

South Carolina Department of Health and Human Services

Transportation Advisory Committee

Meeting Minutes

December 10, 2020

Committee Members in Attendance via Telephone:

Lydia Hennick - Member of the Brokering Company operating the Medicaid Transportation
Doug Wright - South Carolina Association Council on Aging Directors
Brian Lawson - South Carolina Emergency Medical Services Association
Tom McGill – Office of Regulatory Staff (Tom Allen)
Kay Hightower - South Carolina Department on Aging
Jo Pauling-Jones – Two Medicaid recipients or two family members of Medicaid recipients (or Consumer Representatives)
David Elliott– Department of Health and Environmental Control
Katherine Watts - South Carolina Hospital Association
Lynn Stockman - Rural Transportation Association

Guests in Attendance:

Linda Calwile – ModivCare
Michael Egan – ModivCare

SCDHHS Staff:

Courtney Sanders – Transportation Contract Manager
Amye Josselyn-Key - SCDHHS

- 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 September 10, 2020.
- IV. NEMT Updates**
 - a. Procurement Update:** The RFP is being drafted and SCDHHS is observing the quiet period per procurement law and regulation. The possibility of a Request for Information (RFI) was discussed. The intention of a RFI is to receive written

information about the capabilities of various vendors. Based on the latest communications with the Managed Care Organizations the previously discussed carve in of NEMT benefits is withdrawn at this time.

V. Program Monitoring Tools / Activities

- a. Transportation Broker Performance Reports (July - September 2020) – Trips, Denials, and Complaints Statewide (SFY 2020):** Performance for A leg pick up, A and B leg drop off effected this quarter. The call center had performance issues in August due to COVID employee issues. Metrics returned to status quo in September.
- 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:** Four providers left the network due to COVID and insurance cost. ModivCare is working diligently to develop the network, especially ambulance levels of service.
- f. Report of Injuries / Incidents:** An increase in wheelchair tie down incidents have been reported. Reports of mask incidents are prevalent throughout every month.
- g. Report of Meetings:** COVID caused meetings to be virtual. Blitzes at facilities throughout the state were discontinued. Field observations resumed using all available safety protocols. Healthcare Facility Managers conducted trainings and other meetings virtual as well. If in person meetings are requested, all parties will try to accommodate with all safety measures followed.

VI. Advisory Committee – Current Issues/Concerns:

- a. OTP Update (Methadone):** At the 2018 Governor's Symposium on Opioids Governor Henry McMaster announced South Carolina Medicaid will begin covering methadone. Several facilities made trip modifications to accommodate COVID restrictions. Trips are returning to normal and rider no shows restrictions are being accessed against members for the OTP treatment type.
- b. COVID-19:** SCDHHS/LogistiCare mandated all members to wear face mask/coverings during transport to support safety and mask ordinances issued by county, town and municipalities. Drivers were previously mandated to wear face mask/coverings earlier in the year.

Ms. Wright inquired how the Broker was handling COVID positive or presumed positive hospital discharges. The Broker will discharge COVID positive or presumed positive members from a hospital discharge and to and from life sustaining services. The facility must inform the Broker

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of the member's COVID status and transportation will be upgraded to the appropriate level of service to ensure safe transport for the member and the transportation drivers.

The meeting adjourned at 10:40 a.m.