

## **South Carolina Department of Health and Human Services**

### **Transportation Advisory Committee**

#### **Meeting Minutes**

**June 22, 2017**

**Committee Members in Attendance:** Lydia Hennick, Coretta Bedsole, Lynn Stockman, Doug Wright, Gloria Provost, and Troy Sapp.

**Committee Members via Telephone:** Scott Lesiak, Dr. Keith Guest, Heath Hill, and Ken Welch.

**Guests in Attendance:** Ken Welch (Phone), Krista Martin (Phone) and Georgette Alford.

**SCDHHS Staff:** Courtney Sanders, Stacey Shull, Maudra Brown, Peter Brooks, Diann Williams, and Bryan Amick.

- I. **Welcome and Introductions:** Coretta Bedsole, Chairwoman 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 March 09, 2017.
- IV. **NEMT Updates**
  - a. **Procurement Update – MCO Carve In:** At the November 15, 2016 Medical Care Advisory Committee (MCAC) Meeting, Deirdra Singleton proposed Non-Emergency Medical Transportation (NEMT) Carve-In into the Managed Care Organizations (MCOs) on or after January 01, 2018. Gloria expressed some concern about the rollout of the MCO NEMT carve-in considering the problems medical providers, facilities, and consumers are experiencing with the July 01, 2017 carve-in of PRTF and Autism services. Coretta advised the Lt. Governor's Office is launching usability testing, disability/skill set testing for their website. Coretta requested SCDHHS determine if that best practice can be adopted for the carve-in. Troy Sapp advised the TAC that multiple Brokers would be absolute nightmare consider unique software requirements. Software changes and new implementation can cost upward of \$15,000.00 and a minimum of six

months. Furthermore, Troy recommended that DHHS consider allowing ambulance transports that originate from a hospital to be billed to DHHS or the MCO as a traditional fee for service. This allows hospitals to use the provider network they already use for ambulance discharges. The volume of these transports is relatively small and the cost to credential vehicles and staff may be too high for ambulance providers to assume as it relates to the revenue from these trips. Most of, if not all of the ambulance providers are already a Medicaid and Medicare provider. Coretta reminded the SCDHHS staff and TAC members of the service interruption to Hospital Providers the Broker implementation caused and advised of the need of avoidance for future carve-ins and contracts. Lydia seconded Troy's software issue and mentioned the smaller providers who don't utilize software, but paper logs. Smaller providers will struggle with multiple vendors, and MCO assignment will be hard to identify for members, discharges with facilities, and several other scenarios to consider.

Coretta respectfully requested SCDHHS implement a 24 hour one-eight hundred (1-800) number during inception and subsequent months of the MCO NEMT carve-in to assist providers, facilities, consumers and others requiring assistance.

#### **V. Program Monitoring Tools / Activities**

- a. Transportation Broker Performance Reports (January - March 2017) – Trips, Denials, and Complaints Statewide (SFY 2017, SFY 2016):** Courtney discussed the modifications to the Explanation of Complaint & Denial Categories definitions. As discussed in earlier TAC meetings the definitions did not accurately describe denial reasons. Clarity was provided regarding the adult dental benefit. Lydia provided an executive overview of the Broker's performance for the third quarter of FY2017. Lydia noted, WellRyde, a routing and billing software implemented in March with select providers. On time performance number slightly dropped, but the difference was minutes, not hours. The Broker modified the call center script the Customer Service Representatives (CSR) utilize to schedule transportation for members to remove the more challenging points, to improve member experience and shorten talk time.
- b. Transportation Provider Performance Reports:** No comments or discussion.
- c. Complaint by Provider Type:** Lydia stated specific providers experienced increased provider no shows. Corrective Action Plans (CAPS) and further contract talks are being conducted to ensure an overall decrease in provider no shows.
- d. Transportation Broker Accounts Payable Aging Report:** No comments or discussion.
- e. Transportation Provider Retention:** During the third quarter of FY2017 the Broker initiated six (6) provider terminations due to compliance issues. The Broker experienced six (6) provider initiated terminations due to personal issues, family issues, or move. Coretta questioned the stability of the market. Lydia stated the Broker struggles with anxiety from providers regarding business decisions and investments. In general, the providers want to know the future of

NEMT. Coretta inquired about resources available to providers. Lydia discussed the struggle some providers experience to access resources, but supplemental payments have helped. Troy seconded Lydia's comment regarding supplemental payments, adding it aids in covering capitol cost considering Spartanburg Regional operates in the red. Doug stated his business experiences capital concerns, but utilizes SCDOT Grant payments to maintain his vehicle fleet and supplemental payments have kept him in the market. Troy mentioned the difficulty maintaining experienced and good drivers. The market for drivers is slim considering employers like the school district are paying, on average two dollars more an hour. Coretta suggested raises to retain experienced drivers.

- f. **Report of Injuries / Incidents:** No comments or discussion.
- g. **Report of Meetings:** Coretta stated the TAC appreciates all the communication to providers and facilities and believes it can better improve transportation. Georgette Alford started her new role as Healthcare Manager, so they will be a rise in healthcare facility meetings. Lynn stated her pleasure with the Broker utilizing technology during vehicle inspections and blitz inspections. The Manager or point of contact for the provider is emailed results of the inspection, including pictures as soon as the inspection is complete.

#### VI. **Advisory Committee – Current Issues/Concerns:**

- a. **Rider No Show Update:** Krista Martin of LogistiCare presented the latest numbers of Rider No Shows and Corrective Actions. Repeat offender numbers are down and behavior modification is prevailing. Exceptions are made to the rider no show program to ensure the transportation is provided for the members. Mr. Wright expressed concerns from the provider network regarding compensation of rider no shows. Currently, transportation providers are not reimbursed for rider no shows. Mr. Wright advised of the huge cost to the provider network. Mr. Wright addressed the TAC and SCDHHS and encouraged a second look at reimbursement methodology surrounding no shows in the future contract. Diann scheduled a meeting with Stephen Boucher and Bryan Amick to address this issue and other deliverables from the TAC meeting.
- b. **SCDHHS Supplemental Payment Update:** Courtney presented the documentation shared with the provider community regarding the inception and methodology of the supplemental payments. During the first month of distribution, January, an error with the number of trips across all levels of service and mileage occurred. Based on that error a new methodology was utilized and incorrect reimbursement was supplied to the provider network. In the second month of reimbursement, February, SCDHHS reconciled January and adjusted any overpayments utilizing February funds. LogistiCare supplied all reimbursed providers a detailed reconciliation. The new methodology was utilized for the month of March. Some providers expressed concern about the new methodology and questioned if SCDHHS would return to the original methodology. After several conversations, SCDHHS determined the new methodology will be used from April and going forward. Ken questioned the

TAC Quarterly Meeting  
June 22, 2017 Meeting Minutes

duration of the supplemental payments. Courtney stated the end of the contract period with LogistiCare. Ken referenced one of the documents distributed to provider community stating the payments will continue until implementation of the RFP. Clarity will be provided prior to the next TAC meeting.

Doug stated WellRyde is an awesome system, but his company and other public transit companies are unable to integrate. The company, RouteMatch that is the current awardee of the SCDOT routing software procurement has denied WellRyde's request for integration. Doug is requesting, SCDHHS encourage LogistiCare to purchase a new software that meets the need of all providers, or offer more than one software. Doug wished to recognize the achievements and enhancement the TAC has made recently. Coretta appreciates Doug and his recognition of the achievements.

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 meetings.

The meeting adjourned at 11:55 a.m.

All meetings will be conducted at the South Carolina Department of Health and Human Services from 10:00 a.m. to 12:00 p.m.