

**Transportation Advisory Subcommittee
May 14th, 2024**

**Thank you for participating in the
TAC meeting.**

Agenda

1. Welcome & Introductions

Vanessa Jackson -SCDHHS

2. Approval Q1 Meeting Minutes

Wanda Morgan-SCDHHS

3. Updates

- a. Modivcare Management
- b. Performance and General Updates
- c. Complaints
- d. Transportation Partner Updates
- e. Contact Center Updates
- f. Ancillary and Facility Updates
- g. Facility Outreach/Training

Adam Merrick- VP of the Southeast Region

Frankie Evans– Customer Advocate Manager (CAM)

Shanley Beckett- Member Experience Manager (YORS)

Rosie Kaur/Michael Pittman –Provider Relations Managers (PRM)

Margaret Tucker– Contact Center Manager (CSM)

Sheanette Moore- Exceptions Supervisor

Dayna Jackson/Georgette Alford –Facility Outreach Managers

Celeste Crocker – SC Sr. Director (SRD)

4. Upcoming Roundtable Dates

5. Open Discussion/Advisory Committee Issues and Concerns

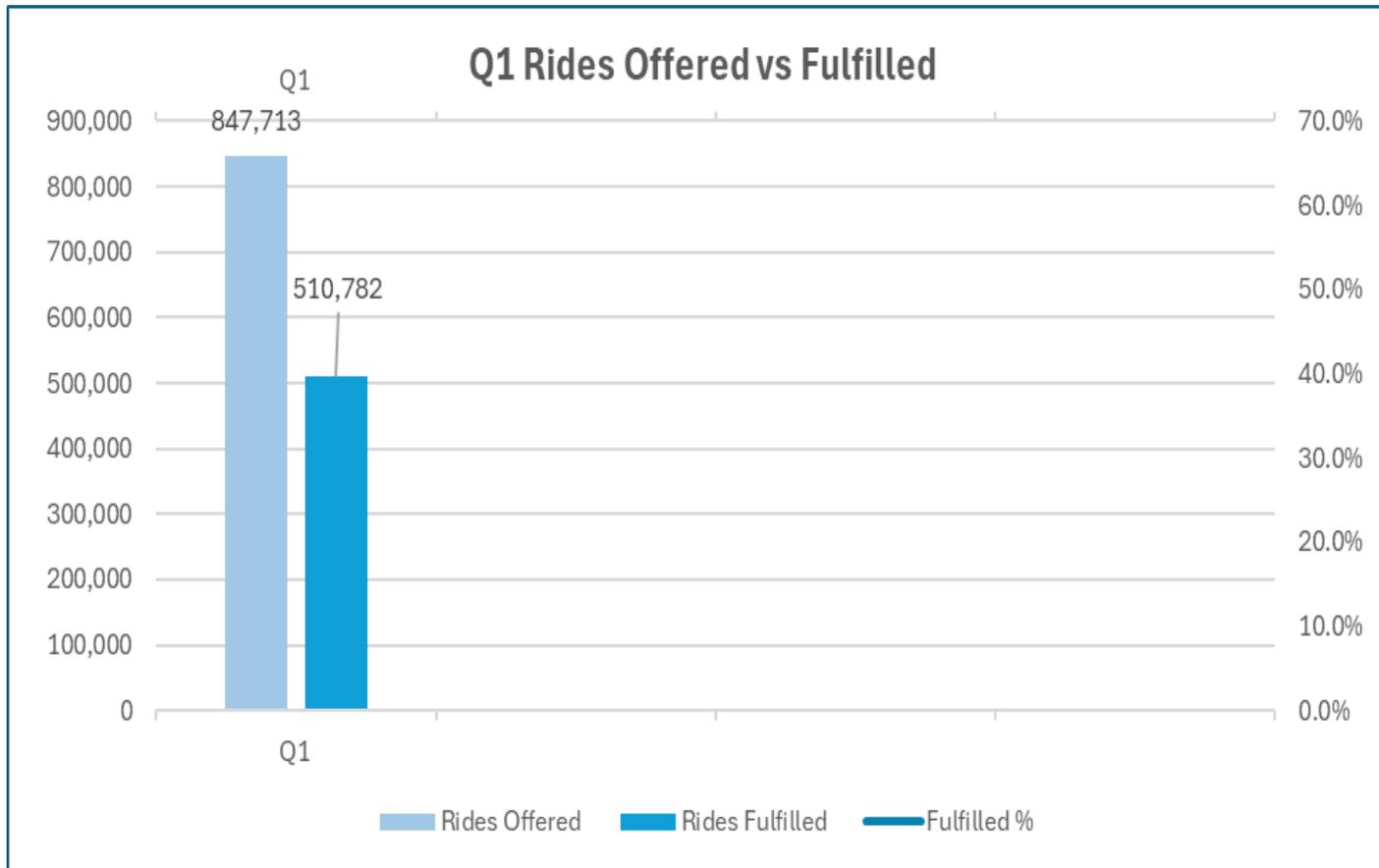
6. Next Steps

Adjournment

Performance and General Updates

Frankie Evans, Customer Advocate Manager

Q1 Rides Offered vs Fulfilled



Observations

Rides Offered: 847,713

- Rides Offered are reservation request for transportation that have been scheduled by member(s) or a member's representative

Rides Fulfilled: 510,782

- Rides Fulfilled is reservation request that transportation was secured for a member to and from their medical appointment.

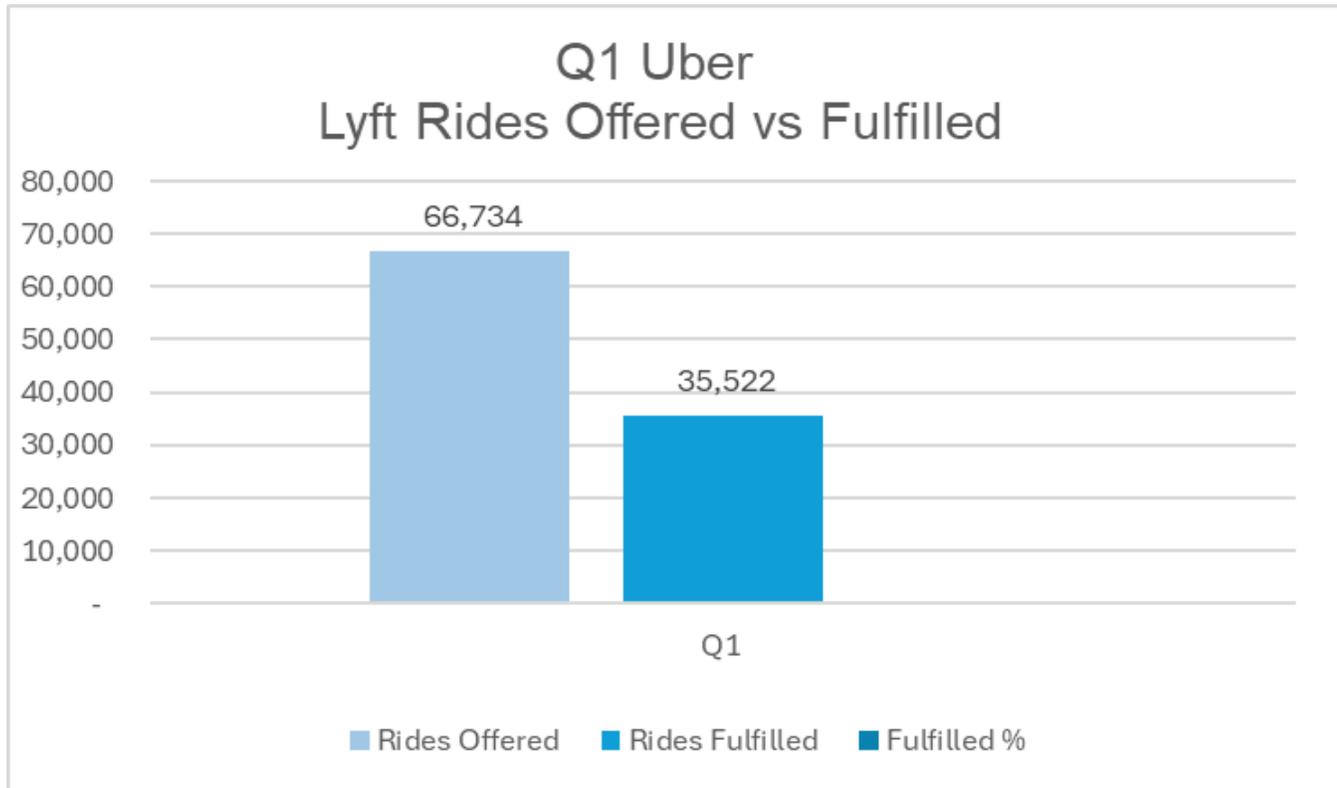
Difference: 336,931

- Trips Cancelled

Percentage of Rides By TP Type

92.30 %	Transportation Providers and/or Volunteer Drivers
7.70%	Uber or Lyft

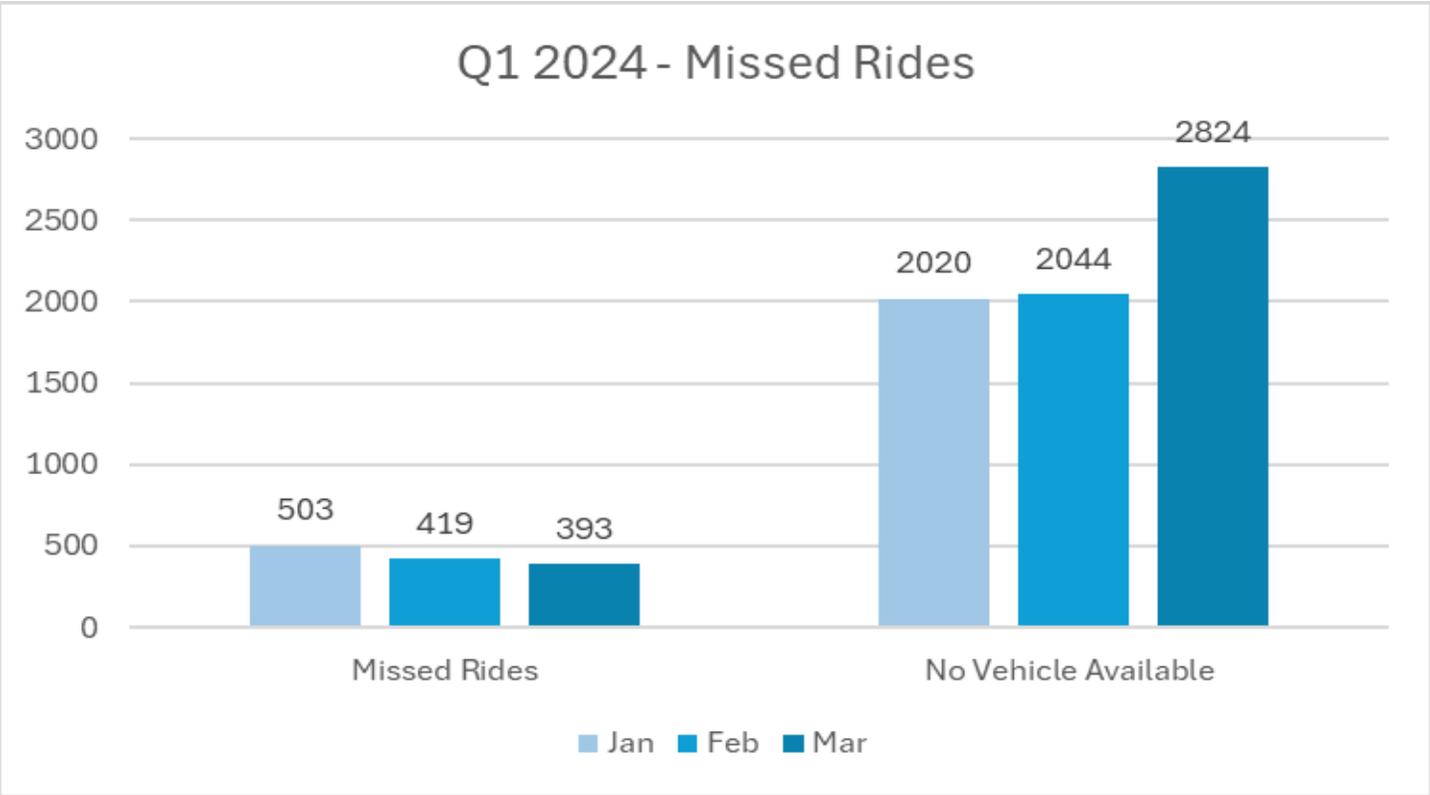
Q1 Uber/Lyft % of Total Rides Offered vs Fulfilled



Observations

- Customer Advocate Team comes into +/- 1800 reroutes from Transportation Partners (TP) daily. TPs can reroute trips up to 24 hours before the scheduled pickup time. Customer Advocates will utilize Uber/Lyft as a form of transportation for these members when applicable.
- Rides Offered are reservation request for transportation that have been scheduled by member(s) or a member's representative.
- Rides Fulfilled is reservation request that transportation was secured for a member to and from their medical appointment.

Q1 South Carolina Missed Trips



TP = Transportation Provider
Missed Trip= When A Transportation Provider fails to pick up a member

Observations

- No Vehicle Available
 - Trips rerouted by TPs due to high numbers of member no shows.
 - TPs refusing to attempt to pick up member with no shows because they will not be compensated.

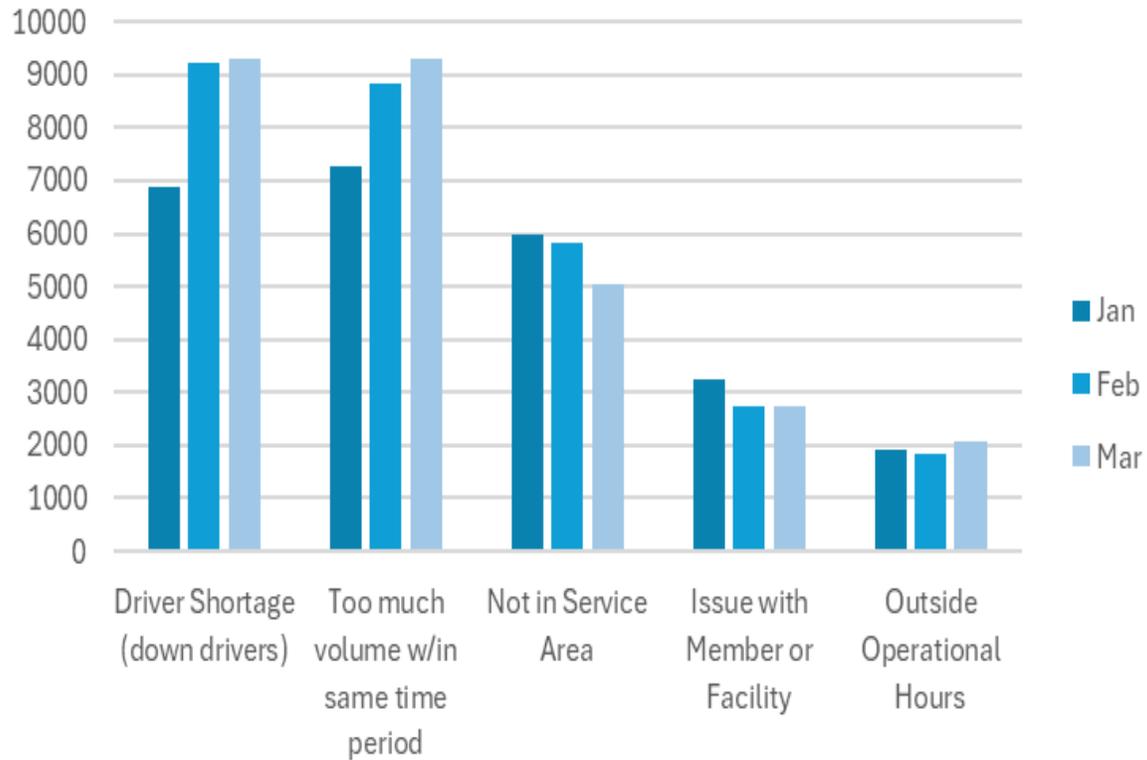
Improvement Actions

When TPs call the Provider Line to report driver or vehicle issues the Customer Advocate's will ask the following questions:

- How many days does the TP expect the driver or vehicle to be out of service?
- Do we need to reroute the TPs volume, if so, how many days should be rerouted from the TPs portal?
- Provider Relation Manager's (PRM) have been speaking with existing TPs about increasing volume in current areas to decrease the number of No Vehicle Available (NVA).
- The increase in NVA between February and March is due to the removal of three transportation providers from SC network.

Q1 Reroutes – Top 5 Reasons

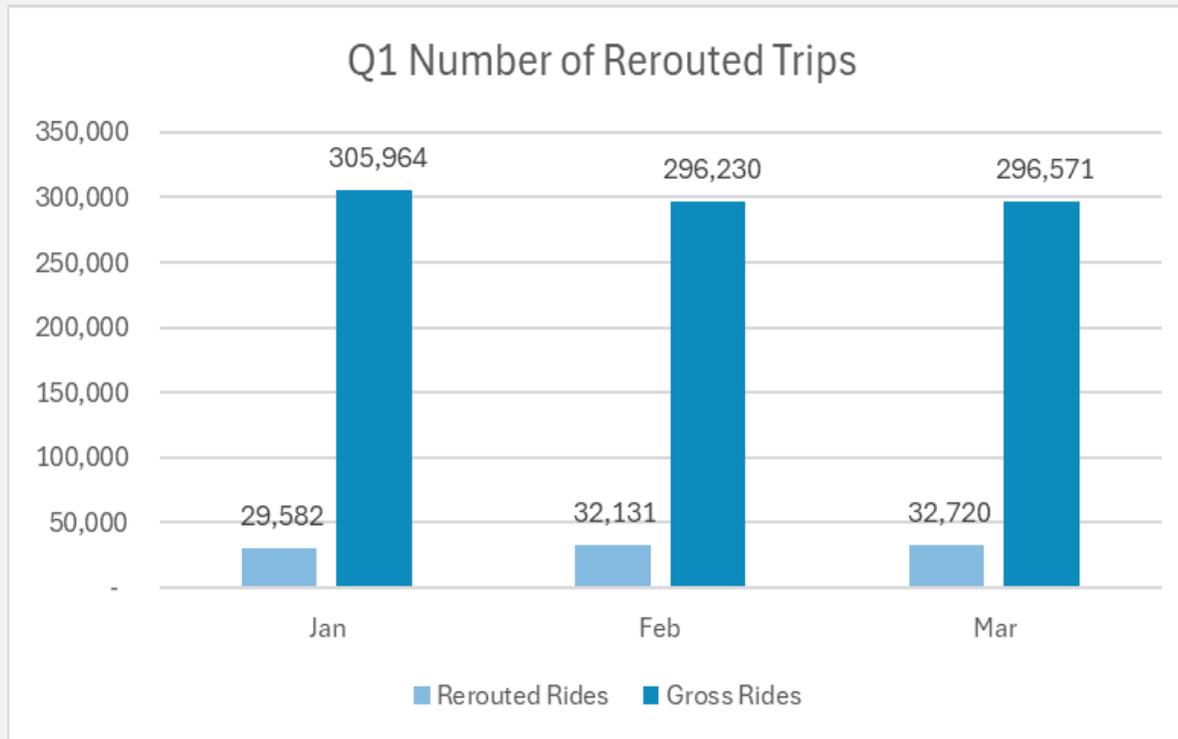
Top 5 Reroute Reasons - January - March



Top 5 Reroute

- Drivers Shortage
 - TPs are reporting they are having challenges securing qualified drivers. Modivcare Phillip Wilkins is willing to help and advise the TPs on recruiting drivers.
- Too much other volume
 - TPs are advising they are receiving too much volume with the same time-period. Provider Relations Manager and Customer Advocate Manager will continue to encourage the TPs to change the pickup times and contact the members to ensure they are willing to be picked up early.
- Not In Service Area
 - TPs rerouting trips stating they do not service the areas. Customer Advocate Manager have been working with the TPs to update their service area(s) in Modivcare auto assignment system.
- Issue with Member or Facility
 - Members refusing transportation when the TP arrives and/or the member does not come out to be transported to the appointment. Complaints are being filed against the members and facilities when the issues are being reported by the TPs.
- Outside Operational Hours
 - Early A.M. substance abuse & dialysis. Customer Advocates will ensure they are not placing trips on TPs portal outside of their operating hours.

Q1 Reroutes



Improvement Actions

- PRMs are meeting with transportation partners weekly
- Assessments are being made to adjust trip quantities by day & by TP.
- Assessment are being made to determine the areas where vehicles & drivers are needed by LOS by county and by zip code.

Q1 Top 5 Counties in Need of More Vehicles

- The top 5 counties that need additional vehicle count by LOS.
- Customer Advocate Manager is working with existing TPs to add service area(s) and/or more vehicles for the following counties:
 - Richland/Lexington
 - Lancaster
 - Greenville
 - Spartanburg
 - Horry

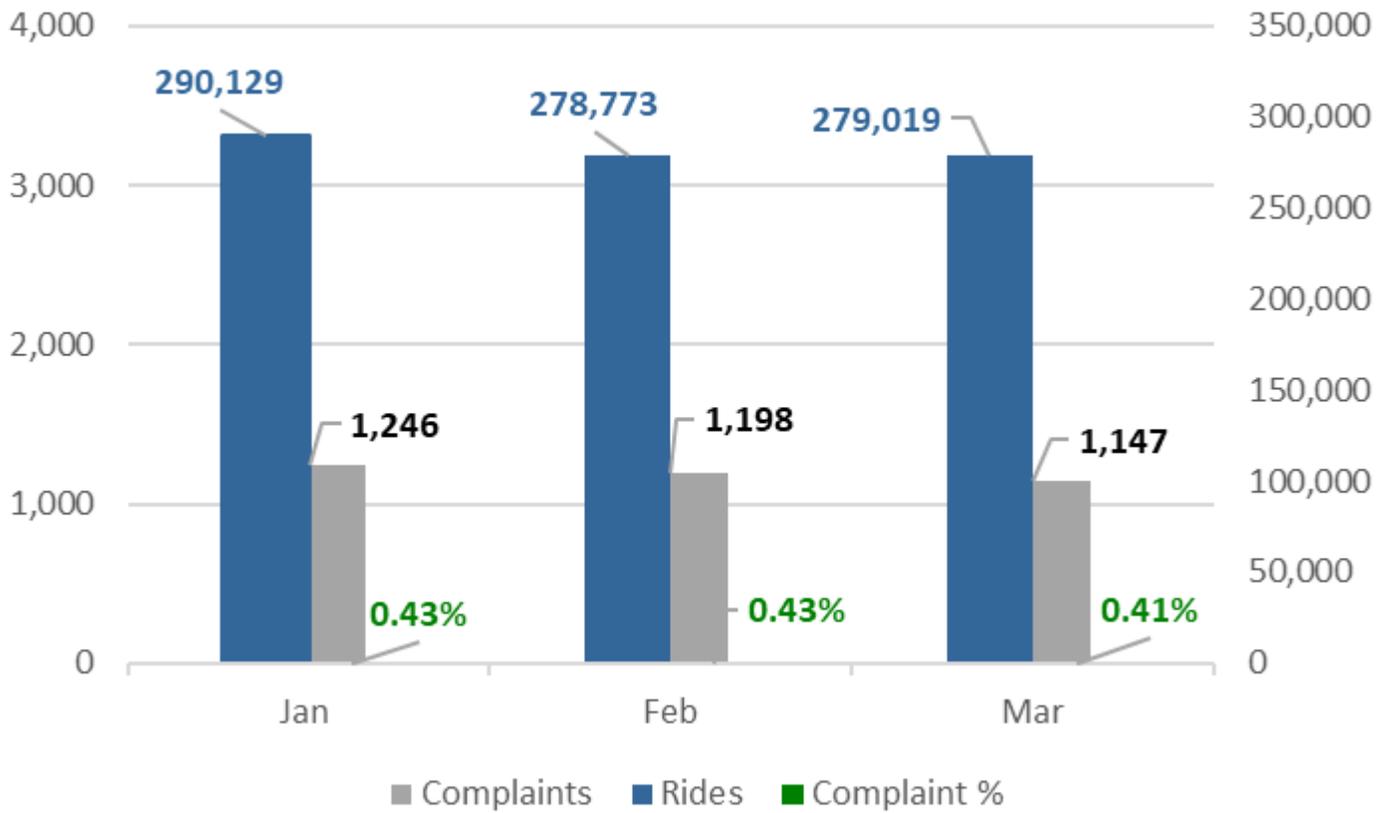
January	Ambulatory	7 Passenger Vehicles Needed	Stretcher	Stretcher Vehicles Needed	Wheelchair	Wheelchair Vehicles Needed
Richland/Lexington	187	27	17	9	67	16
Spartanburg	137	20			10	3
Greenville	63	9	9	4	37	9
Orangeburg	74	11	18	9	10	3
Lancaster	69	10	7	4	21	5
February	Ambulatory	7 Passenger Vehicles Needed	Stretcher	Stretcher Vehicles Needed	Wheelchair	Wheelchair Vehicles Needed
Spartanburg	127	18			10	3
Richland/Lexington	108	15	8	4	72	18
Greenville	61	9	7	3	33	8
Charleston	58	8	10	5	20	5
Horry	64	9	5	2	15	4
March	Ambulatory	7 Passenger Vehicles Needed	Stretcher	Stretcher Vehicles Needed	Wheelchair	Wheelchair Vehicles Needed
Charleston	126	18	29	15	63	16
Richland/Lexington	126	18	14	7	71	18
Spartanburg	137	20	3	1	3	2
Florence	54	8	16	8	44	11
Horry	46	7	4	2	63	16

Complaints

Shanley Beckett, Member Experience Manager
(Your Office of Resolution Services - YORS)

Q1 Member Experience (YORS) Data

Complaint % of Total Monthly Rides



Observations

Top 5 Complaint Types:

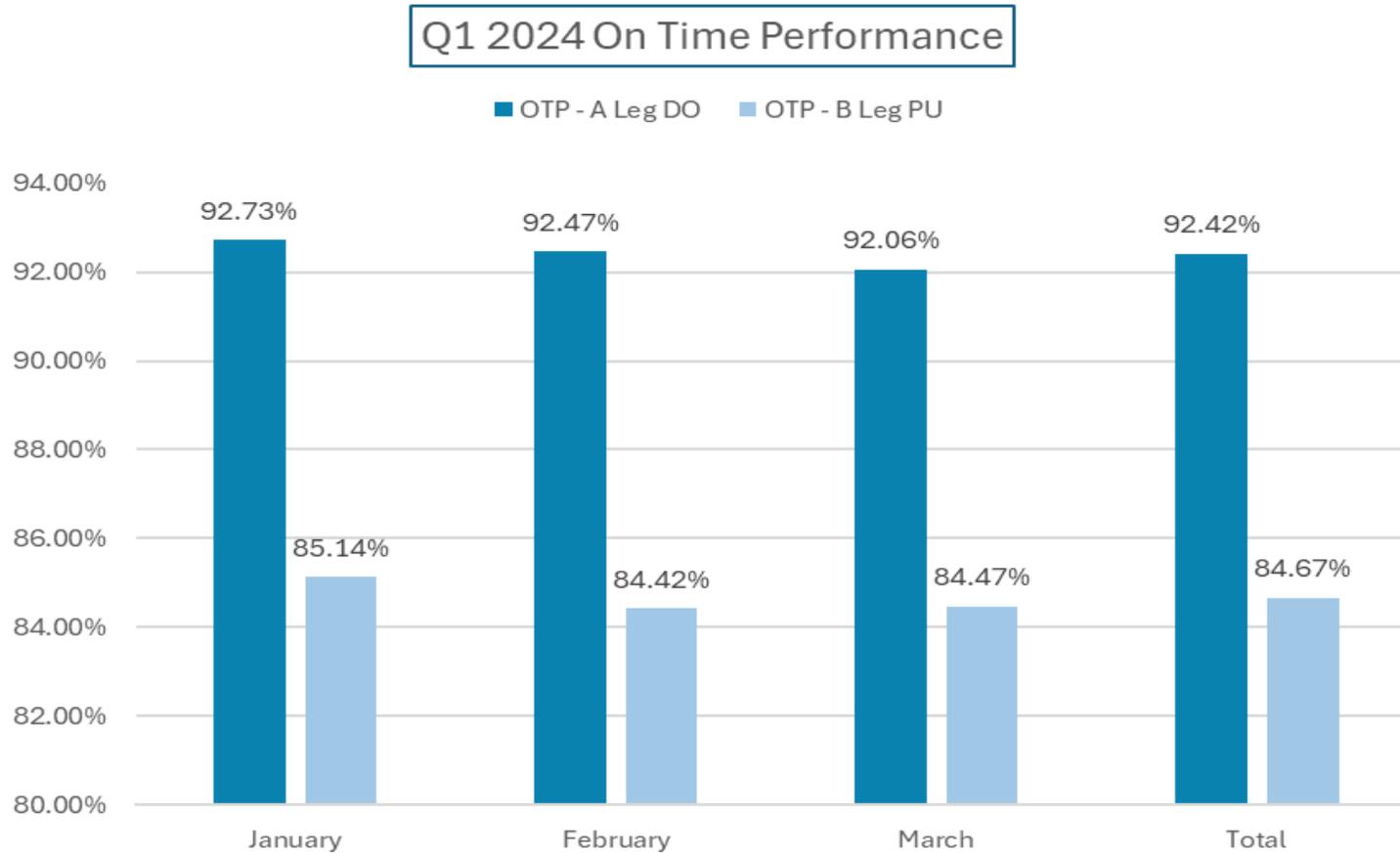
Complaint Types	January	February	March
Rider No Show	348	303	278
Provider No Show	241	202	171
Provider Late	163	171	134
Modivcare Issue	110	146	167
Modivcare Employee Issue	103	134	121

***A Modivcare Issue is a direct complaint that is placed regarding Modivcare, whether it's due to transportation not being secured for a member's trip, or a member having issues with the automated system (IVA/IVR).**

Transportation Partner Updates

Rosie Kaur/Mike Pittman
Provider Relation Manager's

Q1 On-Time Performance



Observations

- Adult Day Care is responsible for 37% of our total A-LEG drop off lates. ADC's does not have appointment times just windows of drop off, yet we hold our Providers to appointment times.

Improvement Actions

- We are in the process of calling all facilities and updating member's appointment times. We will work closely with our team to ensure these appointment time changes are made in our system.
- We are making daily calls to Providers and stressing the importance of getting our members to their appointments on time.

Q1 2024 Network Development

Region 1

- Spiritual Hands Transportation **A/WC**

Region 2

- Faithful Adult Care Services **A/WC**

Region 3

- Acorn Care Transport **A/WC**

Terminated Providers from Region 3:

Lee Paige DBA Meduport

SafeRide Transportation LLC

Ready 2 Blow DBA Speedy Transport

New Providers Pending Completion:

- Angelic Services LLC Rg1 / Ambulatory & Wheelchair
- Graham-Collins Adult Daycare – Rg. 3 / Ambulatory & Wheelchair
- Chase Transportation LLC Rg. 3 / Ambulatory & Wheelchair
- Divine Purpose Limited LLC Rg 1 / Ambulatory & Wheelchair
- Transportation Punctuality LLC Rg 3 Ambulatory & Wheelchair
- Compact Medical Services LLC Rg 1 Ambulatory & Wheelchair

Provider Performance Recognition

A&P Transportation LLC	A+	Medical Transportation South Carolina LL	A+
Active Day Winnsboro	A+	MedTran Express LLC	A+
ADVANCED MOBILCARE LLC	A+	MXM Investments LLC	A+
Aiken COA	A+	My Transport Care LLC	A+
Aiken Services of Florence LLC	A+	MYRIDE SC LLC	A+
AJS Transportation Services LLC	A+	Newberry County Council on Aging	A+
Allendale County COA	A+	One Carolina Transit LLC	A+
Alon Jay Transportation	A+	Optimum Healthcare LLC	A+
Anderson Transport Services LLC	A+	Palmetto Transport Service LLC	A+
Angelic Touch Transport LLC	A+	Paramount Transit Service LLC	A+
Askew's Vision LLC dba Askew's Vision Tr	A+	Platinum Transportation Services LLC	A+
Bamberg County COA	A+	Precious Adult Day Care Inc	A+
Brown's Transportation Services LLC	A+	Purvis Services LLC	A+
Brunson's Transportation Enterprise LLC	A+	Quality Care Transportation LLC	A+
CA Brown Enterprises LLC dba Chase Med	A+	RBS Transportation LLC	A+
Carolina Health Transport LLC.	A+	RSW Med LLC	A+
Carolina Med Trans LLC	A+		
CroMed LLC	A+		
CW Transportation LLC	A+		
Daryl W. Clark dba M.A.P.II Transport	A+		
Destiny Transport LLC	A+		
DJ's Transportation Services LLC R2	A+		
Edgefield Co. Senior Citizens Council	A+		
Elite Home Care Georgetown	A+		
Elite Home Care Greenwood	A+		

Provider Performance Recognition

Elite Home Care Laurens	A+	RW Transportation LLC	A+
Elite Home Care LLC	A+	Samaritan Bed & Bath Services Inc	A+
Elite Home Care-Florence	A+	Santee Luxury Transportation LLC	A+
Fairfield County Transit System	A+	SC circYoulation LLC dba circYoulation	A+
First Choice Ambulance Inc	A+	Senior Services Inc of Chester County	A+
Gregory Pouge Enterprise LLC	A+	SENIOR Solutions (Anderson)	A+
Heavenly Transportation LLC	A+	SENIOR Solutions (Greenville)	A+
iCare Transportation Services LLC	A+	Senior Solutions (Oconee)	A+
Integrity Transport LLC	A+	Simmons & Sons Trans LLC	A+
J Simmons Transportation LLC	A+	Smiling and Smiling Transportation LLC	A+
Jamison Transportation Services LLC	A+	Southeast Transportation Services LLC	A+
Jordan Transportation LLC	A+	Southeast Transportation Svcs-Columbia	A+
K W Transportation Logistic LLC	A+	Southeast Transportation Wheelchair	A+
Lakeside Medical Responses Inc	A+	Southeastern Medical Transport LLC	A+
Lancaster County COA Inc	A+	Sweat Transports LLC	A+
Let's Go Transportation Service LLC	A+	TC'S Medical Transit LLC	A+
Let's Ryde LLC	A+	TransitSouth LLC	A+
Line Leaders Logisitics LLC	A+	Transportation On Demand Inc	A+
Lucas & Bryson Transportation LLC	A+	Universal Transportation	A+
Mantis Transport of SC LLC	A+	Williamsburg County Transit System	A+
McCormick County Senior Center	A+	Witchers LLC	A+
		ZBS Logistics LLC	A+
		Zoom 45 Transportation LLC	A+

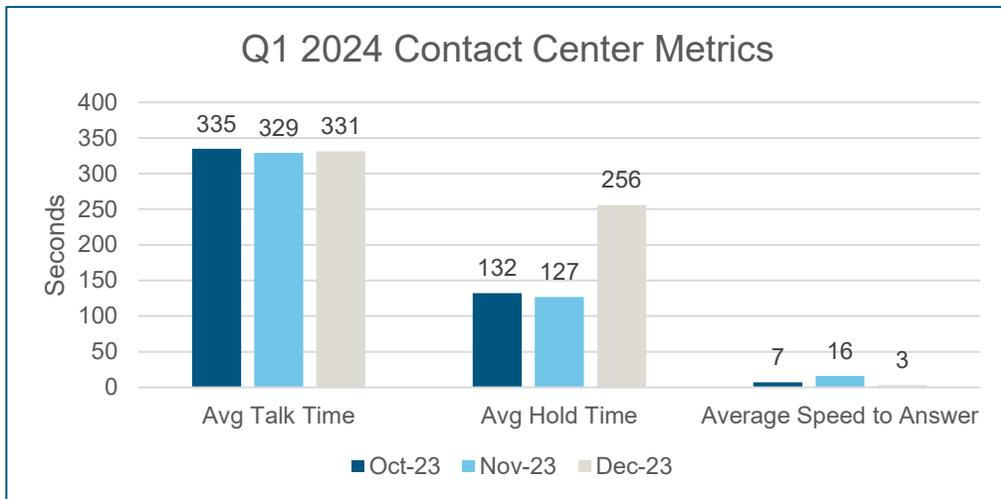
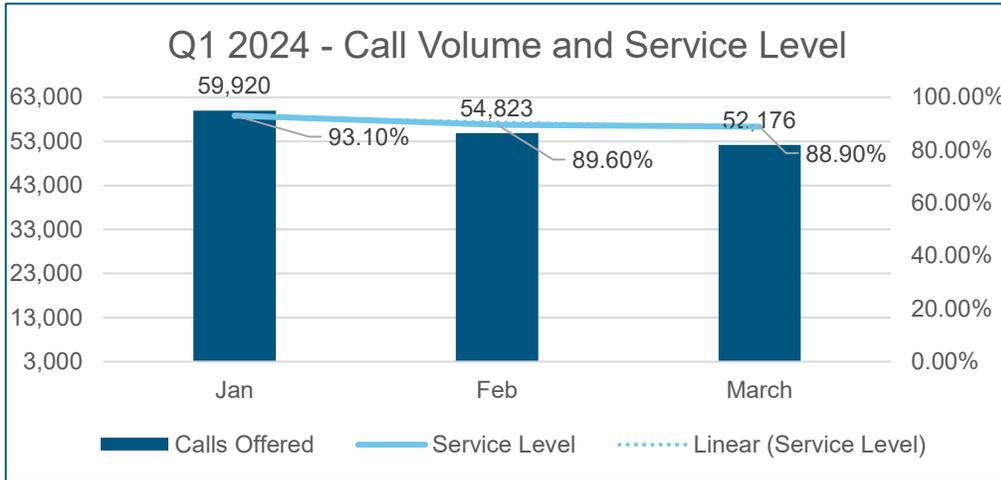
Partners that are 100% Digital

Line Leaders Logisitics LLC	100.00%
Allendale County COA	100.00%
Senior Services Inc of Chester County	100.00%
Quality Care Transportation LLC	100.00%
Southeast Transportation Wheelchair	100.00%
Let's Ryde LLC	100.00%
M2M Transport LLC	100.00%
Hermes Transportaion LLC	100.00%
AANDP Transportation LLC	100.00%
Lyft Healthcare Inc. 2	100.00%
iCare Transportation Services LLC	100.00%
JANDJ Safe Medical Transportation LLC-	100.00%
Optimum Healthcare LLC	100.00%
Destiny Transport LLC	100.00%
RFJ AND Company LLC dba United Care Transport	100.00%
Goines Transportation	100.00%

Contact Center Updates

Margaret Tucker, Contact Center Manager

Contact Center Metrics



Modivcare Goals

- Driving the right member focused culture
- Meet all contractual metrics:
 - Service Level > 80%
 - AHT < 340 sec
 - ASA < 60 sec
 - ATT < 350

Metrics, Average Q1 Jan, Feb, March

- Avg Calls: 55,640
- Avg Service Level: 90.53%
- AHT: 322 sec
- ASA: 12 sec
- Hold: 124 sec

Contact Center Updates

- Implemented a new Will Call Process
- New training class in progress, go live 4/18/24
- Implemented a new Spanish Chat option for members.

Ancillary/Facility Updates

Sheanette Moore, Exceptions Supervisor

Facility Updates

Exceptions Team assist facilities with:

- Processing and Maintaining Standing Order via TripCare, fax request, and phone.
 - TripCare Standing Order Request – average daily request 60
 - Faxed Standing Order Request – 20 per day
 - Phone Standing Order – 7 per day
- Processing single trip request up to 30 days via fax.
 - 45 per day
- Processing trip request that require verification (ie. Dental).
 - 25 per day

Standing Orders

- Standing Orders require a member to go at least 2 days a week at the same time for at least 90 days.
- Dialysis and OTP treatment types can have 1 day a week standing orders at the same time for at least 90 days.

Monthly Reports

- Standing order reports are sent out to the facility between 1st and 3rd of each month.
- Standing order reports are used to assist facilities with updating standing order and recertifying the standing order quarterly.
- Attendance Report is faxed out between 1st and 3rd of each month.
- Attendance Report assist in making sure trips are canceled on the days the member did not attend the facility.

Facility Outreach/Training

Dayna Jackson

Facility Outreach Manager

Mental Illness Training

Training starting in May-National Institute for Mental Health

- Modivcare is proud to sponsor the SMI training, a significant initiative for our Transportation Providers and Staff, aimed at enhancing our services for our membership with special physical and mental needs.
- Serious Mental Illness is not a secret. It is estimated that more than one in five U.S. adults live with a mental illness (57.8 million in 2021). Mental illnesses include many different conditions that vary in degree of severity, ranging from mild to moderate to severe.*
- These trainings present a valuable learning opportunity for our TP's and staff, enabling them to gain a deeper understanding of the members we assist and enhance their service delivery.

Modivcare Meeting Schedules

Celeste Crocker, Senior Director of Transportation

Q2 2024 Meeting Schedule

Q2 Quarterly Advisory Council Subcommittee Meetings

- May 8th (In Person -Roundtable)

1 Independence Point, Suite 212, Greenville, SC 29615

- June 19th (In Person)

1 Independence Point, Suite 212, Greenville, SC 29615

- June 26th (In Person)

1 Independence Point, Suite 212, Greenville, SC 29615

- June 28th (Online)



Open Discussion

Thank You



modivcare