

South Carolina Department of Health and Human Services

Transportation Advisory Committee

Meeting Minutes

March 09, 2017

Committee Members in Attendance: Lydia Hennick, Dr. Keith Guest, Coretta Bedsole, Lynn Stockman, and Doug Wright.

Committee Members via Telephone: Scott Lesiak and David Elliot.

Guests in Attendance: Krista Martin, Michael Egan (Phone), Paul Schafer, Beverly Hamilton, Krista Martin, Talvin Herbert (Phone), Nichole Melton-Mitchell (Phone), and Jim Ritchie (Phone).

SCDHHS Staff: Courtney Sanders, Stacey Shull, Maudra Brown (Phone), Stephen Boucher, Peter Brooks, Deirdra Singleton, Diann Williams (Phone),

- I. **Welcome and Introductions:** Courtney Sanders of SCDHHS 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 December 08, 2016.
- IV. **NEMT Updates**
 - a. **Procurement Update:** At the November 15, 2016 Medical Care Advisory Committee (MCAC) Meeting, Deirdra Singleton proposed Non-Emergency Medical Transportation (NEMT) Carve-In into the Managed Care Organizations (MCOs) on or after January 01, 2018. Mr. Ritchie asked if SCDHHS was speaking to other states with carve-in models for best practices. Mr. Ritchie continued and referenced Washington State has a desirable model. The carve-in is in its infancy, and SCDHHS will update the TAC when a carve-in schedule is developed. TAC members stated their desire for the smoothest transition for the carve-in and strongly encourages collaboration with all parties.

V. Program Monitoring Tools / Activities

- a. Transportation Broker Performance Reports (January - March 2017) – Trips, Denials, and Complaints Statewide (SFY 2017, SFY 2016):** The TAC discussed modifying the Explanation of Complaints & Denial Categories. Dr. Guest stated some concern about dental coverage for dual eligible Nursing Home members. According to the explanation dental is not covered. Dr. Guest and other TAC members would like clarity in the definitions to ensure there is no confusion. Ms. Hennick of LogistiCare discussed the noticeable increase to the percentage of Provider No Shows. In an effort to decrease and stabilize that number some Providers were terminated and others placed on Corrective Actions Plans. Additionally, Ms. Hennick noted just because a Provider No Show is reported, it doesn't directly correlate to a missed appointment. No comments or further discussion.
- b. Transportation Provider Performance Reports:** No comments or discussion.
- 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. Rider No Show Update:** Krista Martin of LogistiCare presented the latest numbers of Rider No Shows and Corrective Actions. Repeat offender numbers are down and behavior modification is prevailing. Exceptions are made to the rider no show program to ensure the transportation is provided for the members. Mr. Wright expressed concerns from the provider network regarding compensation of rider no shows. Currently, transportation providers are not reimbursed for rider no shows. Mr. Wright advised of the huge cost to the provider network. Ms. Singleton responded referencing physician practices and their inability to seek reimbursement on patient no shows. Physician offices usually schedule above 100% capacity to account for no shows. Mr. Wright addressed the TAC and SCDHHS and encouraged a second look at reimbursement methodology surrounding no shows in the future contract.

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Ms. Bedsole advised of the new Director for the Office on Aging, Darryl Broome, and suggested the TAC ask Mr. Broome to serve on the committee.

LogistiCare presented WellRyde to TAC Members. WellRyde is an application that is free to transportation providers that allows the providers to use this as a platform to routing trips, scheduling, and billing. Mr. Wright states there are significant challenges with WellRyde for larger providers that multi-load different payor sources. The Application Programmer is meeting with other software companies that perform routing to form business relations for WellRyde to operate on all software platforms. At this time LogistiCare is not requiring providers utilize WellRyde. LogistiCare is meeting with all interested providers to discuss the advantages of the software. Updates will be provided monthly to SCDHHS regarding WellRyde utilization.

Dr. Guest addressed the TAC with concerns regarding cuts to Medicaid and the funding source moving toward block grants. Ms. Sanders stated SCDHHS is carefully monitoring the bill during the legislative session, but at this time it is just a bill. SCDHHS has not received any directive from CMS. Historically, Ms. Bedsole stated that the TAC members felt transportation wasn't as important or prioritized as other programs. The TAC members would appreciate the due diligence of SCDHHS during any funding changes in regards to transportation. Dr. Guest specifically expressed concerns for Nursing Home and Community Long Term Care population in relation to funding. Mr. Brooks, followed up on Ms. Sanders' statement, SCDHHS will follow all and any directive from CMS regarding funding.

The meeting adjourned at 11:45 a.m.

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.