

South Carolina Department of Health and Human Services

Non-Emergency Medical Transportation (NEMT) Open Forum Follow Up

April 15, 2013

Agenda

- Welcome and Introductions
- Executive Staff Comments
- Stakeholder Input Review Process
- Feedback On Specific Comments / Recommendations
- Closing Remarks

Welcome and Introductions

- Michael Collisi - Facilitator
- Michael Chowning - Facilitator
- Zenovia Vaughn - Program Manager
- Mike Benecke - Contract Manager
- Bz Giese – Deputy Director SCDHHS

Executive Staff Comments

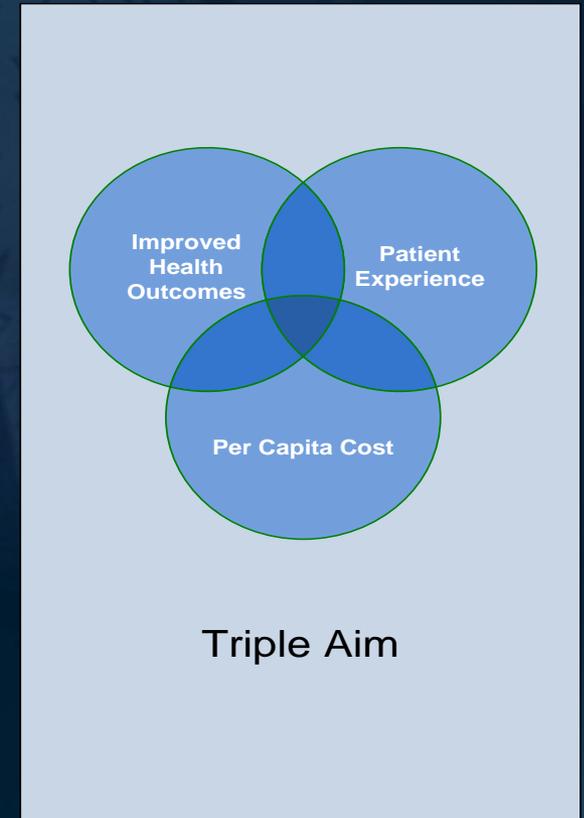
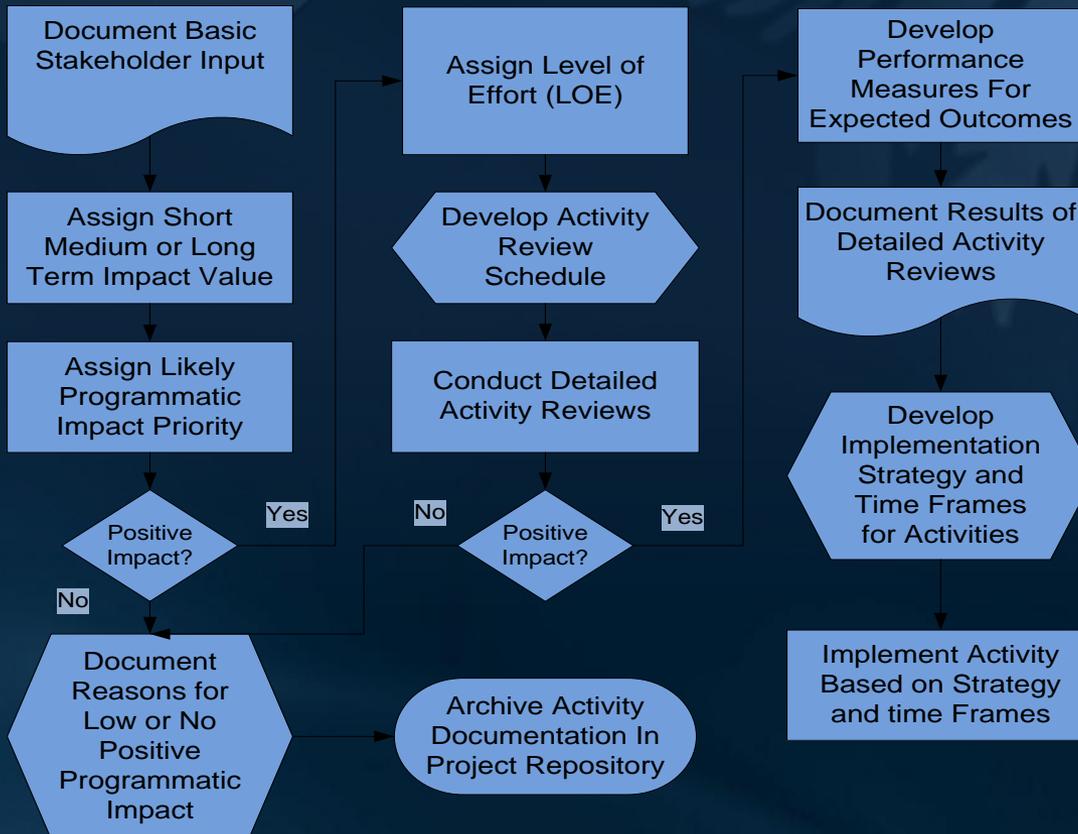
Stakeholder Input Review Process

- Principles of the Logic Model Methodology
- Iterative process of review and evaluation
- Consider positives and negatives
- Consideration of competing interests
- Ultimately decisions will support our program impact goals

Stakeholder Input Review Process

Figure 1

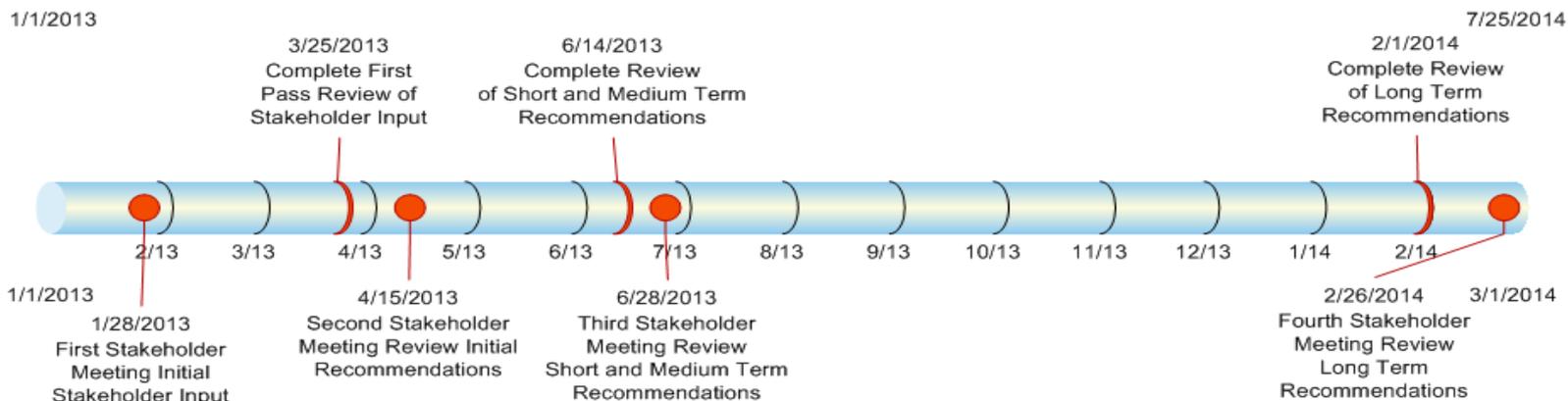
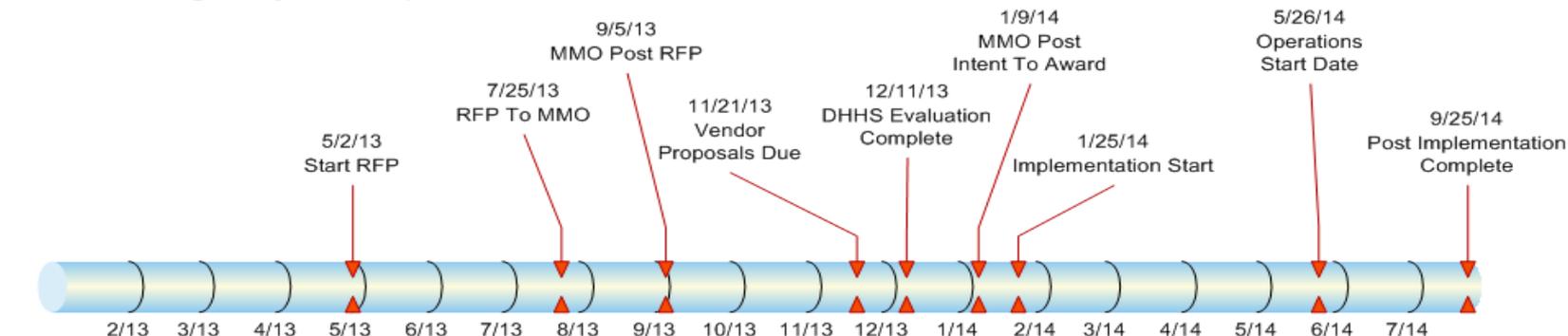
NEMT Stakeholder Input Review Process



Stakeholder Input Review Process

Non-Emergency Transportation Timeline Comparisons

Non-Emergency Transportation Broker Model Procurement



Non-Emergency Transportation Stakeholder Input Analysis – Logic Model

Stakeholder Input Review Process

- Objectives to be achieved
 - Conduct sufficient analysis on all recommendations to yield good decisions
 - Document the reasons for the decisions made
 - Develop measurements for the activities implemented to measure actual impact

Stakeholder Input Review Process

- Some activities already under way
 - SHMC09 – Member education and communications plan
 - SHMC02 – Conduct member satisfaction survey
 - SHCC09 – Post broker performance reports to DHHS website

Feedback on Recommendations Documented

- Recommendations that may have been missed entirely
- Comments about specific recommendations by reference number

Closing Remarks

Thank you for attending:
SCDHHS values your input!