

## **South Carolina Department of Health and Human Services**

### **Transportation Advisory Committee**

#### **Meeting Minutes**

**September 25, 2014**

**Committee Members in Attendance:** Coretta Bedsole, Lydia Hennick, Lynn Stockman, Troy Sapp, Scott Lesiak, Ken Welch

**Committee Members via Telephone:** Crystal Hart, Denise Rivers Afton Ellison

**SCDHHS staff:** Stephen Boucher, Martha Mitchell, Ervin Yarrell, and Courtney Sanders

- I. **Welcome and Introductions:** Stephen Boucher, South Carolina Department of Health and Human Services called the meeting to order. Boucher spoke to the Committee regarding the separation of Michael Benecke from SCDHHS and asked for patience and understanding during the hiring process. -.
- II. **Purpose of the Transportation Advisory Committee (TAC):** The purpose of the TAC meetings-are to meet quarterly - review performance reports and - make recommendations to resolve issues or complaints.
- III. **Meeting Minutes Approval:** The committee approved the meeting minutes for June 26, 2014.
- IV. **Transportation Provider Reroutes – Sub Committee Update:** All current issues have been resolved; a pop up box is presented to the driver that allows him/her to accept the reroute. Committee has been dissolved.
- V. **Transportation Provider On-Time Performance – Sub-Committee Update:** No update to report. The sub-committee has revised its membership and will report to the Committee on the schedule Quarterly TAC Meeting on Thursday, December 11, 2014. Please note administrative fixes have occurred between Logisticare and Providers, and are verified in the reporting.

**VI. Transportation Advisory Committee Website – Update:** Previous Meeting Minutes stated the Contact information for the TAC members has been posted to the SCDHHS meeting website, but is inaccurate. The TAC Committee would like to see Meeting Minutes, Agendas, and Committee Members present on the website so they may serve as Good Will Ambassadors for Providers and Others regarding Transportation. Additionally, the Committee expressed interest in having the link to the RFP on the website (<http://webprod.cio.sc.gov/SCSolicitationWeb/contractSearch.do?solicitnumber=5400008382>).

**VII. Stakeholder Input – Procurement Update:** -Beginning June 26, 2014, Regions 2 and 3 are operating under an Emergency Procurement and Region 1 is operating on the available option year under the existing contract. Medicaid is required by law to provide transportation to its beneficiaries to and from medical appointments. The new RFP was posted the South Carolina Budget and Control Board Procurement Services Website on August 26, 2014. At this time (September 25, 2014) questions regarding the RFP cannot be answered by anyone outside of Procurement. Committee members are directed to speak with David Quiat. At the time of the meeting, questions submitted regarding the RFP are being posted and will be posted when available; questions and answers will be part of an amendment to the RFP. Dates, timeline, and submission deadlines will also be updated in an amendment. As of October 02, 2014, the RFP date of submission has been extended indefinitely, please see the language provided; “The Request for Proposal is amended as follows: The date for submission and opening of proposals and posting of award has been extended indefinitely. A second amendment, with responses to prospective offeror’s submitted questions, will be issued and will include the new date for submission and opening of proposals and posting of award. The Submission Ending Date/Time found on the procurement website is a placeholder only. The opening date has been extended indefinitely.”

Scott Lesiak, as a TAC Committee member would like to be provided updates on the RFP. Stephen Boucher stated that SCDHHS could not speak on the RFP. Other TAC Committee Members expressed their issues with the RFP process:

- Structure of Rates
  - Discriminatory Rates
  - Longevity of Rates
  - Urgent Call Rate vs. Standing (Scheduled) Rates

TAC Committee Members are to provide their concerns and issues to Coretta Bedsole by close of business September 30, 2014. Ms. Bedsole, representing the TAC Committee will present Committee’s standpoint to Mr. Quiat.

**VIII. Program Monitoring Tools / Activities:**

- a. **Transportation Broker Performance Reports (January – March 2014) – Trips, Denials, and Complaints by Region (SFY 2014, SFY 2013):** The TAC Committee discussed restructuring the current format of reporting, but decided to continue to format the reporting by Region. Please note this report is provided to the Department by Logisticare; but it is the Department’s template.

- b. Transportation Provider Performance Reports:** TAC Committee members would like to see the report sorted by Provider, Type of Provider, and Highest to Lowest on-time performance. Please note this report is provided to the Department by Logisticare.
  - c. Transportation Broker Accounts Payable Aging Report:** No comments or discussion. Please note this report is provided to the Department by Logisticare.
  - d. DHHS Internal Complaint Tracking:** No comments or discussion. Please note this report is composed by the Department.
  - e. Report of Injuries / Incidents:** Summary of Reported Rider Injury and Incidents for April – June 2014 will be reported at the December 11, 2014 Quarterly Transportation Advisory Committee Meeting. Please note this report is composed by the Department.
  - f. Report of Meetings:** No comments or discussion. Please note this report is composed by Logisticare and the Department.
  - g. Program review and Field Observation Site Visits:** No comments or discussion. Please note this report is composed by Logisticare and the Department.
- XI. Advisory Committee – Current Issues/Concerns:** The TAC Committee would like to devote time during the December 11, 2014 Quarterly Transportation Advisory Committee Meeting to discuss percentage of on-time trips and re-routes.

The meeting adjourned at 12:00 p.m.

The next Meeting will be held on Thursday, December 11, 2014 at 10:00am, 1801 Main Street, Columbia, South Carolina.