

## South Carolina Department of Health and Human Services

### Transportation Advisory Committee

#### Meeting Minutes

June 25, 2020

#### Committee Members in Attendance via Telephone:

Lydia Hennick - Member of the Brokering Company operating the Medicaid Transportation  
Doug Wright - South Carolina Association Council on Aging Directors  
Katherine Watts - South Carolina Hospital Association  
Tom Allen – Office of Regulatory Staff  
Ken Welch – South Carolina Non-Emergency Coalition  
Kay Hightower - South Carolina Department on Aging  
Troy Sapp – Transportation Providers  
Lynn Stockman – Rural Transportation Association  
Cyndi New – South Carolina Hospital Association

#### Guests in Attendance:

Linda Calwile – LogistiCare  
Scott Bagwell – LogistiCare  
Michael Egan – LogistiCare

#### SCDHHS Staff:

Courtney Sanders – Transportation Contract Manager  
Amye Josselyn-Key – Program Coordinator

- 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:** Skipped. Due to the COVID-19 Pandemic the March 12, 2020 meeting was cancelled. All reports are available on <https://www.scdhhs.gov/organizations/transportation-advisory-committee>.
- IV. **NEMT Updates**
  - a. **Procurement Update:** The RFP is being drafted and SCDHHS is observing the quiet period per procurement law and regulation. The possibility of a Request for Information (RFI) was discussed. The intention of a RFI is to receive written



information about the capabilities of various vendors. Based on the latest communications with the Managed Care Organizations the previously discussed carve in of NEMT benefits is withdrawn at this time.

**V. Program Monitoring Tools / Activities**

- a. Transportation Broker Performance Reports (January - March 2020) – Trips, Denials, and Complaints Statewide (SFY 2020):** January and February are aligned with historic performance. Due to the COVID-19 pandemic, March experienced mass cancellations which caused an extreme number in trip variances.
- 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. The Broker started receiving trips for OTP in May of 2019. Currently twenty-two (22) facilities are enrolled SC Medicaid Providers and utilizing NEMT. The service does continue to see growth since implementation.
- b. COVID-19:** The pandemic has caused a reduction in trip volume due to Executive Orders issued by the Governor’s Office causing closure of facilities, reduction in healthcare related services and other associated private business decisions regarding services. Mr. Wright inquired about SCDHHS/LogistiCare’s stance on the abundance of recently passed mask ordinances issued by county, town and municipalities regarding the requirement of face mask or face coverings and the implication of what that means for SC Medicaid members accessing NEMT services. At this time, SCDHHS and LogistiCare are considering a mandate to be issued for members; currently, all drivers are required to wear face mask/coverings.

Mr. Allen with ORS advised of a decal issuance delay due to printer error for the July 2020 renewal period. LogistiCare will receive a spreadsheet of compliant vehicle and providers to avoid an erroneous action of LogistiCare on vehicle and provider files.

The meeting adjourned at 10:40 a.m.