



South Carolina Department of Health and Human Services Transportation Advisory Committee

Quarterly Meeting Agenda

June 26, 2014 - 10:00 am

1801 Main Street, Columbia SC – **10th Floor Conference Room**

- I. Welcome and Introductions
- II. Purpose of Transportation Advisory Committee (TAC)
- III. Meeting Minutes Approval – March 27, 2014
- IV. Transportation Provider Reroutes – Sub Committee Update
- V. Transportation Provider On-Time Performance – Sub Committee Update
- VI. Transportation Advisory Committee Website – Update
- VII. Stakeholder Input – Procurement Update
- VIII. Program Monitoring Tools / Activities
 - a. Transportation Broker Performance Reports (January – March 2014) – Trips, Denials, and Complaints By Region (SFY 2014, SFY 2013)
 - b. Transportation Provider Performance Reports
 - c. Transportation Broker Accounts Payable Aging Report
 - d. DHHS Internal Complaint Tracking
 - e. Report Of Injuries / Incidents
 - f. Report Of Meetings
 - g. Program Review and Field Observation Site Visits
- IX. Advisory Committee – Current Issues/Concerns

Next Meeting – Thursday, September 25, 2014 at 10:00am, 1801 Main Street, Columbia, SC

South Carolina Department of Health and Human Services

Transportation Advisory Committee

Meeting Minutes

March 27, 2014

Committee Members in Attendance: Lydia Hennick, Coretta Bedsole, Lynn Stockman, Rhonda Goodman, Troy Sapp, Ken Welch, Susan Bowers, Dr. Patrick Goldsmith, Wendy Moore, Denise Rivers, Scott Lesiak, Keith Guest, MD, Lynn Bailey, Krista Martin, George Parker

Committee Members via Telephone: Crystal Hart, Gloria Prevost

Guests in Attendance:

SCDHHS staff: Michael Benecke, Martha Mitchell, Lisa Robinson

- I. **Welcome and Introductions:** Coretta Bedsole, Chairperson called the meeting to order.
- 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 December 12, 2013.
- IV. **Other Business:** There was a slight deviation from the agenda when it was learned that there are two vacancies for Transportation Provider Area Representatives on the committee. Motions were made and accepted to nominate Ken Welch and Troy Sapp to fill these positions. At the next meeting, Michael Benecke will go through committee members to ensure that proper representation on the committee is achieved.
- V. **Transportation Provider Survey – Detailed Recommendations Update:** The surveys were distributed to the TAC members after the December meeting. No responses or recommendations were received from committee members. The comments that were made were not detailed enough for there to create any actionable items.

Michael Benecke recommended that the survey detailed comments be tabled until the procurement is posted and we are able to have a better understanding of any additional detailed recommendations. The recommendation was accepted by the committee.

- VI. Transportation Provider Reroutes – Sub Committee Update:** As requested by Doug Wright, Lydia Hennick and Scott Lesiak have been meeting, but have not been able to follow up on the concerns that Doug raised, nor have they been able to meet with Doug. The sub- committee was created to take a look at what was causing these concerns. The main issue seemed to be that trips that had been rerouted by the provider were being rerouted back to the same provider. Logisticare has created a pop-up window display showing the trip re-routes and that has improved the systemic process significantly. Coretta asked meeting attendees whether this has been an issue for their providers. There has been a decrease in instances of trip re-routes.
- VII. Member Survey – Update:** The member survey has been posted to the DHHS website. Kathy Smith did a presentation to the committee a few meetings ago. Recommended changes to the consumer survey were made. There is a link to the survey under the TAC meeting webpage. Coretta noted that she has been having a difficult time finding any links associated with transportation and questioned how we can make the links more user friendly. The concern is that if Coretta is having a difficult time finding it, the consumers will also have a hard time. Michael will resend a direct link to the TAC website. Coretta suggested that Gloria Prevost form a sub-committee to look at the SCDHHS TAC webpage and get with Michael with ideas on how to make it more user friendly.
- VIII. Transportation Provider On-Time Performance – Sub-Committee Update:** Rhonda Goodman gave an overview of the first meeting. There was a great turnout, with 68 people signing in for the meeting. Crystal Hart suggested everyone to break up into smaller groups for the next meeting. Attendees were comprised of both new and veteran providers. People had concerns which were based on several issues, including wrong routes, consumers not being home, dialysis appointments being difficult to pinpoint pick-up times, illegible names and incorrect contact information. One of the biggest issues for providers is arriving at consumer's homes and learning that they are not going to their appointment. A recommendation has been made for an alert that will be created to inform the provider when a consumer is deceased. The sub-committee would like to continue to meet and will present recommendations to the committee at the next meeting. Michael reminded the sub-committee to walk through and to vet and recommendations prior to presenting them to the committee. We want to make sure that the recommendation will ultimately make sense. Crystal will forward any recommendation documents to Michael and Coretta. Rhonda and Crystal are working to coordinate a date and time for the next sub-committee meeting. Coretta thanked Rhonda and Crystal for their work on the sub-committee.
- IX. Stakeholder Input – Procurement Update:** SCDHHS is continuing to evaluate all of the stakeholder input received in the last few months. SCDHHS is taking due diligence on all of the recommendations.

Michael indicated there is no imminent announcement, but SCDHHS is very close to being able to post the procurement. The committee members will get an email with a link to the RFP once it has been posted. There was some discussion among the committee members who have heard rumors concerning brokerage and transportation systems. Nothing is definite until the RFP is posted. The significant mission of the agency is to get Medicaid patients to their appointments on time. At this time, it's probably not likely that the agency will begin booking appointments. Michael is unaware of any cost assessments that may have been done specifically for transportation related to the Affordable Care Act (ACA). Michael recommended that everyone go to the website and review the ACA information presented. There was some discussion concerning the 3 regions that Logisticare is covering and the existing contracts in those areas. Regions 2 and 3 are under emergency procurement contracts. These contracts end May 25, 2014. Medicaid is required by law to provide transportation to its beneficiaries, regardless of the status of the contracts. Region 1 is a three year contract with two one year options. This contract expires in May, but has a one year option available at that time. Coretta asked members of the audience for any input they have regarding the broker system. Coretta reminded the committee members that it is part of their job to answer questions about transportation from the groups they represent. If there are questions that you cannot answer, ask Michael so we can ensure accurate information is given.

X. Program Monitoring Tools / Activities:

- a. Transportation Broker Performance Reports (October – December 2013) – Trips, Denials, and Complaints by Region (SFY 2014, SFY 2013):** There was some discussion about pick up issues. We are down to single trip level on pickups. Hospital discharges are usually where the issues lie. Dr. Guest discussed some of the issues that his provider office is having. A large number of issues are with same day appointments. Another concern is that Logisticare has issued drop off and pick up times at the same time. These are treated the same as the B leg drop off rules. Dr. Guest does not have complaints about the service level. A large percentage of clients are with adult day care centers. Sometimes, a client may have 3 or 4 appointments scheduled for the same day. These clients should fall into a different category. If trips could be measured by "somewhat early, but not late", percentages would increase significantly. Some of the Liquidated damages are based on on-time performance measures. Transportation providers cannot be more than 45 minutes early, or more than 1 minute late.
- b. Transportation Provider Performance Reports:** Daily performance expectations are not put into the contract Logisticare has with transportation providers. Logisticare measures on time performance monthly. Making slight changes to the expectations would change the measurements. This may or may not be in the best interest of clients.
- 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:** There was a significant increase in the last three month period. A lot of the incidents/injuries were with slip and falls by clients. Safety requirements were re-emphasized. The drivers need to be able to assist clients at all times. This number cannot continue to increase. There were 16 incidents with members who are in wheelchairs. In those instances, Logisticare required drivers to retake safety training and passenger sensitivity training. Logisticare has disqualified 4 drivers in recent months due to driver courtesy complaints. Dr. Guest expressed his appreciation for the information, but noted that more detailed injury information is needed so the committee can look into trends.
- 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:

The meeting adjourned at 12:00

The next Meeting will be held on Thursday, June 26, 2014 at 10:00am, 1801 Main Street, Columbia, South Carolina

South Carolina Department of Health and Human Services

Broker Performance Report - Region 1 - Logisticare



Transportation Metrics	Performance Goal	January 2014 Final **	February 2014 Final **	March 2014 Final	SFY 2014 Q3 Totals	SFY 2014 Totals
Unduplicated Beneficiaries		7,106	6,520	6,646		17,217
Total trips provided by type of transportation		38,533	32,011	40,116	110,660	355,863
• Non-Emergency Ambulatory Sedan/Van Trips		27,883	22,868	28,681	79,432	253,995
• Wheelchair Trips		4,793	4,026	5,035	13,854	44,753
• Stretcher Trips		540	499	628	1,667	4,867
• Individual Transportation Gas Trip		4,837	4,341	5,426	14,604	48,049
• Non-Emergency Ambulance ALS		26	18	39	83	177
• Non-Emergency Ambulance BLS		33	33	34	100	360
• Public Transportation Bus Trip		421	226	273	920	3,662
Total Over Night Trips Arranged		16	15	18	49	154
Total Extra Passengers		7,697	4,220	4,256	16,173	43,653
• Number of Pickups On Time (A Leg)		16,263	13,354	17,477	47,094	147,168
• Number of Deliveries On Time (A Leg)		15,577	12,728	16,632	44,937	140,227
• Number of Trips Within Ride Time (All Trips)		37,414	30,427	37,153	104,994	343,517
• Percent of Pickups On Time (A Leg)	>= 90%	90.00%	89.80%	92.30%	90.70%	87.84%
• Percent of Deliveries On Time (A Leg)	>= 95%	86.10%	85.80%	87.90%	86.60%	83.62%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.80%	99.90%	99.80%	99.83%	99.82%
Actual number of calls *		108,304	91,753	102,106	302,163	902,957
• Average phone calls daily		4,709	4,588	4,862	4,720	4,702
• Average Answer Speed	< 1:00	01:00	00:42	00:38	00:47	00:54
• Average Talk Time		03:05	02:50	02:49	02:55	03:00
• Average Time On Hold	<= 3:00	01:39	01:37	01:35	01:37	01:36
• Average time on hold before abandonment	< 1:30	01:12	01:07	01:03	01:07	01:05
• Average number of calls abandoned daily		222	142	116	160	188
• Percentage of calls abandoned daily	< 5.0%	4.71%	3.10%	2.39%	3.39%	3.99%
Total number of complaints by type		755	760	651	2,166	7,182
• Provider No-Show		66	42	45	153	548
• Timeliness		311	280	466	1,057	3,920
• Other Stakeholders		326	405	96	827	2,354
• Call Center Operations		14	6	7	27	72
• Driver Behavior		8	6	9	23	54
• Provider Service Quality		3	3	8	14	27
• Miscellaneous		9	14	14	37	125
• Rider Injury / Incident		18	4	6	28	82
• Provider No-Shows as percentage of total trips	<= 0.25%	0.17%	0.13%	0.11%	0.14%	0.15%
• Complaints as percentage of total trips		1.96%	2.37%	1.62%	1.96%	2.02%
Total number of denials by type		1,557	1,019	1,276	3,852	11,052
• Non-Urgent / Under Days of Notice		336	225	267	828	2,102
• Non-Covered Service		223	149	175	547	1,563
• Ineligible For Transport		43	24	23	90	289
• Unable to Confirm Medical Appointment w/ Provider		127	57	72	256	945
• Does Not Meet Transportation Protocols		3	3	0	6	17
• Incomplete Information		729	478	648	1,855	5,305
• Needs Emergency Services		3	0	7	10	27
• Beneficiary Has Medicare Part B or Other Coverage		93	83	84	260	804
• Denials as percentage of total trips		4.04%	3.18%	3.18%	3.48%	3.11%

* Includes calls for Regions 1-3.

** Includes several days of inclement weather where the on-time performance measures may not be accurate.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 2 - Logisticare



Transportation Metrics	Performance Goal	January 2014 Final **	February 2014 Final **	March 2014 Final	SFY 2014 Q3 Totals	SFY 2014 Totals
Unduplicated Beneficiaries		10,817	9,885	10,258		26,180
Total trips provided by type of transportation		57,109	50,011	62,203	169,323	531,136
• Non-Emergency Ambulatory Sedan/Van Trips		43,928	37,737	47,432	129,097	402,948
• Wheelchair Trips		7,092	6,195	7,600	20,887	67,969
• Stretcher Trips		1,114	956	1,065	3,135	9,943
• Individual Transportation Gas Trip		4,853	4,973	5,947	15,773	48,659
• Non-Emergency Ambulance ALS		7	12	11	30	143
• Non-Emergency Ambulance BLS		25	22	32	79	249
• Public Transportation Bus Trip		90	116	116	322	1,225
Total Over Night Trips Arranged		18	18	17	53	190
Total Extra Passengers		7,367	6,185	6,966	20,518	62,539
• Number of Pickups On Time (A Leg)		24,177	20,933	26,470	71,580	219,592
• Number of Deliveries On Time (A Leg)		23,390	20,408	25,865	69,663	212,344
• Number of Trips Within Ride Time (All Trips)		55,308	47,557	57,142	160,007	509,711
• Percent of Pickups On Time (A Leg)	>= 90%	89.10%	89.80%	89.90%	89.60%	87.13%
• Percent of Deliveries On Time (A Leg)	>= 95%	86.20%	87.60%	87.80%	87.20%	84.32%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.60%	99.70%	99.70%	99.67%	99.64%
Actual number of calls *						
• Average phone calls daily						
• Average Answer Speed	< 1:00					
• Average Talk Time						
• Average Time On Hold	<= 3:00					
• Average time on hold before abandonment	< 1:30					
• Average number of calls abandoned daily						
• Percentage of calls abandoned daily	< 5.0%					
Total number of complaints by type		735	604	840	2,179	7,436
• Provider No-Show		70	81	82	233	913
• Timeliness		466	353	563	1,382	4,853
• Other Stakeholders		136	135	122	393	1,125
• Call Center Operations		16	4	10	30	97
• Driver Behavior		3	4	13	20	37
• Provider Service Quality		10	4	4	18	63
• Miscellaneous		23	16	28	67	249
• Rider Injury / Incident		11	7	18	36	99
• Provider No-Shows as percentage of total trips	<= 0.25%	0.12%	0.16%	0.13%	0.14%	0.17%
• Complaints as percentage of total trips		1.29%	1.21%	1.35%	1.29%	1.40%
Total number of denials by type		2,387	1,807	1,996	6,190	17,988
• Non-Urgent / Under Days of Notice		483	428	395	1,306	3,237
• Non-Covered Service		328	253	275	856	2,532
• Ineligible For Transport		51	44	49	144	512
• Unable to Confirm Medical Appointment w/ Provider		214	129	151	494	1,729
• Does Not Meet Transportation Protocols		4	3	0	7	26
• Incomplete Information		1,086	753	931	2,770	7,921
• Needs Emergency Services		5	6	4	15	37
• Beneficiary Has Medicare Part B or Other Coverage		216	191	191	598	1,994
• Denials as percentage of total trips		4.18%	3.61%	3.21%	3.66%	3.39%

* Call center data for Region 2 is included on the Region 1 report.

** Includes several days of inclement weather where the on-time performance measures may not be accurate.

South Carolina Department of Health and Human Services
Broker Performance Report - Region 3 - Logisticare



Transportation Metrics	Performance Goal	January 2014 Final **	February 2014 Final **	March 2014 Final	SFY 2014 Q3 Totals	SFY 2014 Totals
Unduplicated Beneficiaries		10,330	9,559	9,965		25,358
Total trips provided by type of transportation		53,722	48,576	57,268	159,566	495,961
• Non-Emergency Ambulatory Sedan/Van Trips		41,520	36,838	43,459	121,817	380,906
• Wheelchair Trips		6,823	6,173	7,270	20,266	63,134
• Stretcher Trips		981	966	1,211	3,158	9,922
• Individual Transportation Gas Trip		4,034	4,265	4,908	13,207	38,702
• Non-Emergency Ambulance ALS		15	19	18	52	86
• Non-Emergency Ambulance BLS		31	21	40	92	285
• Public Transportation Bus Trip		318	294	362	974	2,928
Total Over Night Trips Arranged		24	33	36	93	273
Total Extra Passengers		7,079	6,120	6,836	19,835	60,144
• Number of Pickups On Time (A Leg)		23,431	20,754	25,143	69,328	209,634
• Number of Deliveries On Time (A Leg)		22,935	20,258	24,700	67,893	204,532
• Number of Trips Within Ride Time (All Trips)		53,263	46,715	53,802	153,780	488,525
• Percent of Pickups On Time (A Leg)	>= 90%	89.60%	90.50%	90.30%	90.13%	86.73%
• Percent of Deliveries On Time (A Leg)	>= 95%	87.50%	88.50%	88.70%	88.23%	84.64%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.60%	99.50%	99.40%	99.50%	99.57%
Actual number of calls *						
• Average phone calls daily						
• Average Answer Speed	< 1:00					
• Average Talk Time						
• Average Time On Hold	<= 3:00					
• Average time on hold before abandonment	< 1:30					
• Average number of calls abandoned daily						
• Percentage of calls abandoned daily	< 5.0%					
Total number of complaints by type		496	502	684	1,682	6,106
• Provider No-Show		50	67	61	178	679
• Timeliness		332	302	451	1,085	4,022
• Other Stakeholders		65	104	123	292	928
• Call Center Operations		2	3	10	15	37
• Driver Behavior		4	4	10	18	36
• Provider Service Quality		3	7	5	15	47
• Miscellaneous		33	9	16	58	278
• Rider Injury / Incident		7	6	8	21	79
• Provider No-Shows as percentage of total trips	<= 0.25%	0.09%	0.14%	0.11%	0.11%	0.14%
• Complaints as percentage of total trips		0.92%	1.03%	1.19%	1.05%	1.23%
Total number of denials by type		2,581	2,029	2,221	6,831	19,949
• Non-Urgent / Under Days of Notice		491	453	456	1,400	3,451
• Non-Covered Service		354	244	258	856	2,447
• Ineligible For Transport		67	45	44	156	540
• Unable to Confirm Medical Appointment w/ Provider		227	136	140	503	1,652
• Does Not Meet Transportation Protocols		12	5	9	26	78
• Incomplete Information		1,098	869	1,015	2,982	8,575
• Needs Emergency Services		6	5	6	17	54
• Beneficiary Has Medicare Part B or Other Coverage		326	272	293	891	3,152
• Denials as percentage of total trips		4.80%	4.18%	3.88%	4.28%	4.02%

* Call center data for Region 3 is included on the Region 1 report.

** Includes several days of inclement weather where the on-time performance measures may not be accurate.