

South Carolina Department of Health and Human Services

Transportation Advisory Committee

Meeting Minutes

March 07, 2019

Committee Members in Attendance:

Lydia Hennick - Member of the Brokering Company operating the Medicaid Transportation
Doug Wright - South Carolina Association Council on Aging Directors
Tom Allen – Office of Regulatory Staff
Katherine Watts – South Carolina Hospital Association
Dr. Susan Luberoff – South Carolina Medical Association
Lynn Stockman - Rural Transportation Association
Laura Cole – South Carolina Hospital Association
Kay Hightower - South Carolina Department on Aging

Committee Members via Telephone:

Brain Lawson – South Carolina Emergency Medical Service Association
Ken Welch – South Carolina Non-Emergency Transportation Coalition
Thornwell Simons – Consumer Representative
Nikki Hutchison – Consumer Representatives
David Elliott – Department of Health and Environmental Control

Guests in Attendance:

Krista Martin – LogistiCare
Linda Calwile – LogistiCare
Scott Bagwell - LogistiCare
Phil Lidell
Richard Laplatt

SCDHHS Staff:

Courtney Sanders – Transportation Contract Monitor
Stacey Shull – Senior Consultant

- I. Welcome and Introductions:** Doug Wright of the TAC 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 December 06, 2018.

IV. **NEMT Updates**

- a. **Procurement Update:** The RFP is being drafted and SCDHHS is observing the quite period per procurement law and regulation. A guest inquired about the cancelled RFP. Courtney explained the RFP was cancelled by the State Fiscal Accountability Authority (SFAA) due to protest filed by LogistiCare. *'As a result, HHS has requested cancellation of the award to Southeast prior to performance, alleging that "the award is in error." The request cites Regulation 19-445.2085(C)(7), which states:*

Cancellation of Award Prior To Performance.

After an award or notification of intent to award, whichever is earlier, has been issued but before performance has begun, the award or contract may be canceled and either re-awarded or a new solicitation issued or the existing solicitation canceled, if the Chief Procurement Officer determines in writing that:

(7) Administrative error of the purchasing agency discovered prior to performance....'

Courtney offered to send the written decision to the inquiring parties; will be completed after the meeting.

V. **Program Monitoring Tools / Activities**

- a. **Transportation Broker Performance Reports (Oct. – Dec. 2018) – Trips, Denials, and Complaints Statewide (SFY 2019):** Lydia provided an overview of the report card and other corresponding reports. Doug requested Lydia explain on time performance for the new attendees. After the explanation, Doug stated the 60 minute pick up window is vague and despite repeated education to members, caregivers and other schedulers for the members the phone calls regarding location and certainty of rides is a burden. Doug continued and praised the Broker for their performance.

Routine Trip Requests	
A - Leg Pick Up	within 30 minutes of the scheduled pick up time
A - Leg Drop Off	* up to 45 minutes prior to the appointment time and no later than the appointment time
B - Leg Pick Up	** within 30 minutes of the scheduled pick up time OR within one hour of the call requesting pick up for open return times

B - Leg Drop Off	members must be dropped off at their home destination as early as possible and within the normal drive time plus one hour
X - Leg Pick Up	** within 30 minutes of the scheduled pick up time OR within one hour of the call requesting pick up for open return times
X - Leg Drop Off	members must be dropped off as early as possible and within the normal drive time plus one hour
Same Day Trip Requests	
A - Leg Pick Up	within three hours of the call requesting transportation
A - Leg Drop Off	* up to 45 minutes prior to the appointment time and no later than the appointment time
B - Leg Pick Up	** within 30 minutes of the scheduled pick up time OR within one hour of the call requesting pick up for open return times
B - Leg Drop Off	members must be dropped off as early as possible and within the normal drive time plus one hour
X - Leg Pick Up	** within 30 minutes of the scheduled pick up time OR within one hour of the call requesting pick up for open return times
X - Leg Drop Off	members must be dropped off as early as possible and within the normal drive time plus one hour

* Members must not be dropped off prior to the facility opening time

** Members must be picked up prior to the facility closing time

Kay Hightower inquired how a member or other party can file a complaint with the Broker. Complaints are received multiple ways; telephonically, web and fax. Once the complaint is received, an investigation process begins. The investigation especially when the complaint regards timeliness, transportation providers are required to respond and submit according GPS data when applicable. Corrective action plans, reduction in trip volume and liquidated damages are levied against the provider for performance and failure to respond to complaints. Courtney inquired about how the Department of Aging handles the calls they receive regarding NEMT complaints. Kay stated if the members or their representative reach the DOA then they have exhausted several other resources. Courtney instructed those escalations be routed to SCDHHS.

Katherine Watts inquired about the enrollment of transportation providers and the period that is considered open enrollment. Lydia stated there is no open enrollment period, however the Broker utilizes discretion to not oversaturate a specific geographical area. Katherine stated some concerns with network adequacy. Krista volunteered to work with

Katherine about her concern and partnering with transportation providers that are contracted with hospitals; Laura offered assistance as well.

- 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:** No comments or discussion.
- f. Report of Injuries / Incidents:** No comments or discussion.
- g. Report of Meetings:** No comments or discussion.

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. At the time of the TAC meeting, SCDHHS is unsure how the newly covered service will impact NEMT. It is reported to SCDHHS that the state currently has 21 licensed OTP (Opioid Treatment Program) Facilities. The OTP facilities will be eligible to enroll with Medicaid effective January 01, 2019. Once the OTP facilities are enrolled with SC Medicaid, NEMT benefits can be afforded to eligible members. LogistiCare is scheduled to meet with any interested OTP clinic to introduce NEMT to their organizations. Follow up information will be provided at future meetings.

Katherine stated that complaints at down at her facility. Lynn Stockman noted continuously issues with capturing electronic signatures on software that is yet to be integrated with the Broker’s software. LogistiCare stated they are addressing this issue internally. Furthermore, software concerns will be addressed in the future RFP. LogistiCare has started to accept compliance documents via email. Since inception, due to different software applications (Adobe) some packets were unable to be opened, subsequently not processed. LogistiCare performed network updates, including updates for software applications; the updates have allowed all packets to be opened and processed.

The meeting adjourned at 11:35 a.m.