



South Carolina Department of Health and Human Services  
1801 Main Street: 11<sup>th</sup> Floor Conference Room  
Columbia, South Carolina 29201-8206  
**Transportation Advisory Committee**

Meeting Minutes  
September 27, 2012 10:00 a.m.

**Committee Members in Attendance:** Chuck MacNeil, Lynn Stockman, Coretta Bedsole, Lydia Hennick, Dr. Keith Guest, Asha Brown

**Others in Attendance:** Gerry Dickinson, Krista Martin, Eric Dent  
Stephanie A. Smith, Rhonda Goodman, George Parker, Stephen Williamson

**Via Telephone:** Scott Lesiak, Chuck DeZearn, Ann August

**DHHS Staff:** Michael Benecke, Zenovia Vaughn, Ervin Yarrell, Audrey Williams

**I. Welcome and Introductions:**

In the absence of the Chairman Dr. Keith Guest, Coretta Bedsole called the meeting to order.

**II. Purpose of the Transportation Advisory Committee (TAC)**

The purpose of the TAC meetings is to meet quarterly to review performance reports and to make recommendations to resolve issues or complaints.

**III. Meeting Minutes Approval**

The committee approved the minutes for the June 28, 2012 meeting.

**IV. Sub-Committee Report On Transportation Provider Survey**

Michael Benecke stated that the goal of the survey is to determine the financial stability of the transportation provider community.

Lynn Stockman reported that the Sub-Committee has developed a list of questions for the survey that will be sent to Zenovia Vaughn and Michael Benecke Monday, October 1, 2012. SCDHHS will send the questions to the University of South Carolina (USC) who has an agreement/contract with SCDHHS to conduct all surveys. The survey results may be used in the development of the future RFP.

A question was asked about a timeline for the completion of the survey. Ms. Vaughn stated that the last survey USC did for SCDHHS took two months. If that same timeline is used, USC will receive and formulate the questions. Afterwards they will be sent back to SCDHHS and the Sub-Committee for review and approval. Once approved by SCDHHS and the Sub-Committee the questions will be put online by USC. The providers will be allowed thirty days to get their

response to USC. Then, it should be another thirty days for USC to make a determination from the responses.

**V. Report on Committee Membership Contracts**

Mr. Benecke sent an email to everyone who had been identified as being a committee member. Four members required by the legislation to have representation on the committee did not respond:

South Carolina Hospital Association

Public Service Commission

South Carolina Healthcare Association

South Carolina Emergency Medical Association

Mr. Benecke requested a notation in the meeting that Scott Lesiak be recognized as the representative for the South Carolina Emergency Medical Association. SCDHHS is also working with Logisticare to get at least two recipients from the healthcare community to represent the Medicaid members. Chuck MacNeil and Asha Brown are the representatives for the commercial transportation providers. Rhonda Goodman was introduced as a person who will assist the TAC in securing a Medicaid member representative on the committee.

**VI. Recommendation for Next Procurement**

All recommendations from stakeholder groups for the next procurement should be put in writing and submitted to SCDHHS prior to the December 13 meeting. SCDHHS will consider all recommendations with the primary objective of ensuring members get to their appointments safely and on time.

**VII. Program Monitoring Tools/ Activities**

Lydia Hennick explained the activities and reports for all three regions.

**Transportation Broker Performance Reports for April-June 2012**

Ms. Hennick explained the percentage of trip volumes, call volumes, the complaints and denials. She stated that the trip volume was up, the call volume was up due to members calling the broker for return trips, or the Where is My Ride line. Mr. Benecke identified a potential error in the Region 1 performance report. The SFY 2012 total for the A-Leg Pickup may be in error. The 92.35% average on time performance number will be verified and corrected if necessary.

**Transportation Provider Performance Report**

Logisticare began operations in Region II and Region III in February 2012. Ms. Hennick stated that there have been some issues with some of the providers in Region II and Region III not meeting the required standards for transporting members. For those providers Logisticare has scheduled meetings to discuss their performance and for some have instituted a Correction Action Plan (CAP), a signed copy of which is in the provider's file. Ms. Hennick also said that she has seen some improvement in some of the providers' performance since the CAP was instituted.

The **Transportation Broker Accounts Payable Aging Report**, the **DHHS Internal Complaint Tracking Report** and the **Report of Meetings** were included in the TAC meeting report package, however they were not discussed in detail during the meeting.

### **Program Review and Field Observation Site Visits**

SCDHHS and Logisticare conducted several unannounced joint site visits. SCDHHS will do be conducting site visits in the coming months.

### **VIII. Advisory Committee- Current Issues/ Concerns**

Tri County Link (in the Low-Country) gave notice to Logisticare that they will be ending their contract for NEMT services as of November 2. Tri County Link will continue their public transit program.

Meeting adjourned at 12:00 p.m.

Next meeting is scheduled for December 13, 2012

1801 Main Street, Columbia, South Carolina, at 10:00 am

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