South Carolina Department of Health and Human Services

Transportation Advisory Committee

Meeting Minutes

June 26, 2014

Committee Members in Attendance: Lydia Hennick, Douglas Wright, Lynn Stockman, Troy Sapp, Keith Guest, MD, Denise Rivers

Committee Members via Telephone: Crystal Hart, Gloria Prevost, Scott Lesiak, Ken Welch, Afton Ellison

Others in Attendance: Krista Martin

SCDHHS staff: Michael Benecke, Martha Mitchell, and Courtney Sanders

I.   **Welcome and Introductions:** Michael Benecke, South Carolina Department of Health and Human Services called the meeting to order. Lisa Robinson no longer assists with Quarterly TAC Meetings; Courtney Sanders will replace her effective June 26, 2014.

II. **Purpose of the Transportation Advisory Committee (TAC):** The purpose of the TAC meetings is to meet quarterly to review performance reports and to make recommendations to resolve issues or complaints.

III. **Meeting Minutes Approval:** The committee approved the meeting minutes for March 17, 2014.

IV. **Transportation Provider Reroutes – Sub Committee Update:** All current issues have been resolved. The Transportation Provider Reroutes Sub-Committee is no longer needed.

V.   **Transportation Provider On-Time Performance – Sub-Committee Update:** No update to report. The sub-committee is struggling with availability of all members. Michael suggested the sub-committee continue on initiatives with the available sub-committee members.

VI. **Transportation Advisory Committee Website – Update:** Contact information for the TAC members has been posted to the SCDHHS meeting website. Michael has submitted the request to post meeting materials on the website.

VII. **Stakeholder Input – Procurement Update:** As of the June 26, 2014, Regions 2 and 3 are operating under an Emergency Procurement and Region 1 is operating on the available option year under the existing contract. Medicaid is required by law to provide transportation to its beneficiaries to and from medical appointments. SCDHHS is continuing to evaluate all of the stakeholder input received in the last eighteen (18) months. Michael stated that the procurement will include some differences from the current contract based on stakeholder input. SCDHHS is expecting significant performance improvements and positive impacts for clients.

VIII. **Program Monitoring Tools / Activities:**

   a. **Transportation Broker Performance Reports (January – March 2014) – Trips, Denials, and Complaints by Region (SFY 2014, SFY 2013):** Doug Wright questioned the accuracy of the February On-time Reports due to the snow days during the reporting period. Based on Doug's internal reports his organization met some performance standards, but the Logisticare reports showed compliance was not achieved. Liquidated damages were not assessed for the month in question and the reports for the month have not been published. The Committee agreed to publish the reports for January and February with a caveat for possible inaccuracies due to the inclement weather days.

   b. **Transportation Provider Performance Reports:** Lynn Stockman raised a concern about the reporting of provider no-shows on the reports stating that the provider no-shows is not always accurate. In some cases, when transportation arrives the beneficiary is not there, then the beneficiary reports that transportation never arrived. The committee will consider adjustments to the reports to negate any misinterpretation of data reporting provider no shows.

   c. **Transportation Broker Accounts Payable Aging Report:** No comments or discussion.

   d. **DHHS Internal Complaint Tracking:** No comments or discussion.

   e. **Report of Injuries / Incidents:** For the Third Quarter there was a combined 85 incidents for the 439,549 trips taken; 49 incidents and 36 injuries. The driver was primarily responsible for the majority of the incidents, regardless of severity. The driver is responsible for ensuring the proper usage of all safety equipment. Drivers are required to get recertified when a complaint involves the failure to ensure the proper usage of safety equipment.

   f. **Report of Meetings:** No comments or discussion.

   g. **Program review and Field Observation Site Visits:** No comments or discussion.

XI.   Advisory Committee – Current Issues/Concerns: Committee members discussed the options for moving to paperless processes. One of the current issues is the trip log must be signed so the beneficiary can attest to the accuracy of the times and the delivery of the service. Doug would like the capability to electronically upload trip log information and provide signatures on a single sheet; again the issue of the signatures and the purpose of attesting times is raised. Several committee members using the Route Match trip scheduling software indicated they are working on an electronic signature capture feature, but no estimated date for the availability of the function was provided. Route Match also contracts the SCDOT. The committee may be able to solicit assistance from SCDOT to get the date the electronic signature capture feature will be available. Michael will contact SCDOT to ask for their assistance.

Michael asked committee members to think about possible solutions to an issue that was discussed in one of Logisticare's Regional Advisory Committee meetings regarding transportation providers that are being asked to wait with patients until they are seen. Sometimes up to two hours. Michael is asking for recommendations from the committee to address the waiting times and not postponing care to the beneficiary.

Dr. Keith Guest asked about the impact on the NEMT program of the introduction of the Uber rideshare / taxi cab application. The current mileage reimbursement rate to friends and family is $0.32 per mile. It is not likely that would cover the cost of a ride using the Uber application. Afton from the Public Service Commission (PSC) indicated they are evaluating the company and the service for the State of South Carolina.

The meeting adjourned at 12:00

The next Meeting will be held on Thursday, September 25, 2014 at 10:00am, 1801 Main Street, Columbia, South Carolina.