

South Carolina Department of Health and Human Services

Transportation Advisory Committee

2nd Quarter 2022 Meeting Agenda

May 3, 2022

9:15 a.m.-10:00 a.m.

1. Welcome and Attendance:

	Troy Snapp	
South Carolina Emergency Medical Services Association	Brian Lawson	X
South Carolina Hospital Association	Cyndi New	X
Department of health and Environmental Control	David Eliot	X
South Carolina Association Council on Aging	Doug Wright	X
Medicaid Recipient or Family Member of Medicaid Recipient (or Consumer Representative)	Jo Pauling-Jones	X
South Carolina Hospital Association	Katherine Watts	X
South Carolina Department of Aging	Kay Hightower	X
Rural Transportation Association	Lynn Stockman	X
ModivCare Representative	Andre Wickham	X
ModivCare Representative	Carla Corona	X
ModivCare Representative	Celeste Crooker	X
South Carolina Non-Emergency Medical Transportation Association	Mark Watts	X
Office of Regulatory Staff	Tom Allen	X
SCDHHS Representative	Jeremy Faulkenburg, DrPH	X
SCDHHS Representative	Sandra Hudson	X
SCDHHS Representative	Vanessa Jackson	X
SCDHHS Representative	Wanda Morgan	X



2. Approval of Previous Meeting Minutes

3. Program Monitoring Tools

a. Broker Performance Report (December 2021-February 2022)

- Total trips for the quarter were 100,877
- Total extra passengers were 9,100
- Provider No-Shows as percentages of total trips were not met at 36%
- Percent of Pickups on time were not met at 89.31%
- Percent of Deliveries on time were not met at 77.02%
- Percent of Pickups on time were not at 81.32%

Modivcare Comment:

- Modivcare continue to work with Transportation Providers as inconsistencies in prescheduling have been identified.
- Adjustments across the board are being made to accommodate members with their transportation needs.
- Modivcare is working on administratively to documenting changes.

b. Monthly Complaint by Complaint Type

- Rider No-Show was the largest
- Provider Late

c. Prompt payment Aging Report

- Provider payment invoices were submitted within an average of 20 days to Modivcare AP.
- Provider trips billed 316,412 at 100%.

d. Quarterly Provider Retention Report

- Q2 2022-163 Total Active Provider Sites

Modivcare Comment:

- Trips are being analyzed to determine where the current and potential transportation gaps are.
- Monthly orientations for potential providers.

e. Report of Meetings

- Q1 Meeting was held virtually on February 8th

f. Fuel payments

- SCDHHS provided fuel stipends for the period of January- March to assist in meeting the needs of our members. A ninety-day (90) evaluation is being conducted and an announcement will go out this month.

4. Advisory committee Issue and Concerns:

When the payments go out, is it explained in the invoicing?

Response from ModivCare- on the line item of invoice, supplements will not show. The electronic payment/ check will have a code on the remittance. Carla advised to reach out to her if anyone had questions trying to figure out payment on the remittance.

Where are we with new pricing across the state?

Response from ModivCare- Cannot elaborate, however; can tell the process is in place and conversations are being are happening.

Committee member stated, they are sitting in on conversations with CMS is gathering information to redo some of the brokerage models and asked if is it the understanding that, the new RFP will not be written by State until all conversations and language are sent down to the State?

Response: Jeremy F- Yes, we are actively reviewing the RFP. It will not be finalized until CMS have completed their drafts, suggested language, and any changes.

Committee member stated, No Shows are not being paid to transportation providers. Question, how do we solve this issue?

Response: Andrea- Agreed to the concern being an issue. He stated that Modivcare is working with the facilities to accommodate changes. The changes are being made to accommodate tier times, however; it is causing an impact on Provider's performances. Andrea stated Modivcare will do they need to do to support performances and accommodate the facility changes.

Next Meeting: Tuesday, August 9, 2022

Link to TAC Meeting

[Transportation Advisory Committee | SC DHHS](#)