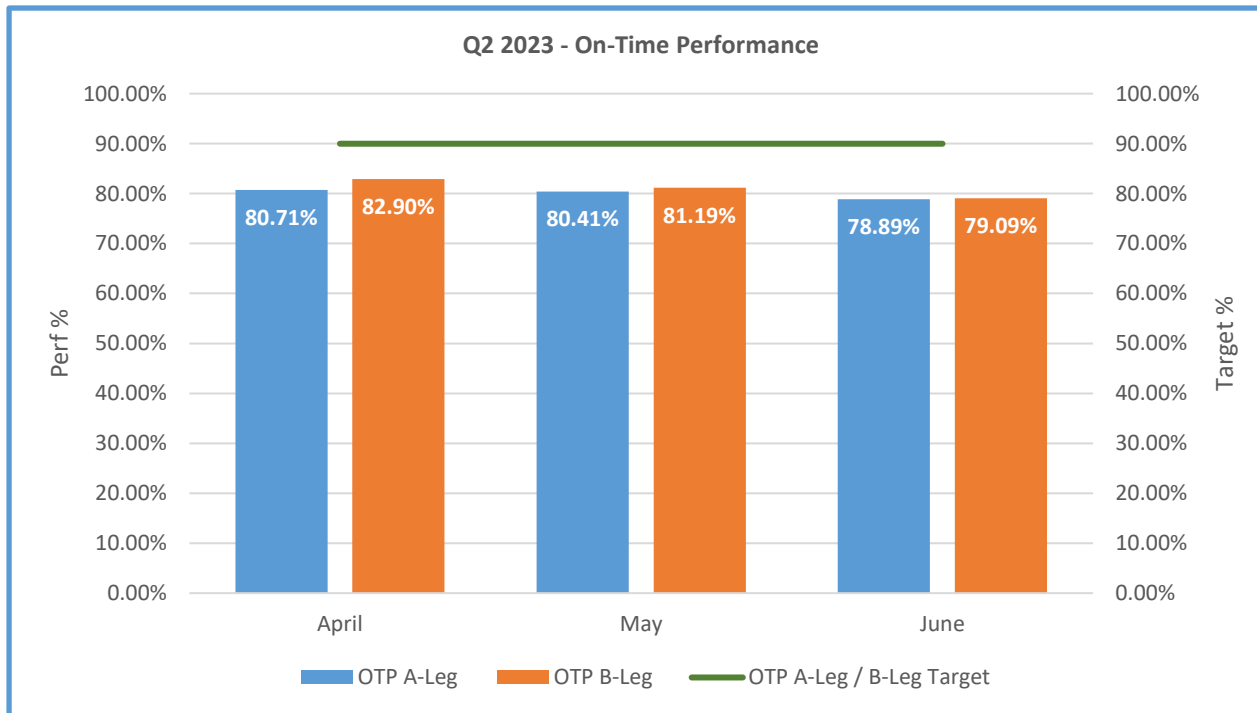We communicate with purpose and **TRANSPARENCY**

ALWAYS.

Performance and General Updates

Celeste Crocker, Senior Director of Transportation

On-Time Performance
(as of June 2023)

Q2 2023 - On-Time Performance

Observations

- Trips missing from batches, completed trips that cannot be billed due to being cancelled in LCAD and Digital outages.
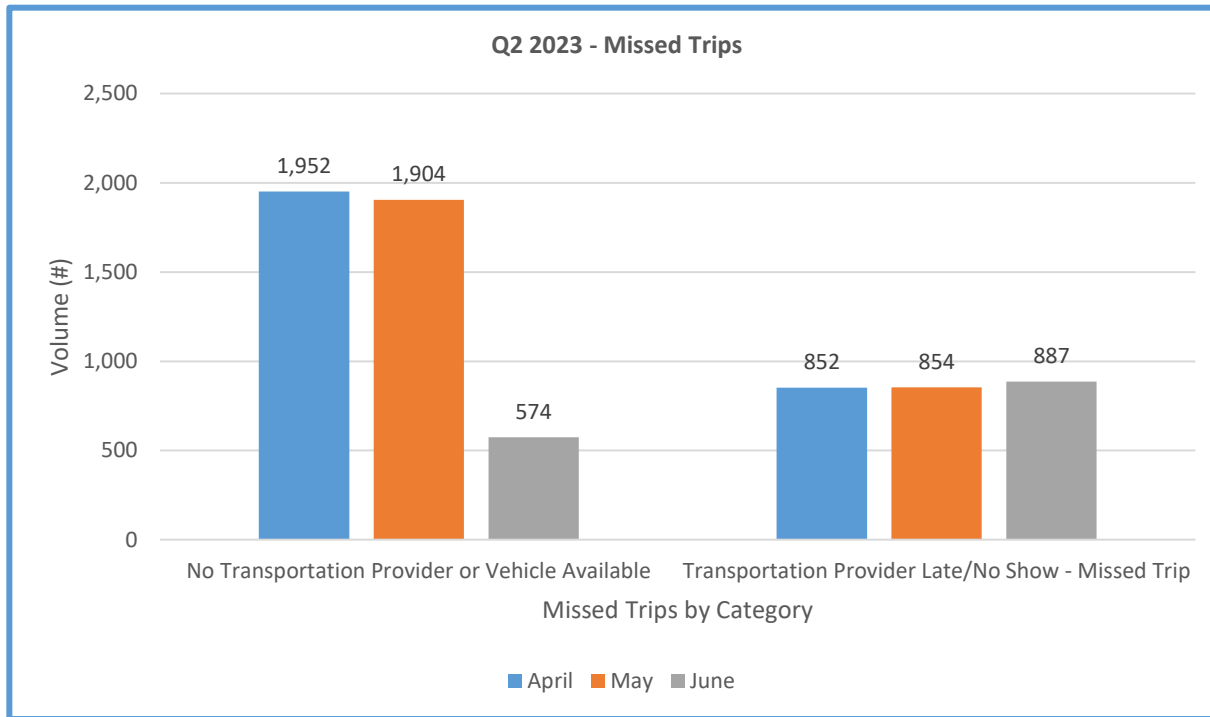
Improvement Actions

- PRC & NOM are sending out OTP reports to those low performing providers
- Meeting with the lowest scoring TP to discuss performance
- Meeting with providers weekly that are on PIPs for coaching and development.

Note: Our field staff are completing more pop-up visits thought out the state.

South Carolina Missed Trips
(as of June 2023)

Q2 2023 - Missed Trips

No Transportation Provider or Vehicle Available:
- April: 1,952
- May: 1,904
- June: 574

Transportation Provider Late/No Show - Missed Trip:
- April: 852
- May: 854
- June: 887

Y-axis: Volume (#) — 0 to 2,500
X-axis: Missed Trips by Category

Legend: April, May, June

Observations
- TPs having issues with member or facility
- TPs not willing to transport member due to high number on member no shows and unable to be compensated.
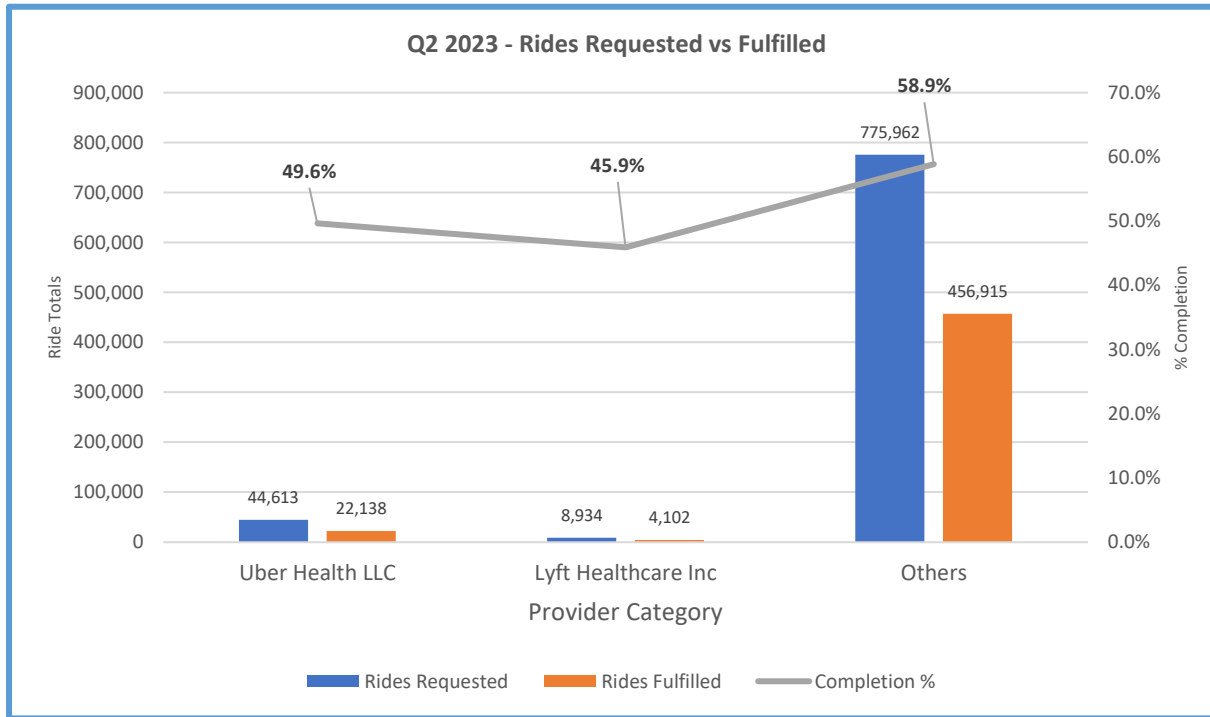
Improvement Actions
- Increasing provider capacity if willing and able by addressing the following:
  - Coverage area reviews
  - Trip volume assessment

TP = Transportation Provider

Missed Trip= When A Transportation Provider fails to pick up a member

Q2 Rides Requested vs Fulfilled
(as of June 2023)

Q2 2023 - Rides Requested vs Fulfilled

Others = Transportation Providers / Volunteer Drivers

Uber Health LLC

Lyft Healthcare Inc

Observations

483,155 Total Rides Fulfilled:

94.5 % provided by Others

5.5% provided by Uber or Lyft

58.2% of all rides requested fulfilled
(all provider types combined)

Q2 2023 - NVA Rides

757

115

6,151

■ Uber Health LLC ■ Lyft Healthcare Inc. ■ Others
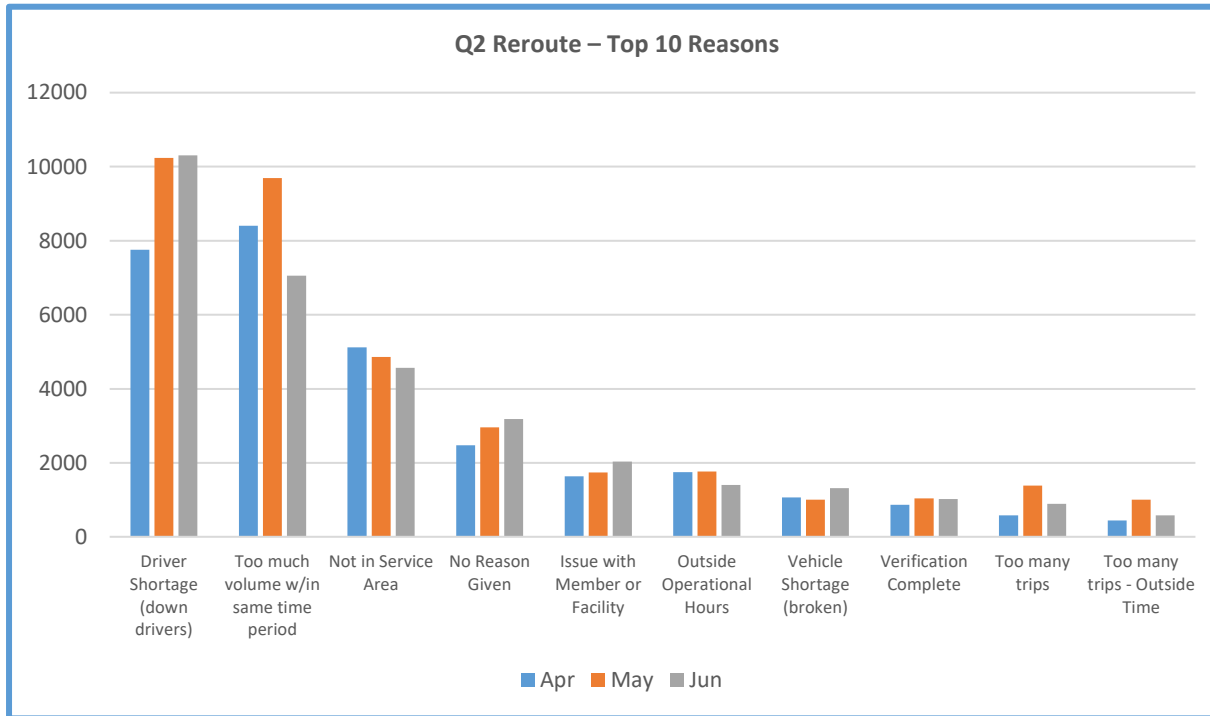
Observations

- Customer Advocate Manager (CAM) Continues to work with providers to increase their volume if they are able to and willing to take on additional volume to reduce the number of NVAs.

- Contracting Volunteer Drivers to help cover rural areas in the state which will help to reduce NVAs.

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Q2 Reroutes – Top Ten Reasons
(as of June 2023)

Q2 Reroute – Top 10 Reasons
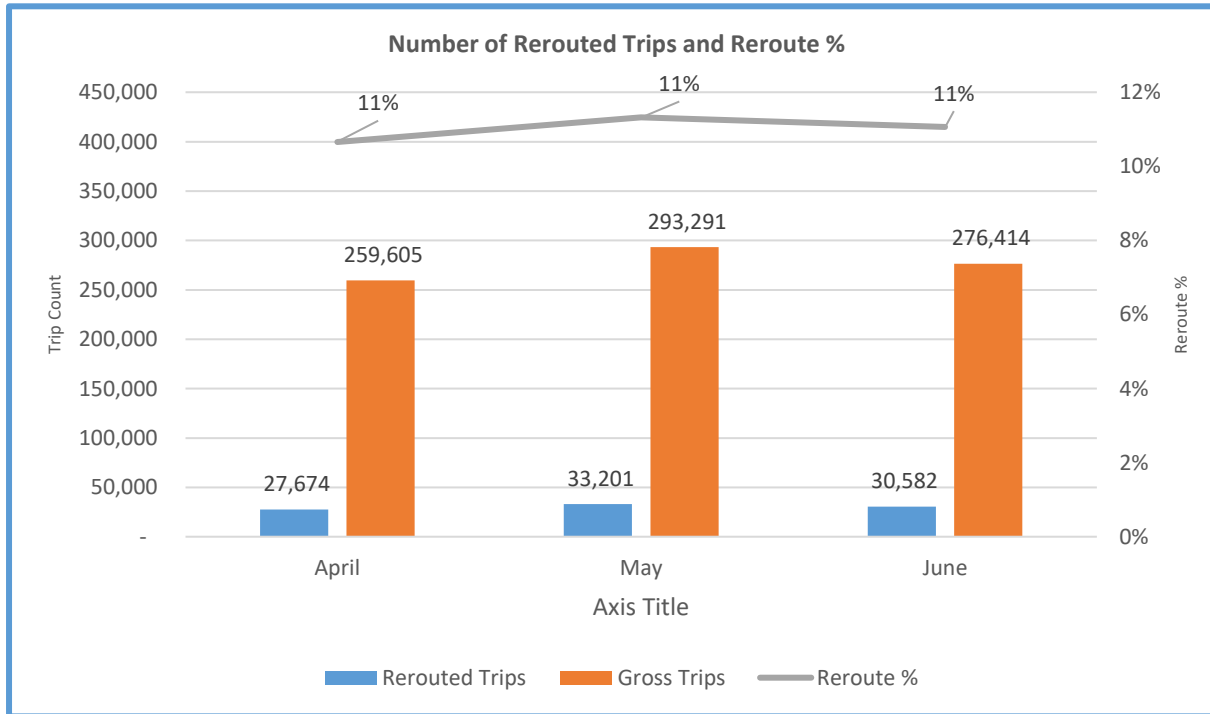

**Observations-
Top 5 Reroute Reasons**

- Drivers Shortage

- Too much other volume
  (Private contracts)

- Not In Service Area

- No Reason Given

- Issue with Member or
  Facility

Note: Customer Advocate Team (Transportation) coming in to 1500-2000 reroutes daily that must be manually routed.

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Q2 Reroutes
(as of June 2023)

Number of Rerouted Trips and Reroute %

Improvement Actions

- PRM/NOM/CAM are meeting with existent providers per week to discuss reroute reasons.

- Assessment are being made to adjust trip quantities by day & by TP.

- Assessment are being made to see what areas that vehicles & drivers are needed by LOS by county and by zip code.

Q2 2023 Network Development

Region 1-A/ALS/BLS
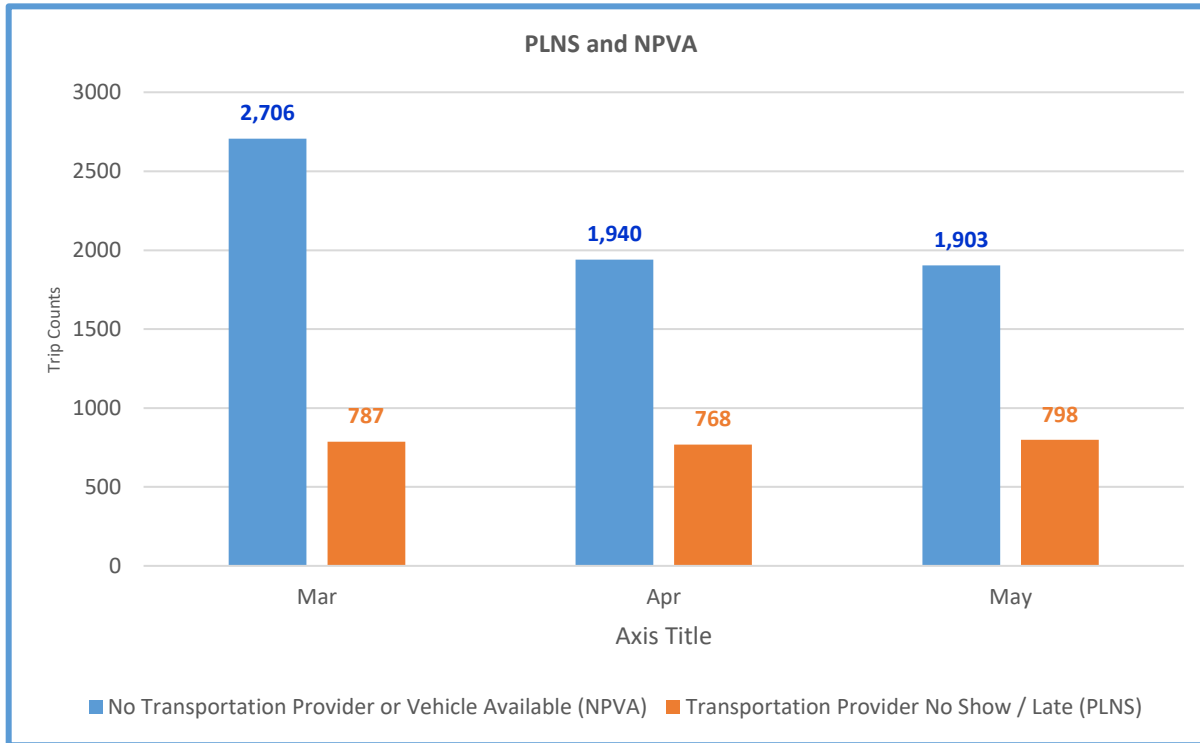- 1st Transportation
- My Palmetto EMS

Region 2-A/WC
- A & P Transportation
- Jackson First Alert Rescue
- Metro One Ambulance Inc
- V/D Tabitha White
- Ginger Adult Day Care

Region 3-A/WC
- IHope Transportation

Terminated Providers: NA

Q2 Provider No Show/ No Vehicle Available
(Trip Leg Cancellations)

PLNS and NPVA

Chart showing Trip Counts by month (Mar, Apr, May):

Month	No Transportation Provider or Vehicle Available (NPVA)	Transportation Provider No Show / Late (PLNS)
Mar	2,706	787
Apr	1,940	768
May	1,903	798

Axis Title

Y-axis: Trip Counts (0 to 3000)

■ No Transportation Provider or Vehicle Available (NPVA) ■ Transportation Provider No Show / Late (PLNS)
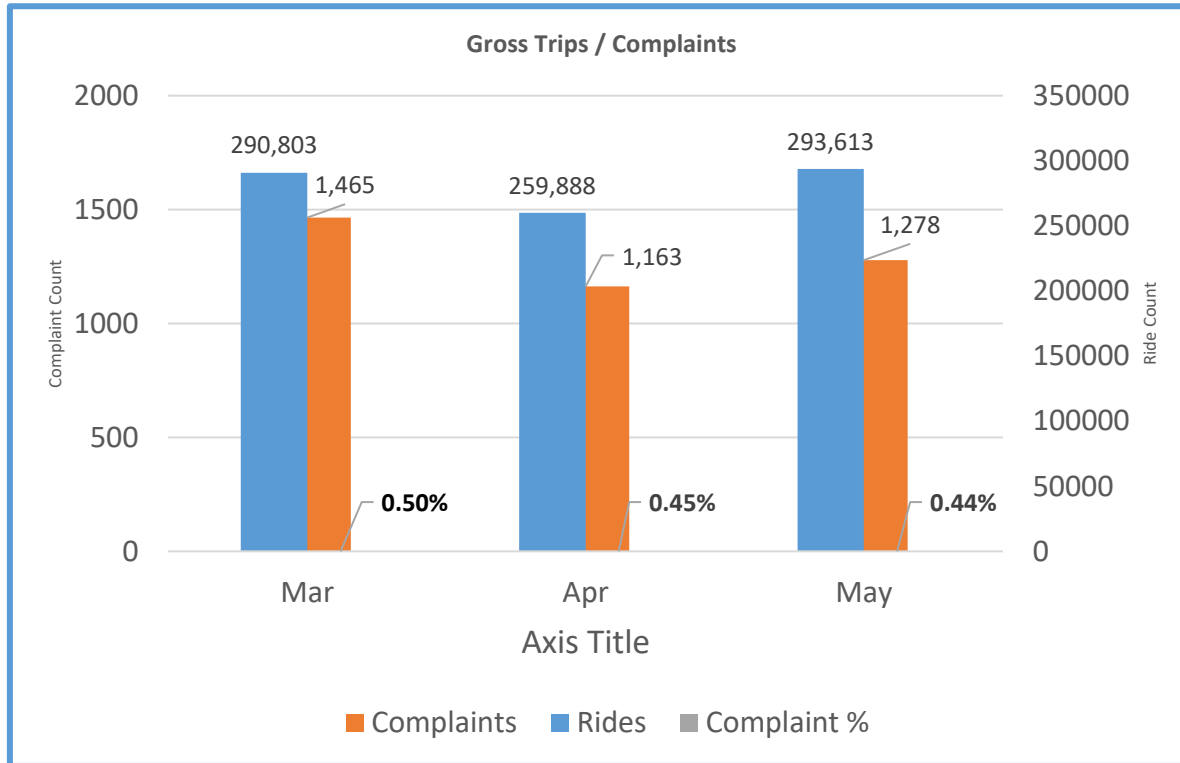
Observations

- Monthly average of 10 closed complaints per day.

- Average 95% quality on closed complaints based on 5 audits per staff member per month.

- All complaints touched daily & documented with a comment.

- Transactions Per Hour goal of 6.5

- 90% TAT as defined by health plans supported

Q2 Gross Complaints

Gross Trips / Complaints

Goal
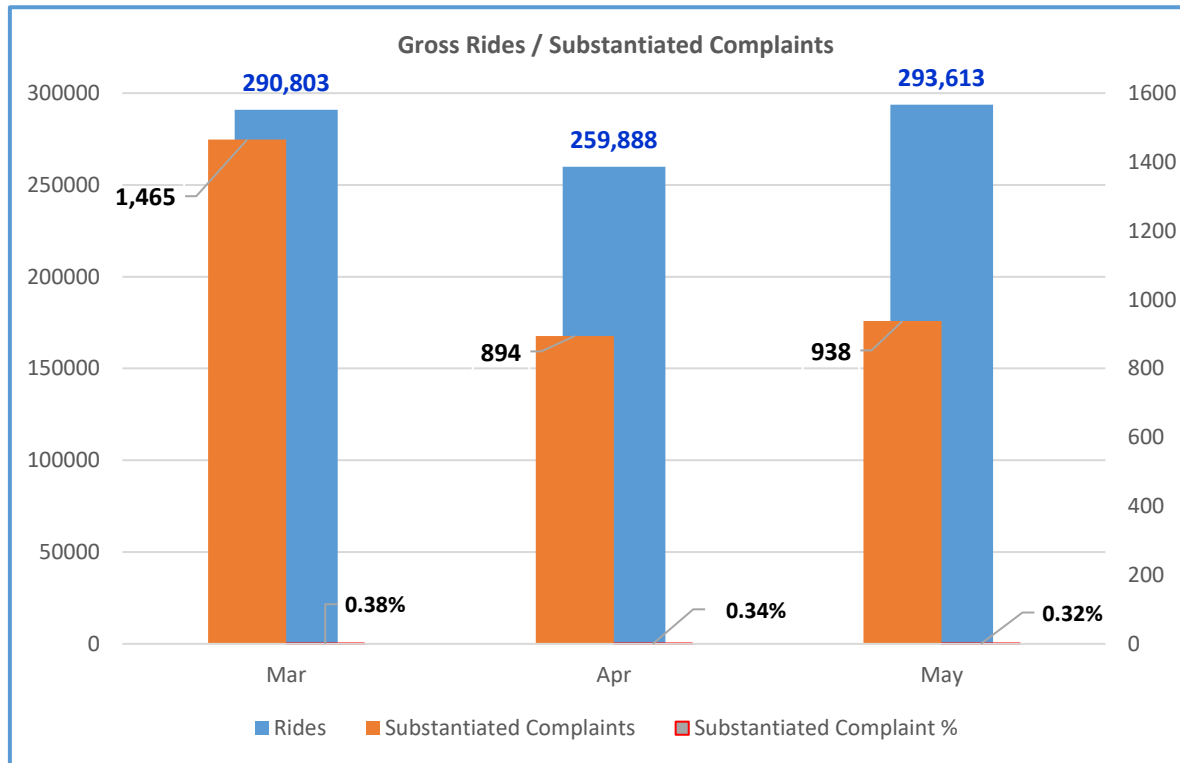To assist in resolving transportation issues for our members.

Observations
Most complaints were submitted by members due to lack of secured transportation.

Actions
Continue to thoroughly investigate grievances, and involve other departments, such as Customer Advocate and Networking, to assist with documenting details and concerns to resolve the transportation issues of our members.

Q2 Substantiated/Valid Complaints

Gross Rides / Substantiated Complaints

Goal

To assist in decreasing the number of substantiated complaints.

Observations

Most complaints were submitted by members due to lack of secured transportation.

Actions

Continue to alert our Customer Advocate Team and other departments of on-going issues concerning our members so that they can take necessary steps to assist with their transportation needs, such as securing a provider for their standing orders to prevent the lack of transportation, etc.

Transportation Partner Update

Celeste Crocker, Senior Director of Transportation

Transportation Partner Updates

SC Modivcare has moved to a new location

We are now located at:

1 Independence Pointe Suite 212 Greenville, SC 29615

Transportation Partner Updates

Digital Updates

- Trips missing from batches, completed trips that cannot be billed due to being cancelled in LCAD and Digital outages.

  ➢ Sr Dir./PRMs have been working with providers to submit trouble tickets to ensure that the issues are being corrected within a timely manner.

  ➢ Sr. Dir/NOM are setting up one on one calls with digital representative to ensure that all information is correct in the system so that providers are able to use their ATMS plate form.

Complicore/Compliance

- Transportation Partners were experiencing issues with drivers/vehicles dropping out of the Complicore system but showing in the Modivcare LCAD system.

  ➢ Sr Dir./PRMs have been working with providers to submit trouble tickets to ensure that the issues are being corrected within a timely manner.

  ➢ Sr. Dir/NOM are setting up one on one calls with Compliance Manager to ensure that all information is correct in the system and operating properly.

Billing Support

- Transportation Partners that have experience billing concerns/issues can speak with a live agent.

  ➢ Sr. Dir. are setting up one on one calls with NOM/Claims Manager to ensure that all information is correct in the system and operating properly.

  ➢ South Carolina has bi-weekly billing with a cutoff day of Thursday

  ➢ ATMS – TP's need to complete their billing by 5pm on the cutoff date

  ➢ TP can now call one number for general billing questions 1-800-930-9060

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You can now speak with a live billing agent

- South Carolina has bi-weekly billing with a cutoff day of Thursday

- ATMS – TP's need to complete their billing by 5pm on the cutoff date

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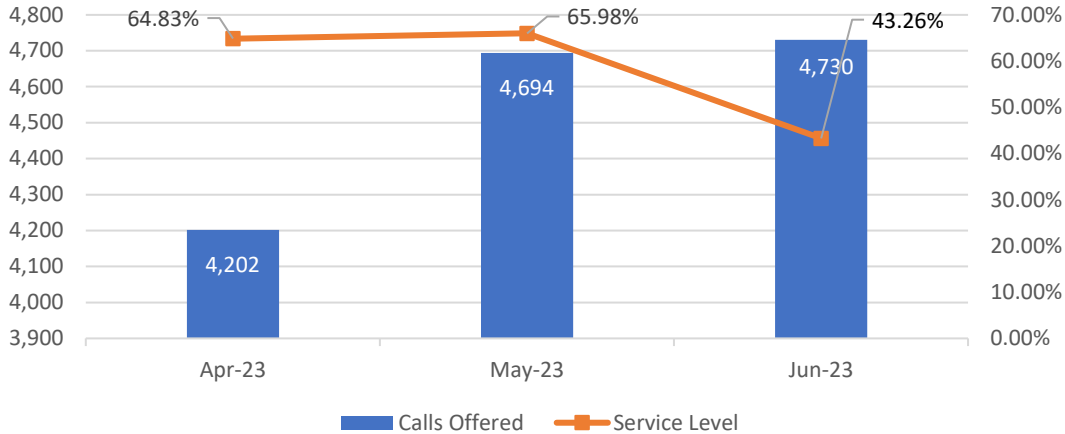
<p align="center">1-800-930-9060</p>

Contact Center

Celeste Crocker, Senior Director of Transportation

Contact Center Metrics
(as of June 2023)

Q2 2023 - Call Volume and Service Level

	Apr-23	May-23	Jun-23
Calls Offered	4,202	4,694	4,730
Service Level	64.83%	65.98%	43.26%

Legend: Calls Offered (bar), Service Level (line)

Q2 2023 Contact Center Metrics

Metrics (Seconds)	Apr-23	May-23	Jun-23
Aver Hold Time	72	74	77
Aver Talk Time	95	96	99
Aver Speed to Answer	86	77	185

Modivcare Goals

- Driving the right member focused culture

- Meeting all contractual metrics

- Attendance exceeding by 2%

- Exceeding quality metric

Metrics
- Adherence: 94.9%
- AHT: 96.67
- ASA: 116
- Quality: 97.72%
- Shrink: 14.0%
- Hold: 74

Modivcare Roundtable Schedule

Celeste Crocker, Senior Director of Transportation

Q3 2023 Meeting Schedule

- Roundtable Facility Discussion: August 15th (Online)

- Roundtable Provider Discussion: August 15th (Online)

- Q3 Quarterly meeting: September 25th (In Person)

- Q3 Quarterly Meeting – September 29th (Online)

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Supplemental Payment Schedule

Performance Month	Payment Date
May 2023	June 21, 2023
June 2023	August 18, 2023
July 2023	September 29, 2023
August 2023	October 27, 2023
September 2023	November 24, 2023
October 2023	December 22, 2023

Open Discussion

Thank you for attending.

Minutes will be uploaded no later than August 18th.

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Appendix

- Broker Report

SOUTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES
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Broker Report

SC DHHS South Carolina Department of Health and Human Services
Broker Report Card

Broker Performance Report
LogistiCare
June 2023

Transportation Metrics	Performance Goal	April 2023 Final	May 2023 Final	June 2023 Final	Average Last Three Months	Average SFY 2023	Average SFY 2022	Totals SFY 2023	Totals SFY 2022
Unduplicated Beneficiaries		20,823	22,028	21,544	21,465	21,459	19,313	57,107	53,689
Total trips provided by type of transportation		129,683	151,779	144,234	141,899	137,479	110,143	1,649,751	1,321,712
• Non-Emergency Ambulatory Sedan/Van Trips		103,911	121,199	117,664	114,258	106,828	80,625	1,281,940	967,503
• Wheelchair Trips		15,031	18,036	18,375	17,147	15,766	12,512	189,194	150,142
• Stretcher Trips		3,081	3,754	3,005	3,280	3,129	2,415	37,546	28,982
• Individual Transportation Gas Trip		7,443	7,928	4,556	6,642	11,085	14,046	133,023	168,556
• Non-Emergency Ambulance ALS		155	152	138	148	126	79	1,506	953
• Non-Emergency Ambulance BLS		6	10	28	15	21	59	254	703
• Public Transportation Bus Trip		56	700	468	408	524	406	6,288	4,873
Total Over Night Trips Arranged		89	150	126	122	111	140	1,328	1,676
Total Extra Passengers		10,083	11,501	11,763	11,116	10,332	9,395	123,982	112,738
• Provider No-Shows as Percentage of Total Trips	<=0.25%	0.17%	0.16%	0.14%	0.16%	0.23%	0.35%	--	--
• Number of Pickups On Time (A Leg)		50,883	59,593	56,434	55,637	52,462	41,673	629,544	500,078
• Number of Deliveries On Time (A Leg)		44,651	53,390	52,290	50,110	47,013	37,381	564,161	448,577
• Number of Pickups On Time (B Leg)		47,982	55,186	52,420	51,863	49,013	37,297	588,155	447,559
• Number of Trips Within Ride Time (All Trips)		122,500	144,001	139,967	135,489	126,283	96,252	1,515,400	1,155,019
• Percent of Pickups On Time (A Leg)	>= 90%	80.71%	80.41%	78.89%	80.01%	82.05%	89.22%	--	--
• Percent of Deliveries On Time (A Leg)	>= 95%	72.30%	73.21%	74.05%	73.19%	73.46%	77.01%	--	--
• Percent of Pickups On Time (B Leg)	>= 90%	82.90%	81.19%	79.09%	81.06%	81.83%	81.84%	--	--
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.58%	99.46%	99.56%	99.53%	99.46%	99.55%	--	--
Actual number of calls		61,806	66,657	61,904	63,456	67,898	67,724	814,774	812,690
• Average phone calls daily		3,090	3,030	2,948	3,023	3,236	3,152	--	--
• Average Answer Speed	< 1:00	0:01:34	0:00:49	0:00:39	0:01:01	0:00:58	0:01:14	--	--
• Average Talk Time		0:05:15	0:05:11	0:05:26	0:05:17	0:05:03	0:04:34	--	--
• Average Time On Hold	<= 3:00	0:02:03	0:01:52	0:02:04	0:02:00	0:02:05	0:02:05	--	--
• Average time on hold before abandonment	< 1:30	0:04:31	0:01:01	0:00:56	0:02:09	0:02:44	0:03:08	--	--
• Average number of calls abandoned daily		145	74	51	90	88	90	--	--
• Percentage of calls abandoned daily	< 5.0%	4.69%	2.45%	1.72%	2.95%	2.72%	2.78%	--	--
Total number of complaints by type - Valid		870	899	701	823	1,903	4,081	22,840	48,971
• Provider No-Show		210	232	202	215	293	349	3,514	4,190
• Timeliness		150	176	131	152	249	458	2,985	5,500
• Other Stakeholders		252	272	235	253	1,026	2,822	12,310	33,864
• Call Center Operations		182	129	89	133	219	340	2,628	4,078
• Driver Behavior		6	8	2	5	6	6	77	71
• Provider Service Quality		51	61	33	48	93	66	1,113	789
• Miscellaneous		14	15	7	12	13	36	157	430
• Rider Injury / Incident		5	6	2	4	5	4	56	49
• Valid Complaints as percentage of total trips		0.67%	0.59%	0.49%	0.58%	1.39%	3.73%	--	--
Total number of complaints by type - Invalid & Other		259	286	238	261	361	805	4,330	9,655

Broker Report

Explanation of Complaint & Denial	Categories
COMPLAINTS: **Provider No Show** **Timeliness** o Transportation Provider Early o Transportation Provider Late **Other Stakeholders** o Facility Issues o Rider Issues o Rider No Show o Suspected Rider Fraud & Abuse **Call Center Operations** o Modivcare Issues o Modivcare Employee Issues **Driver Behavior** o Subcontractor Courtesy o Transportation Provider Employee **Provider Service Quality** o Subcontractor Safety o Suspected TP Fraud & Abuse o Vehicle Issue **Miscellaneous** o Re-Route o Transportation Provider **Rider Injury/Incident** o Injuries o Incident Rider	**DENIALS:** **Non-Urgent/Under Days of Notice** o Lacks 2-Day Notice o Lacks 3-Day Notice **Non Covered Service** o Not Covered o Breast Reconstruction o Dental Care 21 and Over o Free Services o Gastric Bypass Pre-Auth o Orthotic Device Pre Auth o Hospital to Hospital (Unless a higher level of hospital service) **Ineligible for Service** o Not Eligible o Crisis or Disaster o Recipient Not In Service Area o No Primary Care Physician Referral **Unable to Verify Medical Appointment** **Does Not Meet Transportation Protocol** o Minor without Escort o Refused Public Transit o Uncooperative Behavior, e.g., Abusive, Violent, Safety Risk **Incomplete Information** **Needs Emergency Services** o Needs 9-1-1 **Beneficiary Has Medicare Part B**