

**Transportation Advisory Committee
August 8, 2023 - Meeting Minutes**

Present

Adam Merrick
Aaron Dix
Celeste Crocker
David Elliott
Dawn Hunt
Doug Wright
John Paravisini
Lynn Stockman
Mark Watts
Mary Beth Fields
Pauling Jones
Thomas McGill
Vanessa Jackson
Wanda Morgan

Not Present

Becky Powell Moon
Chris Heine
Cyndi New
Eunice Medina
Katherine Watts
Megan Johnson
Russ Cobb
Tom Allen

Previous Meeting Minutes – Facilitator: Vanessa Jackson

There were no objections to the previous quarter meeting. The Committee was advised that the meeting minutes will be available on the website.

[Transportation Advisory Committee | SC DHHS](#)

Welcome to New Modivcare Staff – Facilitator: Vanessa Jackson

Welcome to Adam Merrick, VP.

Modivcare Management Updates– Facilitator: Celeste Crocker

No questions or concerns.

Performance and General Updates– Facilitator: Celeste Crocker

- On Time Performance
- Missed Trips
- Rides Requested vs Fulfilled.
 - TAC Member asked, Is the data showing all-encompassing of no shows, cancellations etc.?
 - **Modivcare Response:** Yes
- Uber/Lyft Transportation Providers

- Reroutes- Top Ten Reasons
- Reroutes
 - TAC Member asked, Is Modivcare looking at facility to transport their own members to offset the volume of reroutes?
 - **Modivcare Response:** Yes. Modivcare has contracted with the ADHCs to transport their own members. Not all facilities are willing to handle their own transportation. Other TPs transport for them.

Transportation Partner Updates

No questions or concerns.

Contact Center Updates

No questions or concerns.

Upcoming Roundtable Meeting Dates

No questions or concerns.

Open Discussion / Advisory Committee Issues and Concerns

1. TAC Member asked, if there was a contact number for (real time) escalations in the event a member was left at physician's office and the office is about to close.

Modivcare Response: Modivcare provided contact information.

- Frankie Evans-CAM (Transportation manager Mobile: 864-707-0033)
- Celeste Crocker-Sr. Director Mobile: 843-496-9306
- Adam Merrick VP Mobile: 770-855-7394

2. TAC Member asked for clarification regarding (slide 11 58% of rides were fulfilled). She asked if the other 47% was not fulfilled?

Modivcare Response: Yes. No shows, No Vehicle Available (NVAs) and missed trips are the difference in the numbers of trips not being fulfilled.

3. TAC Member Inquired about Member No Show (month to month) data.

Modivcare Response: Will provide reporting to enter into the presentation.

4. TAC Member stated, during an inspection she was asked about the extra belt. In her entity constraints are not allowed and she feels like the belt is a constraint.

Modivcare Response: Training for Seven Strap was rolled out in 2022 due to high accident rates in South Carolina. Modivcare stated they can meet to discuss.

SC DHHS Response: We will work with Modivcare and with internal team to provide an update.