

South Carolina Department of Health and Human Services

Transportation Advisory Committee

Meeting Minutes

June 27, 2019

Committee Members in Attendance:

Lydia Hennick - Member of the Brokering Company operating the Medicaid Transportation
Tom Allen – Office of Regulatory Staff
Lynn Stockman - Rural Transportation Association

Committee Members via Telephone:

Doug Wright - South Carolina Association Council on Aging Directors
Laura Cole – South Carolina Hospital Association
Ken Welch – South Carolina Non-Emergency Transportation Coalition
Thornwell Simons – Consumer Representative
Dr. Susan Luberoff – South Carolina Medical Association
Kay Hightower - South Carolina Department on Aging

Guests in Attendance:

Michael Egan – LogistiCare
Linda Calwile – LogistiCare
Phil Waddell

SCDHHS Staff:

Courtney Sanders – Transportation Contract Monitor
Jeremy Faulkenburg – Assistant Deputy Director of Medicaid Operations
Amye Key – Program Coordinator

- I. Welcome and Introductions:** Lynn Stockman of the TAC called the meeting to order.
- II. Purpose of the Transportation Advisory Committee (TAC): (Skipped)** The purpose of the TAC meetings is to meet quarterly to review performance reports and to make recommendations to resolve issues or complaints. TAC members discussed removing as a standing agenda item. Seconded, and so ordered.
- III. Meeting Minutes Approval:** The committee approved the meeting minutes for March 07, 2019.
- IV. NEMT Updates**

- a. **Procurement Update:** The RFP is being drafted and SCDHHS is observing the quite period per procurement law and regulation. The possibility of a Request for Information (RFI) was discussed. The intention of a RFI is to receive written information about the capabilities of various vendors. Only Brokers will be permitted to respond to a RFI. Ken Welch inquired how the RFI publication would be presented to stakeholders. All procurement related documents will be issued through the State Procurement website.

V. Program Monitoring Tools / Activities

- a. **Transportation Broker Performance Reports (Jan. – Mar. 2019) – Trips, Denials, and Complaints Statewide (SFY 2019):** Lydia provided an overview of the report card and other corresponding reports. January through March usually have a high cancellation rate. Provider no shows have improved, but it continues to be a focus. Complaints are rising, but all complaints are welcomed and investigated. The increase in complaints do not reflect the Broker's performance.
- b. **Transportation Provider Performance Reports:** No comments or discussion
- c. **Complaint by Provider Type:** No comments or discussion.
- d. **Transportation Broker Accounts Payable Aging Report:** No comments or discussion.
- e. **Transportation Provider Retention:** No comments or discussion.
- f. **Report of Injuries / Incidents:** No comments or discussion.
- g. **Report of Meetings:** No comments or discussion.

VI. Advisory Committee – Current Issues/Concerns:

- a. **OTP Update (Methadone):** At the 2018 Governor's Symposium on Opioids Governor Henry McMaster announced South Carolina Medicaid will begin covering methadone. The Broker started receiving trips for OTP in May. Trip request have continued to grow; performance and volume are being monitored closely.
- b. **NEMT Insurance:** LogistiCare conducted a meeting with the Department of Insurance's (DOI) Director Farmer regarding the increase in NEMT insurance cost. LogistiCare's Risk Compliance Manager contacted several of the largest insurance carriers to inquiry about the increase as well. Responses were received and possible solutions for relief are being discussed with the Broker, SCDHHS and other involved parties.
- c. **Rider No Show (RNS):** First RNS violation in a 90 day period the member receives telephonic education. The second RNS violation the member receives a letter and telephonic education. The third RNS violation the member receives a letter, telephonic education and lost of standing order if applicable. The fourth

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RNS violation restricts the member to gas mileage reimbursement only for 60 days.

Tom Allen with the Office of Regulatory Staff (ORS) advised the TAC their sticker machine was broken from June 04, 2019 through June 25, 2019. Recertification stickers for July 2019 were mailed to NEMT providers on June 25, 2019. A fifteen day grace period is built into the July 01, 2019 deadline to allow the successful processing of all NEMT certifications or recertifications.

The meeting adjourned at 10:55 a.m.