

**Transportation Advisory Subcommittee**  
**Tuesday, November 14<sup>th</sup>, 2023**

**Thank you for participating in the  
TAC meeting.**

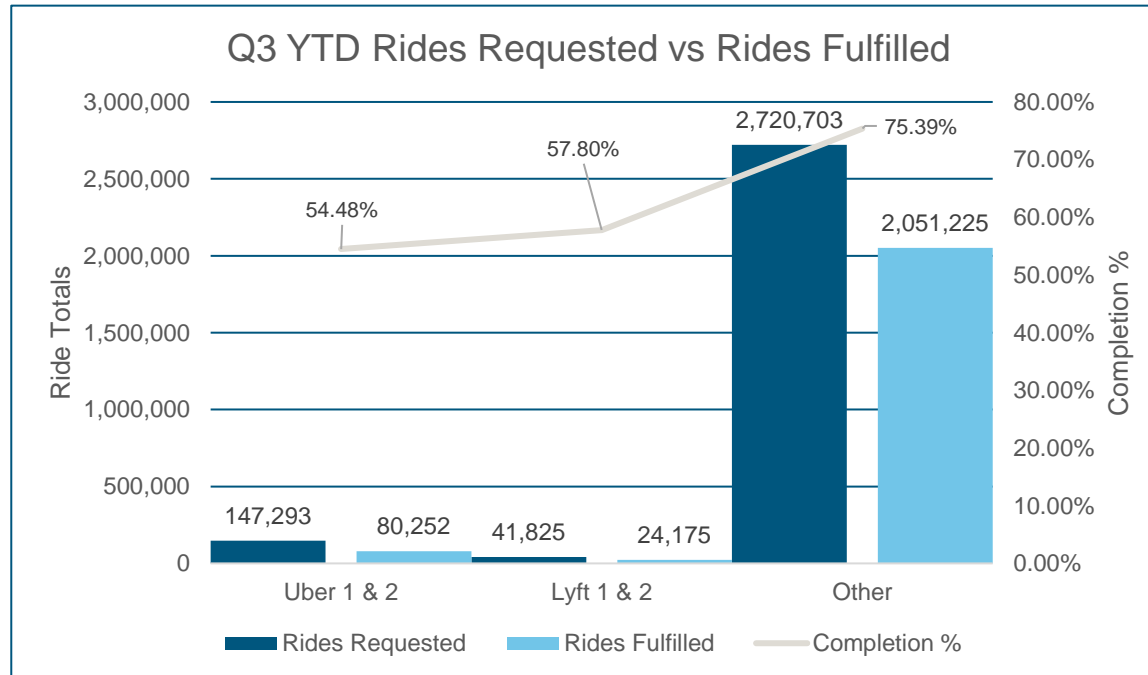
# Agenda

- |   |  |
|---|--|
| • Modivcare Welcome   | Adam Merrick – NC and SC VP              |
| • Q2 2023 (May Meeting) Minutes Approval <ul style="list-style-type: none"><li>• Follow-up Topics or Additional Questions</li></ul> | Wanda Morgan, SCDHHS                     |
| • Modivcare Management Updates  | Adam Merrick – NC and SC VP              |
| • Performance and General Updates   | Frankie Evans– Customer Advocate Manager |
| • Transportation Partner Updates  | Celeste Crocker-SC Sr. Director          |
| • Contact Center Updates  | Margaret Tucker– Contact Center Manager  |
| • Upcoming Roundtable Dates   | Celeste Crocker – SC Sr. Director        |
| • Open Discussion   | All                                      |

# Performance and General Updates

Frankie Evans, Customer Advocate Manager

# Q3 Rides Requested vs Fulfilled



## Observations

Total Rides Fulfilled:

% provided by Others

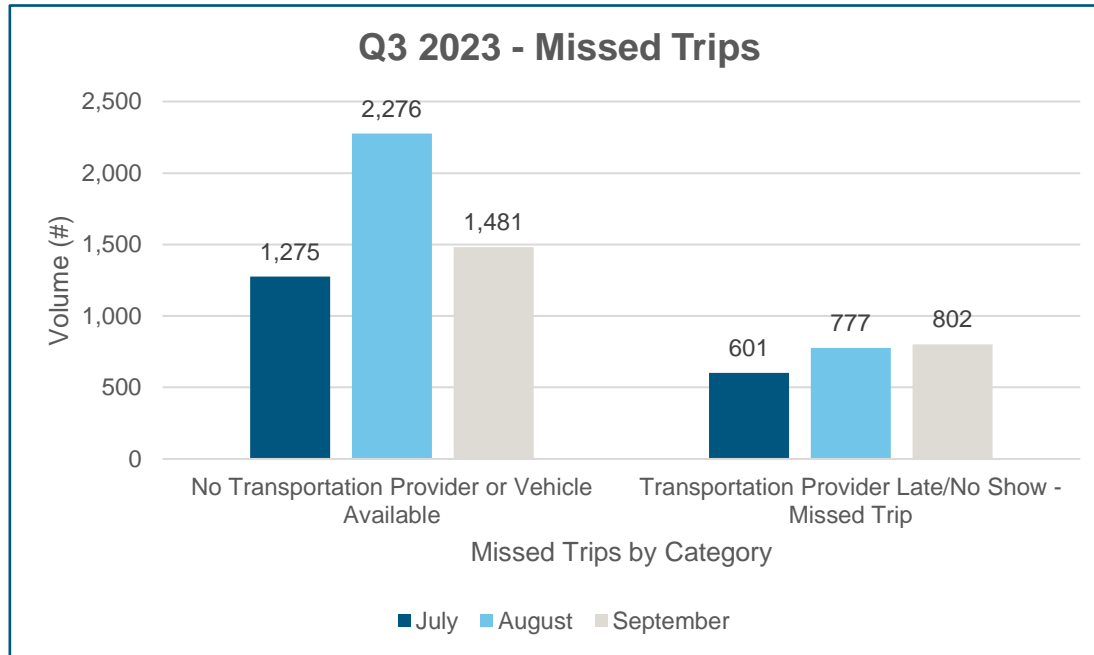
% provided by Uber or Lyft

**Others = Transportation Providers / Volunteer Drivers**

Uber Health LLC

Lyft Healthcare Inc

# Q3 South Carolina Missed Trips



**TP = Transportation Provider**

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

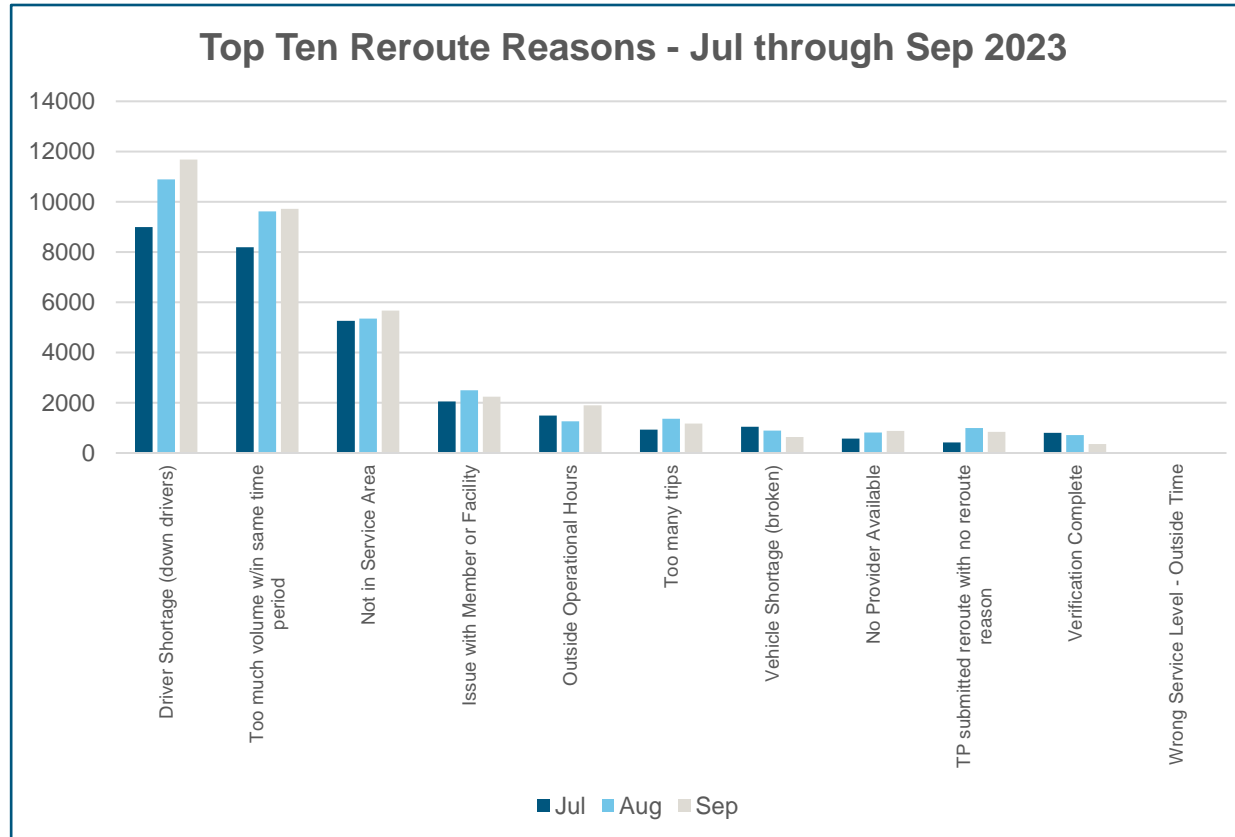
## Observations

- 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

- When TPs call the Provider Line to report driver or vehicle issues the CAs will ask the following questions:
  - How do you expect the driver or vehicle to be out of service?
  - Do we need to reroute your volume, if so for all long?
- Increasing provider capacity if willing and able by addressing the following:
  - Coverage area reviews
  - Trip volume assessment

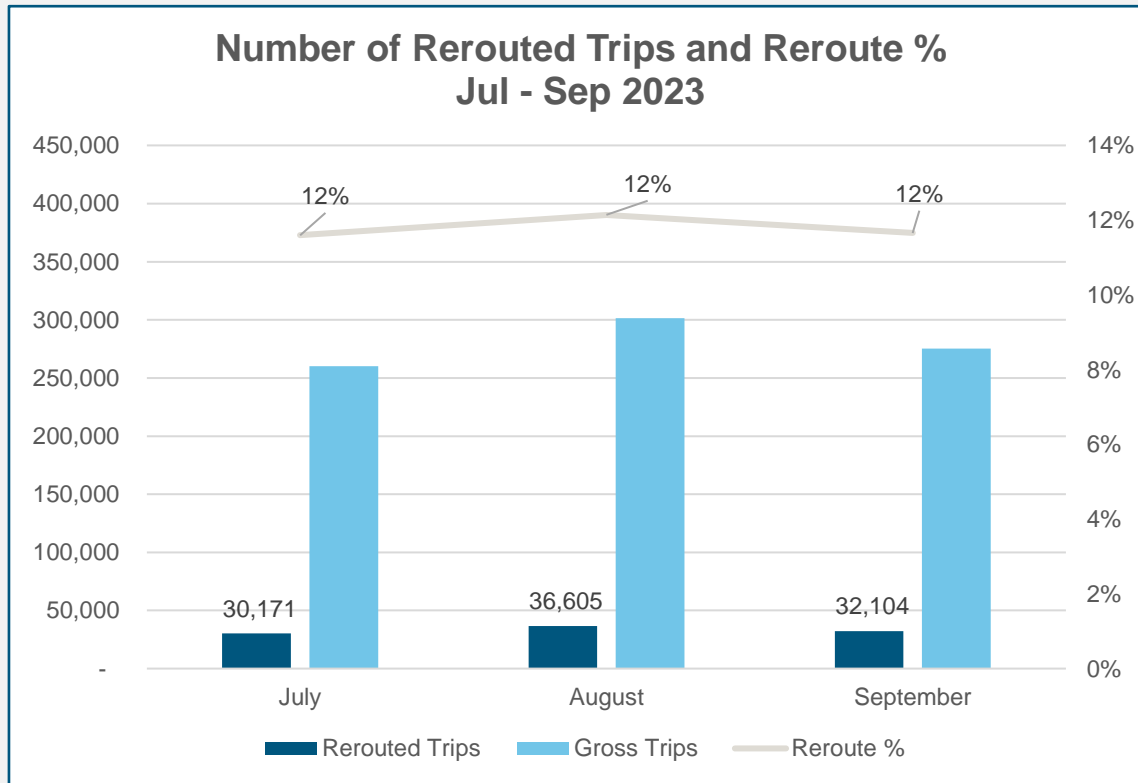
# Q3 Reroutes – Top Ten Reasons



## Observations- Top 5 Reroute Reasons

- Drivers Shortage
- Too much other volume (Private contracts)
- Not In Service Area
- Issue with Member or Facility
- Outside Operational Hours

# Q3 Reroutes



## Improvement Actions

- NOM/CAM are meeting with existent providers weekly to discuss reroute reasons.
- Assessments are being made to adjust trip quantities by day & by TP.
- Assessments are being made to determine the areas where vehicles & drivers are needed by LOS by county and by zip code.

# Transportation Updates

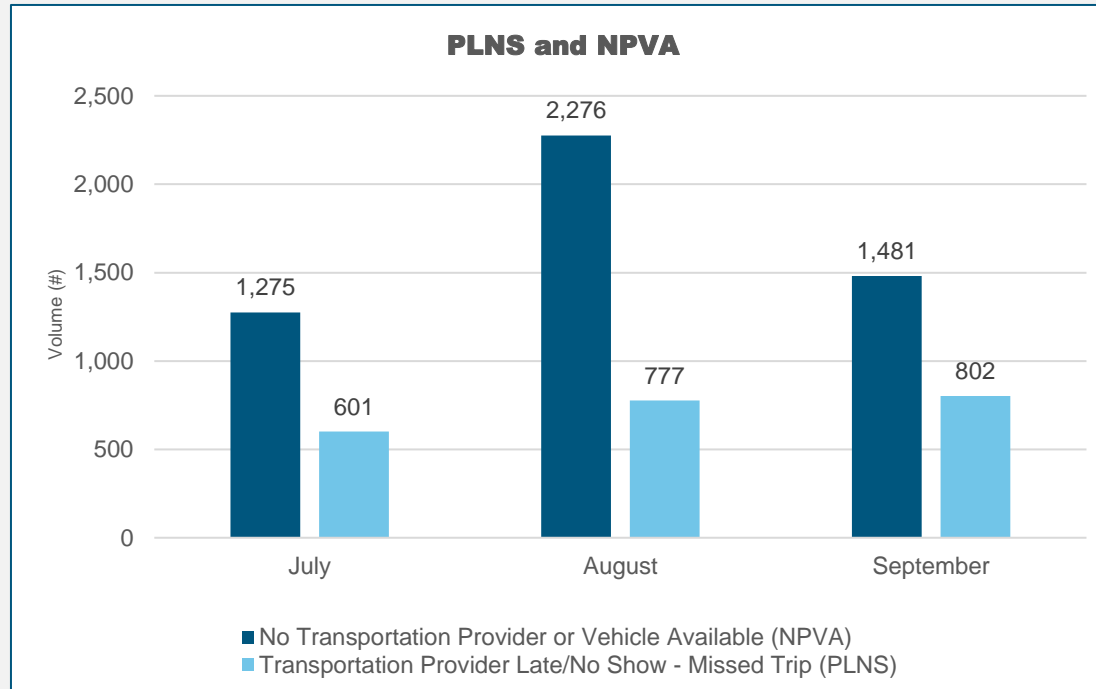
## September 2023

- Total trip for August 288,082
  - Other plans 12,727
  - Average 14,404
- NVAs
  - Aiken 165
  - Richland 108
  - Spartanburg 105
- Reroutes
  - Driver Shortages 11,770
  - Too Much Volume w/same time 7,282
  - Not in service area 6,881
- Missed Rides
  - Richland 58
  - Charleston 53
  - Greenville 42

Q3	September-23			
	#	%		
<b>Business Days</b>	20			
<b>NVAs</b>	1495	0.52%		
<b>Missed Rides</b>	490	0.17%		
<b>Cancellations</b>	79,130	27.47%		
<b>Reroutes</b>	34,492	11.90%		
<b>DHHS Trips</b>	275,355		<b>Calls Offered</b>	3194
<b>Avg Daily</b>	14,404		<b>Calls Answered</b>	2690
<b>Non-DHHS</b>	12,727		<b>Daily Call Avg</b>	205
<b>Mileage</b>	13,280		<b>Working Days</b>	20
<b>Mass Transit</b>	650		<b>ASA &lt;60 secs</b>	195
			<b>Abandonment &lt;5%</b>	14%



# Q3 Provider No Show/ No Vehicle Available (Trip Leg Cancellations)



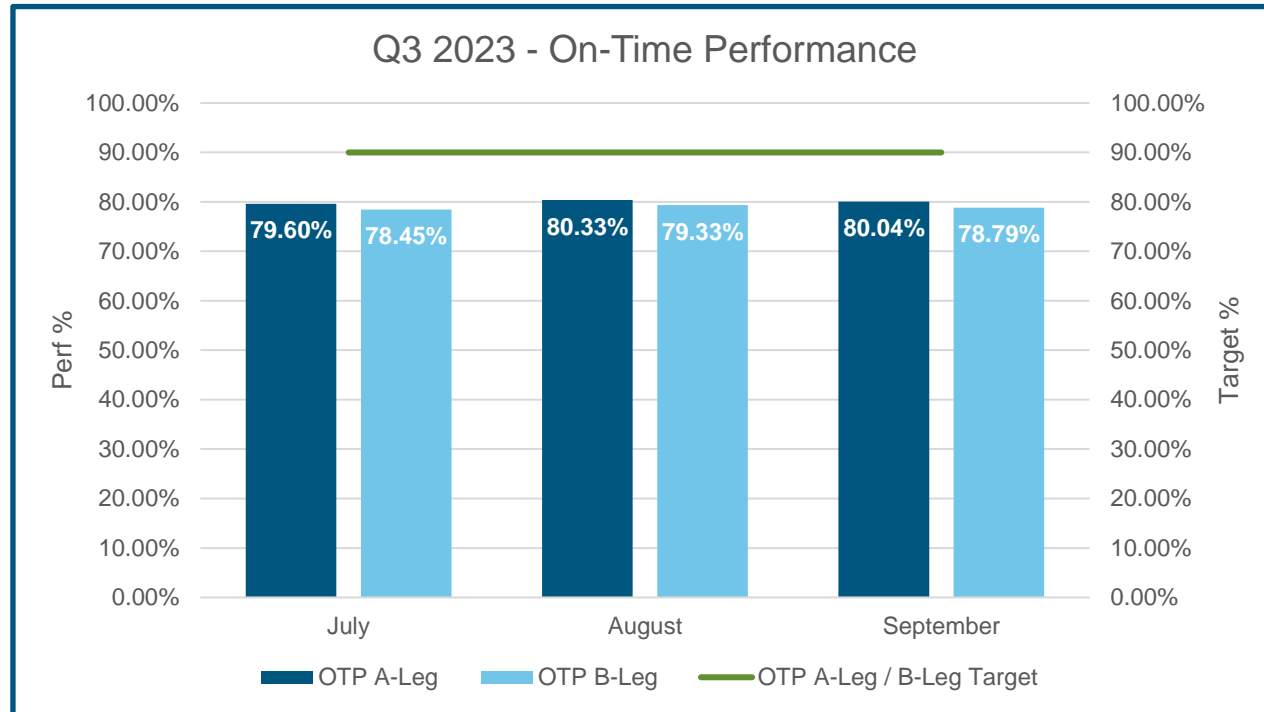
## Observations

- 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

# Transportation Partner Updates

Celeste Crocker, Senior Director Of Transportation

# Q3 On-Time Performance



## Improvement Actions

- SRD and NOM are working with providers that are performing under the OTP goal weekly.
- SRD and NOM are reviewing OTP changes weekly to identify outcomes of the changes and meetings. Including other workstreams to assist with changes to increase productivity.

# Background Check

One of the following credentials to be approved to fulfill this credentialing requirement.

## Background Check

- **Required only if the driver has not been a resident in South Carolina for the past 5 consecutive years.**
- Must be a complete comprehensive National search from an accredited organization:
  - <https://www.thepbsa.org>
  - Conviction, guilty plea, or plea of no contest (within the last 10 years) to any of the following will disqualify a driver from performing Modivcare assigned trips:
  - Felony Charges;
  - Crimes involving a child or vulnerable adult;
  - Crimes of violence;
  - Substance abuse; or
  - Sexual abuse
- Documents older than 60 days at the time of submission are not admissible.
- Required every year.
- **OR SLED CATCH**

# Safety

- 7 Straps Safety - Is not an ORS requirement but is recommended by Modivcare
  - Since the 7 straps training program has been taken effect the number of wheelchair incidents and accidents has been reduced in the market significantly.

# Q3 2023 Network Development

## Region 1-A/WC

- Empowerment Express Shuttle NEMT Service
- Quick Start Transportation LLC
- Quality Care Transportation LLC

## Region 2-A/WC

- A & P Transportation
- Ginger Adult Day Care
- Goines Transportation (returning to the network)
- Mr. Pete Transport LLC (returning to the network)

## Region 3-A/WC

- AMAN Medical Transport LLC

## Terminated Providers: NA

## New Providers Pending Completion:

- Divine Care at Home
- A&M TRANSPORT
- A&T Care Nursing LLC
- M2M Transport
- Nora's Caring Companions Adult Day Care
- Tranquil Transport LLC
- A&P Transportation LLC
- Faithful Adult Day Care
- Royal Non-Emergency Medical Transportation

# Provider Performance Recognition

Aiken COA	A+	Integrity Transport LLC	A+
AJS Transportation Services LLC	A+	Jacobs Transportation Service LLC	A+
Allendale County COA	A+	Jordan Transportation LLC	A+
Angelic Touch Transport LLC	A+	K W Transportation Logistic LLC	A+
Bamberg County COA	A+	Lakeside Medical Responses Inc	A+
Brown's Transportation Services LLC	A+	Let's Go Transportation Service LLC	A+
CA Brown Enterprises LLC dba Chase Med	A+	Let's Ryde LLC	A+
Capital Health Service LLC	A+	Line Leaders Logisitics LLC	A+
Carolina Health Transport LLC.	A+	Lyde's Transportation LLC.	A+
Carolina Med Trans LLC	A+	McCormick County Senior Center	A+
CroMed LLC	A+	Medical Transportation South Carolina LL	A+
Daryl W. Clark dba M.A.P.II Transport	A+	MedTran Express LLC	A+
Destiny Transport LLC	A+	MHB Transportation LLC	A+
Dinner with Demitri LLC dba Demitri Tra	A+	Middletons Transport LLC	A+
DJ's Transportation Services LLC R2	A+	MJS Transportation Services LLC	A+
Edgefield Co. Senior Citizens Council	A+	MXM Investments LLC	A+
Elite Day Center of Conway	A+	My Transport Care LLC	A+
Elite Home Care Greenwood	A+	Newberry County Council on Aging	A+
Elite Home Care Laurens	A+	Olaniyan LLC dba Tucker's Adult Health D	A+
Elite Services & Solutions LLC	A+	OM HARI Transport LLC dba 1STTransport	A+
Fairfield County Transit System	A+	One Carolina Transit LLC	A+
Faith Transportation Services LLC	A+	Optimum Healthcare LLC	A+
Gregory Pouge Enterprise LLC	A+	Palmetto Transport Service LLC	A+
Heavenly Transportation LLC	A+	Precious Adult Day Care Inc	A+
Hermes Transportation LLC	A+	Purvis Services LLC	A+



# Provider Performance Recognition

Quality Care Transportation LLC	A+	411 Flash Corporation DBA Smart Transpor	A
RBS Transportation Lake City	A+	A1 Transportation LLC. Orangeburg	A
RBS Transportation LLC	A+	Active Day Winnsboro	A
RSW Med LLC	A+	ADVANCED MOBILCARE LLC	A
RW Transportation LLC	A+	Aiken Services of Florence LLC	A
Samaritan Bed & Bath Services Inc	A+	Anderson Transport Services LLC	A
Santee Luxury Transportation LLC	A+	Brunson's Transportation Enterprise LLC	A
Saraba Transportation LLC	A+	Carter Transportation Inc.	A
Senior Services Inc of Chester County	A+	CW Transportation LLC	A
SENIOR Solutions (Anderson)	A+	Diamond Care Transportation LLC	A
Simmons & Sons Trans LLC	A+	Double R Transportation 1 LLC	A
Smiling and Smiling Transportation LLC	A+	Elite Home Care Greer	A
Smooth Trip Transportation LLC	A+	Elite Home Care Pickens	A
Southeast Transportation Services LLC	A+	First Choice Ambulance Inc	A
Southeast Transportation Wheelchair	A+	Greer Enterprises LLC. dba Benevolent Ca	A
Southeastern Medical Transport LLC	A+	iCare Transportation Services LLC	A
TC'S Medical Transit LLC	A+	J Simmons Transportation LLC	A
TransitSouth LLC	A+		
Transportation On Demand Inc	A+		
URide Services LLC	A+		
Valley Transport LLC	A+		
Vernon Gibson DBA Gibsons Transportation	A+		
Williamsburg County Transit System	A+		

# Provider Performance Recognition

Jamison Transportation Services LLC	A
Johnson Transportation LLC	A
Lancaster County COA Inc	A
MasterCare of South Carolina LLC	A
McCollum Transport LLC	A
MYRIDE SC LLC	A
Neighbor To Neighbor Transport Services	A
New Hope Transport Services LLC	A
Paramount Transit Service LLC	A
Ready 2Blow LLC dba Speedy Senior Transp	A
Senior Solutions (Oconee)	A
Sweat Transports LLC	A
Talton Transportation LLC	A
WayFinder Non Emergent Medical Transport	A

# Let's Get Digital, Digital, I Wanna Get Digital, Let's Get Into Digital

Olaniyan LLC dba Tucker's Adult Health D

Senior Solutions (Oconee)

Zoom 45 Transportation LLC

Samaritan Bed AND Bath Services Inc

Allendale County COA

Quality Care Transportation LLC

Talton Transportation LLC

Saraba Transportation LLC

MXM Investments LLC

Southeast Transportation Wheelchair

Hermes Transportation LLC

Let's Ryde LLC

Brown's Transportation Services LLC

Palmetto State Medical Transport LLC

JANDJ Safe Medical Transportation LLC-

iCare Transportation Services LLC

Goines Transportation

100.00%

100.00%

100.00%

100.00%

100.00%

100.00%

100.00%

100.00%

100.00%

100.00%

100.00%

100.00%

100.00%

100.00%

100.00%

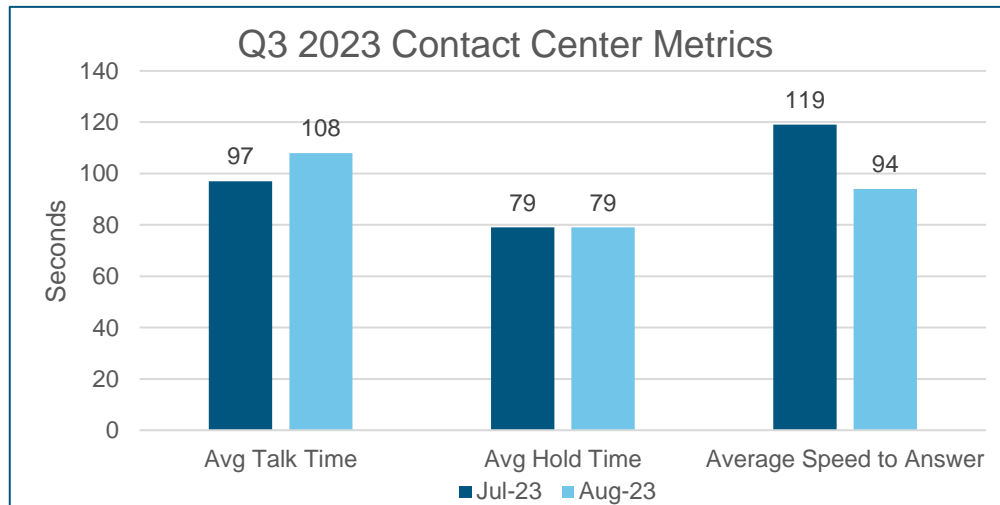
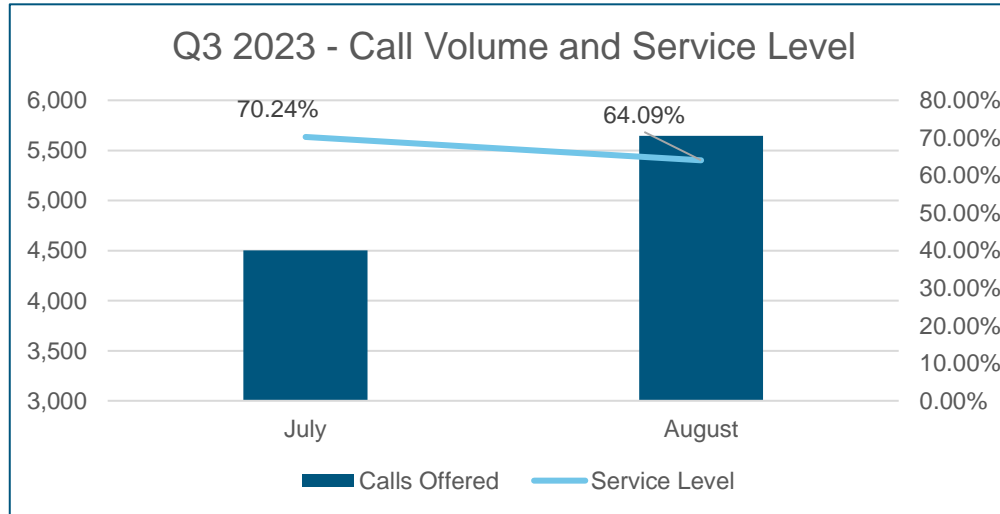
100.00%

100.00%

# Contact Center Updates

Margaret Tucker, Contact Center Manager

# Contact Center Metrics



## 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 Meeting Schedules

Celeste Crocker, Senior Director of Transportation

# Outreach Updates

## Once per Month

- Special Modivcare Training- BAD WEATHER
- OTP and Substance Abuse Open forum- Questions, Concerns, Answers
- Dialysis Open forum Questions, Concerns, Answers
- Mental Health Open forum Questions, Concerns, Answers
- Holiday Schedules
- Tripcare Updates-All Standing Orders will be moving to TripCare

# Transportation Partner Trainings

- Billing Portal Training (Twice a month/or as needed individually)
- WellRyde Training (Once a month/or as needed individually)
- PASS Hands On Training (December 5th-6th)
- Stretcher Training (December 7th)



# Q3 2023 Meeting Schedule

- Q4 Quarterly Subcommittee Meeting: Dec. 13<sup>th</sup> (In Person)  
9am-11am  
1pm-3pm  
Hilton Garden Inn Columbia/Harbison  
434 Columbiana Drive | Columbia, SC 29212
- Q4 Quarterly Subcommittee Meeting – Dec. 15<sup>th</sup> (Online)

# 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

