

South Carolina Department of Health and Human Services

Transportation Advisory Committee

Meeting Minutes

March 27, 2014

Committee Members in Attendance: Lydia Hennick, Coretta Bedsole, Lynn Stockman, Rhonda Goodman, Troy Sapp, Ken Welch, Susan Bowers, Dr. Patrick Goldsmith, Wendy Moore, Denise Rivers, Scott Lesiak, Keith Guest, MD, Lynn Bailey, Krista Martin, George Parker

Committee Members via Telephone: Crystal Hart, Gloria Prevost

Guests in Attendance:

SCDHHS staff: Michael Benecke, Martha Mitchell, Lisa Robinson

- I. Welcome and Introductions:** Coretta Bedsole, Chairperson 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 meeting minutes for December 12, 2013.
- IV. Other Business:** There was a slight deviation from the agenda when it was learned that there are two vacancies for Transportation Provider Area Representatives on the committee. Motions were made and accepted to nominate Ken Welch and Troy Sapp to fill these positions. At the next meeting, Michael Benecke will go through committee members to ensure that proper representation on the committee is achieved.
- V. Transportation Provider Survey – Detailed Recommendations Update:** The surveys were distributed to the TAC members after the December meeting. No responses or recommendations were received from committee members. The comments that were made were not detailed enough for there to create any actionable items.

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Michael Benecke recommended that the survey detailed comments be tabled until the procurement is posted and we are able to have a better understanding of any additional detailed recommendations. The recommendation was accepted by the committee.

- VI. Transportation Provider Reroutes – Sub Committee Update:** As requested by Doug Wright, Lydia Hennick and Scott Lesiak have been meeting, but have not been able to follow up on the concerns that Doug raised, nor have they been able to meet with Doug. The sub- committee was created to take a look at what was causing these concerns. The main issue seemed to be that trips that had been rerouted by the provider were being rerouted back to the same provider. Logisticare has created a pop-up window display showing the trip re-routes and that has improved the systemic process significantly. Coretta asked meeting attendees whether this has been an issue for their providers. There has been a decrease in instances of trip re-routes.
- VII. Member Survey – Update:** The member survey has been posted to the DHHS website. Kathy Smith did a presentation to the committee a few meetings ago. Recommended changes to the consumer survey were made. There is a link to the survey under the TAC meeting webpage. Coretta noted that she has been having a difficult time finding any links associated with transportation and questioned how we can make the links more user friendly. The concern is that if Coretta is having a difficult time finding it, the consumers will also have a hard time. Michael will resend a direct link to the TAC website. Coretta suggested that Gloria Prevost form a sub-committee to look at the SCDHHS TAC webpage and get with Michael with ideas on how to make it more user friendly.
- VIII. Transportation Provider On-Time Performance – Sub-Committee Update:** Rhonda Goodman gave an overview of the first meeting. There was a great turnout, with 68 people signing in for the meeting. Crystal Hart suggested everyone to break up into smaller groups for the next meeting. Attendees were comprised of both new and veteran providers. People had concerns which were based on several issues, including wrong routes, consumers not being home, dialysis appointments being difficult to pinpoint pick-up times, Illegible names and incorrect contact information. One of the biggest issues for providers is arriving at consumer's homes and learning that they are not going to their appointment. A recommendation has been made for an alert that will be created to inform the provider when a consumer is deceased. The sub-committee would like to continue to meet and will present recommendations to the committee at the next meeting. Michael reminded the sub-committee to walk through and to vet and recommendations prior to presenting them to the committee. We want to make sure that the recommendation will ultimately make sense. Crystal will forward any recommendation documents to Michael and Coretta. Rhonda and Crystal are working to coordinate a date and time for the next sub-committee meeting. Coretta thanked Rhonda and Crystal for their work on the sub-committee.
- IX. Stakeholder Input – Procurement Update:** SCDHHS is continuing to evaluate all of the stakeholder input received in the last few months. SCDHHS is taking due diligence on all of the recommendations.

Michael indicated there is no imminent announcement, but SCDHHS is very close to being able to post the procurement. The committee members will get an email with a link to the RFP once it has been posted. There was some discussion among the committee members who have heard rumors concerning brokerage and transportation systems. Nothing is definite until the RFP is posted. The significant mission of the agency is to get Medicaid patients to their appointments on time. At this time, it's probably not likely that the agency will begin booking appointments. Michael is unaware of any cost assessments that may have been done specifically for transportation related to the Affordable Care Act (ACA). Michael recommended that everyone go to the website and review the ACA information presented. There was some discussion concerning the 3 regions that Logisticare is covering and the existing contracts in those areas. Regions 2 and 3 are under emergency procurement contracts. These contracts end May 25, 2014. Medicaid is required by law to provide transportation to its beneficiaries, regardless of the status of the contracts. Region 1 is a three year contract with two one year options. This contract expires in May, but has a one year option available at that time. Coretta asked members of the audience for any input they have regarding the broker system. Coretta reminded the committee members that it is part of their job to answer questions about transportation from the groups they represent. If there are questions that you cannot answer, ask Michael so we can ensure accurate information is given.

X. Program Monitoring Tools / Activities:

- a. Transportation Broker Performance Reports (October – December 2013) – Trips, Denials, and Complaints by Region (SFY 2014, SFY 2013):** There was some discussion about pick up issues. We are down to single trip level on pickups. Hospital discharges are usually where the issues lie. Dr. Guest discussed some of the issues that his provider office is having. A large number of issues are with same day appointments. Another concern is that Logisticare has issued drop off and pick up times at the same time. These are treated the same as the B leg drop off rules. Dr. Guest does not have complaints about the service level. A large percentage of clients are with adult day care centers. Sometimes, a client may have 3 or 4 appointments scheduled for the same day. These clients should fall into a different category. If trips could be measured by "somewhat early, but not late", percentages would increase significantly. Some of the Liquidated damages are based on on-time performance measures. Transportation providers cannot be more than 45 minutes early, or more than 1 minute late.
- b. Transportation Provider Performance Reports:** Daily performance expectations are not put into the contract Logisticare has with transportation providers. Logisticare measures on time performance monthly. Making slight changes to the expectations would change the measurements. This may or may not be in the best interest of clients.
- c. Transportation Broker Accounts Payable Aging Report:** No comments or discussion.
- d. DHHS Internal Complaint Tracking:** No comments or discussion.

- e. Report of Injuries / Incidents:** There was a significant increase in the last three month period. A lot of the incidents/injuries were with slip and falls by clients. Safety requirements were re-emphasized. The drivers need to be able to assist clients at all times. This number cannot continue to increase. There were 16 incidents with members who are in wheelchairs. In those instances, Logisticare required drivers to retake safety training and passenger sensitivity training. Logisticare has disqualified 4 drivers in recent months due to driver courtesy complaints. Dr. Guest expressed his appreciation for the information, but noted that more detailed injury information is needed so the committee can look into trends.
- f. Report of Meetings:** No comments or discussion.
- g. Program review and Field Observation Site Visits:** No comments or discussion.

XI Advisory Committee – Current Issues/Concerns:

The meeting adjourned at 12:00

The next Meeting will be held on Thursday, June 26, 2014 at 10:00am, 1801 Main Street, Columbia, South Carolina