

**South Carolina**  
**DEPARTMENT OF HEALTH AND HUMAN SERVICES**  
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**Columbia, South Carolina 29202-8206**  
[www.scdhhs.gov](http://www.scdhhs.gov)  
November 15, 2012  
**MB# 12-054**

**ALL**

## MEDICAID BULLETIN

**TO: All Providers**

**SUBJECT: Logisticare - Corrective Action Plan to Address Non-compliance**

This bulletin is to notify all service providers that the South Carolina Department of Health and Human Services (SCDHHS) has placed Logisticare on notice that a Corrective Action Plan (CAP) is required in accordance with the SCDHHS Non-Emergency Medical Transportation (NEMT) contract.

This CAP addresses the following contractual requirements:

- The call center daily performance standards
- The daily on-time and provider no-show performance standards
- The timely monthly reporting standard

Logisticare has been operating as the NEMT broker since February 21, 2012 in all three regions of the state and serves the South Carolina Medicaid members in all 46 counties.

This information is provided to ensure contract transparency and compliance with SCDHHS' policy to publicly announce all CAPs. In the event SCDHHS or its designee finds that a contractor and/or its subcontractors failed to comply with requirements of a contract, the contractor may be required to submit a CAP to SCDHHS outlining the steps it will take to correct any deficiencies and/or non-compliance issues identified by SCDHHS in the Notice of Corrective Action.

Contractors under a CAP are required to produce a plan that not only addresses the issues identified, but outlines steps necessary to sustain the corrections. SCDHHS welcomes public comment regarding the CAP by visiting [www.scdhhs.gov/caps](http://www.scdhhs.gov/caps). All comments should be submitted to SCDHHS by December 15, 2012.

Please refer any questions or concerns regarding this bulletin to the SCDHHS Provider Call Center at 1-888-289-0709. Thank you for your continued support in the South Carolina Medicaid program.

/s/  
Anthony E. Keck  
Director