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South Carolina Department of Health and Human Services

Transportation Advisory Committee

Meeting Minutes

December 07, 2017

Committee Members in Attendance: Lydia Hennick and Lynn Stockman

Committee Members via Telephone: Dr. Keith Guest, Troy Sapp, Heath Hill, Katherine Watts, and Doug Wright

Guests in Attendance: Krista Martin, Linda Calwile, and Maggie Knowles

SCDHHS Staff: Courtney Sanders, Stacey Shull, Peter Brooks, and Stephen Boucher

- 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 September 28, 2017.
- IV. **NEMT Updates**
 - a. **Procurement Update:** The RFP is being drafted and SCDHHS is observing the quiet period per procurement law and regulation.
 - b. **Nursing Home:** In November, SC DHHS announced their intentions to carve out NEMT (Non - Emergency Medical Transportation) from the Transportation broker and place the responsibility of coordination and payment for NEMT on the Nursing Homes when a Member is a resident at their facility. There is no change to Medicaid covered services, only a transition of the responsible party to coordinate services and payment to the Transportation Provider. This applies to all Members being transported either to or from a Nursing Home.
 - i. Change will take effect at 12:00 AM on January 1, 2018.
 - ii. NEMT for Members enrolled in a managed care plan (MCO) that require BLS or ALS transportation must be coordinated directly with the MCO. All other NEMT services for MCO Members are to be coordinated with the nursing home directly.



- iii. NEMT for Members enrolled in regular Medicaid (fee - for - service) must be coordinated directly with the Member's nursing home.

LogistiCare sent the communication to healthcare facilities and transportation providers. However, SCDHHS worked with LogistiCare to craft the statement. Stephen advised the TAC members that Jeff Saxon of SCDHHS sent out trip volumes to Nursing Homes approximately two weeks ago. The Nursing Homes will be responsible for delivering all levels of services to their members. Lynn questioned the type of nursing home the carve-out effected. The TAC was advised that is just skilled nursing facilities, not Assisted Living or Community Care Home Facilities. Troy asked about the rates and fee schedule. Boucher informed Troy the rates were established by utilizing historical volume for trips to and from nursing homes. Dr. Guest inquired about the formulary used to develop the rates. Boucher advised expenditures over time were utilized to develop the rates and applied to each nursing home budget.

V. Program Monitoring Tools / Activities

- a. **Transportation Broker Performance Reports (October - December 2017) – Trips, Denials, and Complaints Statewide (SFY 2018):** Lydia advised this quarter is always a little *off* due to back to school and hurricane season. Students return to school in August and parts of the state was impacted by hurricanes. Stephen inquired about the A Leg Drop Off. Lydia advised A Leg Drop Off for the reviewed months was elevated. LogistiCare is working closely to improve performance numbers with the provider network and contract compliance. Providers arriving early also impacts the A Leg percentage. LogistiCare will present provider A Leg Drop Off early data monthly to SCDHHS.

Katherine Watts with Lexington questioned where a list of providers would be available. Lydia directed Katherine to the Office of Regulatory Staff (SCORS) and South Carolina Department of Health and Environmental Control (SCDHEC). Katherine continued and stated the ambulance providers contracted with the Broker is low and hospitals struggle with discharges. Lydia recognized the low numbers of enrolled providers and referenced the compliance set forth by SCDHEC and some providers fail to meet compliance. Katherine stated Lexington struggles with higher levels of service. Troy advised the cost of employing certified/credentialed individuals is not comparable to the amount of business an organization receives. Furthermore, contractual limitations prohibit transportation providers in executing trips and hospital discharges. Troy advocates for relaxed administrative burdens, states there needs to be a balance.

- b. **Transportation Provider Performance Reports:** Reviewed definition of private and transit providers. Private providers are facilities that only transport their own members; example is an adult day care center. Transit providers are councils on aging, rural transport authorities, or public transits that perform transportation, not just fixed routes. To provide further clarity, if an ambulance provider offers other levels or service other than BLS or ALS, they are still considered an ambulance provider for purposes of this data.
- 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. **TAC Departures and Vacancies:** At the June 22, 2017, Coretta announced that at the end of the year she is resigning from TAC. TAC members will work with SCDHHS to nominate a replacement over the coming months and future meeting. Wallace Cunningham of AARP, possible nomination for the TAC, was scheduled to attend the December TAC meeting. However, due to unforeseen circumstances, Mr. Cunningham was unable to attend. Courtney discussed the vacancies currently present, as well as the vacancy left by Scott Lesiak with the South Carolina Emergency Medical Services Association (SCEMSA). For some time, the South Carolina Hospital Association (SCHA) has maintained a vacancy on the TAC. Courtney coordinated with the SCHA to appoint a representative, the SCHA appointed Laura Cole of the SCHA and Katherine Watts of Lexington Medical Center. The TAC members motioned and received a second vote for the SCHA newly appointed representative. Troy volunteered to work with SCEMSA to nominate a representative. However, Troy did caution not many NEMT providers are active with that association, but he would still make an effort. Courtney asked if Troy could send the contact information for the SCEMSA and she will reach out as well.
- b. **SCDHHS Leadership Changes:** As Interim Director Joshua Baker takes the helm at the South Carolina Department of Health and Human Services, there are several organizational moves occurring to help the agency transition under this new leadership. Deirdra Singleton is now the Deputy Director for Administration and Chief Compliance Officer. In her new role, Deirdra will manage Facilities, Human Resources, Procurement and the Office of General Counsel, including Program Integrity. Bryan Amick is officially Deputy Director for Health Programs. Bryan has been serving as the interim in this role since April of this year. Stephen advised the Senators return the second Tuesday in January and hopefully the confirmation hearing will occur before the end of January 2018.
- c. **Upcoming Meeting Dates for 2018:** The dates for the 2018 TAC Meetings were decided upon. All meetings will be conducted at the South Carolina Department of Health and Human Services from 10:00 a.m. to 12: 00 p.m. in the J9 conference room. The dates are as followed Thursday, March 08, June 28, September 27, and December 06, 2018.

The meeting adjourned at 11:35 a.m.