

**South Carolina Department of Health and Human Services
Transportation Advisory Committee
1st Quarter 2022 Meeting Agenda**

February 8, 2022

9:15 a.m.-10:00 a.m.

I. Welcome and Attendance:

Organization:	Representative:	Attendance:
South Carolina Emergency Medical Services Association	Brian Lawson	
South Carolina Hospital Association	Katherine Watts	X
South Carolina Hospital Association	Cyndi New	X
South Carolina Nursing Home Association	Scott Jones	X
Rural Transportation Association	Lynn Stockman	X
South Carolina Department on Aging	Kay Hightower	X
Department of Health and Environmental Control	David Elliot	X
Office of Regulatory Staff	Tom Allen	X
Medicaid Recipient or Family Member of Medicaid Recipient (or Consumer Representative)	Jo Pauling-Jones	X
Transportation Broker: Modivcare	Lydia Hennick	X
	Carla Corona	X
	Celeste Crocker	X
	Andre Wickham	X
Transportation Provider	Jimmy Riley	X
South Carolina Non-Emergency Medical Transportation Association	Mark F. Watts	X
South Carolina Association Council on Aging	Doug Wright	X
SCDHHS Representatives	Eunice Medina	X
	Jeremy Faulkenburg	X
	Channell Webster	X
	Sandra Hudson	X
	Jeff Leieritz	X

II. Previous Qtr. Meeting Minutes Feedback:

- Broker Performance Report July 2021-September 2021 and TAC Touchbase meeting 10.6.21 has been added to the TAC website under the December 09, 2021 hyperlink.

- Please reach out to Operations@scdhhs.gov if you have any questions or comments about information

III. Program Monitoring/Tools

- **Broker Performance Report (September 2021-November 2021)**
 - There was an average of 19,257 Member transported
 - Total average of trips 108,876
 - Majority of them being ambulatory
 - Performance Goals were not met for Provider No-Shows, % Pickups on Time (A Leg), % Deliveries on Time (A Leg) and Percent of Pickups On Time (B Leg) for Sept. through Nov.
 - Avg. Answer Speed, Avg. time on hold before abandonment and % of calls abandoned daily for Sept. & Oct.
 - Performance Goals were met for Percent of Trips within Ride Time (All Trips) and Avg. Time on Hold Sept. through Nov.
 - Average Answer Speed and % of calls abandoned daily performance goals were met in Nov.
- **Monthly Complaint by Complaint Type**
 - 64.4% of the complaints are related to “Rider No Show”- to cut down on these incidents, Modivcare educates Members on the importance of keeping appointments as well as the process of notification should the need to cancel arise. Some of the efforts are as include:
 - Prior to transport, the assigned Transportation Provider contacts member to confirm pick up time for next day.
 - Should the transport result in a rider no show, the member receives a written letter as a reminder of the importance of keeping appointments. If they continue to miss appointments without cancellation, the member will continue to receive a reminder letter up to and including restriction.
 - Second largest issue is Provider Late at 9.32%
 - This is trended on a weekly basis to ensure appropriate outreach and education can be provided to any Transportation Provider that may experience reoccurring complaint trends.
 - Actions taken to maintain performance expectations are as follows: weekly monitoring, potential TP volume reduction, liquidated damages and placement on PIP leading up to and including termination from the SC network.

- **Prompt Payment Aging Report**
 - Provider Payment Invoices were submitted within an average of 20 days to Modivcare AP
 - 318,774 trips were billed/3,508 were denied
- **Quarterly Provider Retention Report**
 - Q1 2022-171 Total Active Provider Sites
- **Report of Meetings**
 - TAC Meetings will remain virtual until further notice
 - Qtrly. TAC Mtgs
 - 3rd Qtr. Meeting was held in Oct.
 - 4th Qtr. Meeting was cancelled
 - Quarterly Advisory Regional Meetings
 - Were held 3rd (Sept.) & 4th Qtr. (Dec)
 - first live quarterly meetings will be mid-March (Charleston*, Myrtle Beach, Columbia*, Greenville); *morning & evening sessions
 - Unannounced Field Site Visits/ “Blitz”-4th Qtr. 11/13/2021 in Georgetown, SC
 - HealthCare Community Individual Outreach (MODV)-
 - Sept.-136
 - Oct.-149
 - Dec.-57

IV. **Advisory Committee Issues and Concerns**

1. **Extended Hold Time:**

- **Lynn S.**-Reports of extended hold time for recipients when making appointments. Some recipients are having to take public transportation due to the inability to make appointments.
- **Carla C.**-Confirmed staffing is up to date, requested detailed examples of recipients experiencing this issue. However, some members do prefer public transportation and they are allowed that option.
- **Doug W.**-Questioned why reporting shows hold time as in compliance, however complaints are received regularly from providers regarding the hold time. Some treatment facilities don’t like to call Modivcare due to the hold time.
- **Follow up:** Transportation Providers will escalate specific examples of extended hold time to Carla via email at Carla.Corona@modivcare.com for research. Per Eunice, SCDHHS NEMT Staff will review hold time reports more closely and begin “secret shopping” calls.

2. Follow up to Modivcare Complaints:

- **Jo P-J.**-Not getting responses to escalated Modivcare complaints submitted by her.
- **Follow up:** *SCDHHS Staff will provide a response after researching complaint(s) received from Jo P-J. Normally, members are contacted directly by Modivcare, or SCDHHS NEMT Staff once research has been completed, unless otherwise directed to contact another party.*

3. Duplicate Trip Numbers:

- **Doug W. and Mark W.**-experiencing issues with duplicate trip numbers, causing a lot of confusion for the drivers. In addition, complaints are being issued against drivers due to no fault of their own. What is being done to correct this issue?
- **Follow up:** *Andre W.-issue will be researched to determine a solution. All resolutions provided by Modivcare to issues discussed should be forwarded to Operations@scdhhs.gov prior to next quarterly meeting so a follow up document can be created and shared with entire committee. Quarterly Reports will also be sent to TAC Members a week prior to meeting for review.*

V. Next Meeting: 2nd Qtr. TAC Meeting & MCAC Meeting date/time TBA-calendar invites will be sent for both.

VI. Link shared to listen to MCAC meeting