

South Carolina Department of Health and Human Services

Transportation Advisory Committee

Meeting Minutes

March 08, 2018

Committee Members in Attendance:

Lydia Hennick - Member of the Brokering Company operating the Medicaid Transportation
Lynn Stockman - Rural Transportation Association
Doug Wright - South Carolina Association Council on Aging Directors
Laura Cole - South Carolina Hospital Association
Troy Sapp - Transportation Providers

Committee Members via Telephone:

Katherine Watts - South Carolina Hospital Association
David Elliot - Department of Health and Environmental Control

Guests in Attendance:

Frankie Evans - LogistiCare
Jonathan Teeter – Office of Regulatory Staff
Joann Brown - WellCare
Monique Garvin (Representing Gloria Prevost) – Consumer Representative
Michael Egan (Phone) - LogistiCare
Tom Allen (Phone) – Office of Regulatory Staff

SCDHHS Staff:

Courtney Sanders – Transportation Contract Monitor
Stacey Shull – Senior Consultant for Health Programs
Peter Brooks – Director of Communications
Stephen Boucher – Director of Operations
Maudra Brown (Phone) – Policy Analyst -Coverage and Benefit Design

- I. Welcome and Introductions:** Lynn Stockman 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 07, 2017.

IV. NEMT Updates

- a. Procurement Update:** The RFP is being drafted and SCDHHS is observing the quite period per procurement law and regulation. Lynn questioned if the Supplemental Payments will continue. Stephen ensured the payments will continue until the new RFP is implemented and the payments have been built into the 2019 Fiscal Year budget.

V. Program Monitoring Tools / Activities

- a. Transportation Broker Performance Reports (October - December 2017) – Trips, Denials, and Complaints Statewide (SFY 2018):** LogistiCare terminated some transportation providers at the end of calendar year 2017 for performance issues. Lydia further stated a code will be added to reporting metrics to identify provider no show recovered by another provider.
- b. Transportation Provider Performance Reports:** No comments or discussion
- c. Complaint by Provider Type:** To ensure a three member panel from SCDHHS are reviewing monthly incidents two alternates were added to the review panel.
- 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. TAC Departures and Vacancies:** At the June 22, 2017, Coretta announced that at the end of the year she is resigning from TAC. TAC members will work with SCDHHS to nominate a replacement over the coming months and future meeting. Wallace Cunningham of AARP, possible nomination for the TAC, was scheduled to attend the March TAC meeting. However, due to unforeseen circumstances, Mr. Cunningham was unable to attend. The TAC members were polled for nominations for a Chairperson. Doug Wright was nominated, his nomination was seconded, and so ordered. Courtney discussed the vacancies currently present, as well as the vacancy left by Scott Lesiak with the South Carolina Emergency Medical Services Association (SCEMSA). Troy volunteered to work with SCEMSA to nominate a representative. However, Troy did caution not many NEMT providers are active with that association, but he would still make an effort. Courtney has unsuccessfully reached the President and President Elect of SCEMSA regarding the TAC vacancy; she will continue to perform outreach. On March 05, 2018, Courtney received communication from Dr. Guest tendering his resignation from the TAC. Courtney communicated with Ms. Brannon at the SCMA and a new representative will be appointed during

their upcoming board meeting.

- b. SCDHHS Leadership Changes:** Joshua Baker was confirmed as Director of the South Carolina Department of Health and Human Services on February 08, 2018. Stephen Boucher announced that NEMT will no longer fall under his purview. However, NEMT will remain in Health Programs. Donna Parker will be the Director over NEMT which is housed in the Division of Managed Care & Operations.

Doug questioned the quantity of calls LogistiCare Customer Service Representatives (CSR's) make to providers when the member is within performance metrics but is inquiring of an estimated time of arrival (ETA). Doug states the calls are costly and unnecessary. Doug inquired about starting a pilot program, volunteering his transportation company as a case study. SCDHHS will discuss with LogistiCare the cost and ramifications of not calling the providers in relation to the member and operations. An update will be provided at the June Meeting.

The Office of Regulatory Staff and Lexington Medical Center both reported claims of volunteer drivers' multi-loading. SCDHHS and LogistiCare will work with ORS and Lexington to thoroughly investigate the claims.

The meeting adjourned at 11:40 a.m.