

Transportation Advisory Subcommittee
August 13th, 2024

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

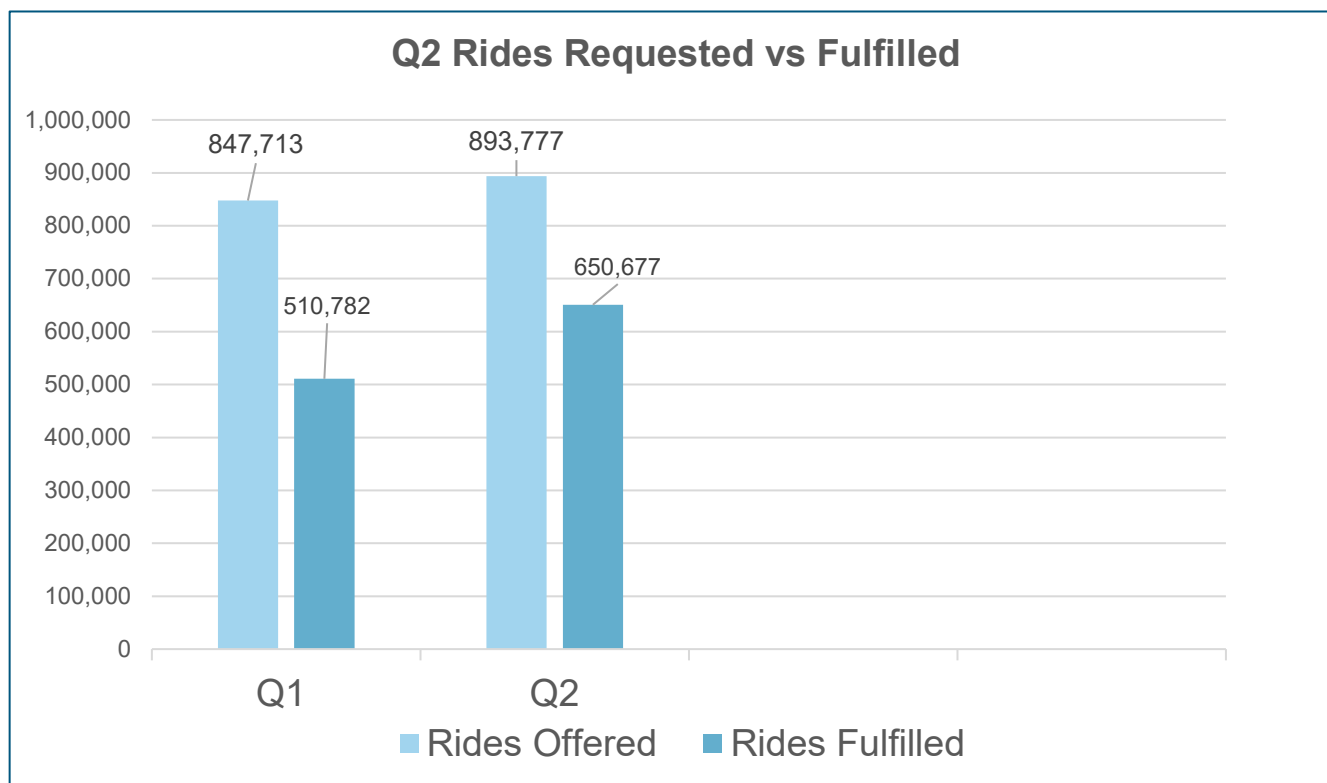
Agenda

Welcome	Adam Merrick- VP of Transportation
Modivcare Management Updates	Adam Merrick-VP of Transportation
(May Meeting) Minutes Approval	Wanda Morgan-SCDHHS
Follow-up Topics or Additional Questions	
Performance and General Updates	Frankie Evans– Customer Advocate Manager (CAM)
Complaints	Shanley Beckett- Member Experience Manager (YORS)
Transportation Partner Updates	Rosie Kaur/Michael Pittman –Provider Relations Managers (PRM)
Contact Center Updates	Margaret Tucker– Contact Center Manager (CSM)
Upcoming Roundtable/Meeting Dates	Celeste Crocker – SC Sr. Director (SRD)
Open Discussion All	

Performance and General Updates

Frankie Evans, Customer Advocate Manager

Q2 Rides Requested vs Fulfilled



Observations

Rides Offered: 893,777
(Trips Entered in System)

Rides Fulfilled: 650,677
(Trips Completed / Verified Paid)

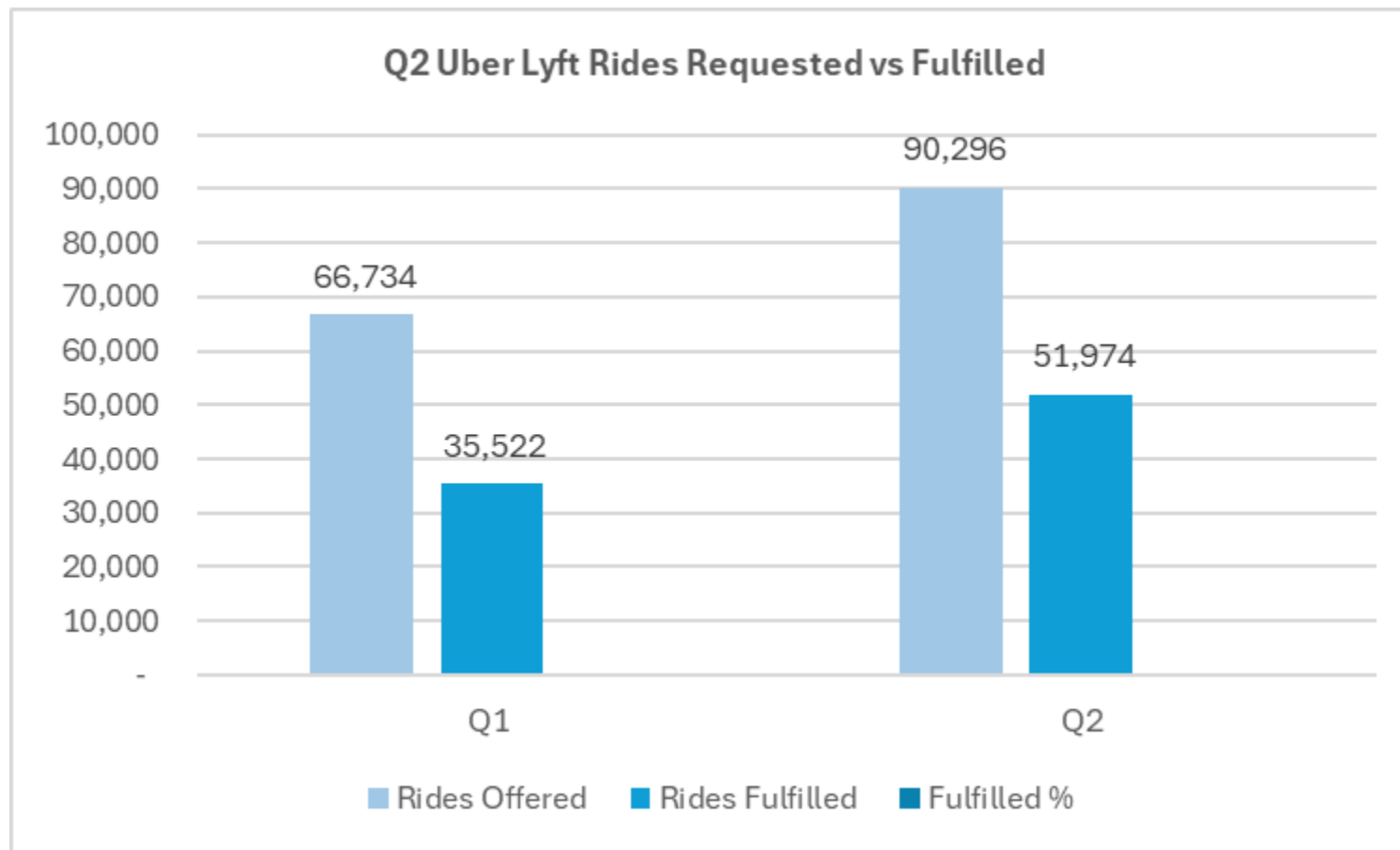
Difference: 243,100
(Trips Cancelled)

Rides by TP Type - %

92.01 % Transportation
Providers and/or
Volunteer Drivers

7.99% Uber or Lyft

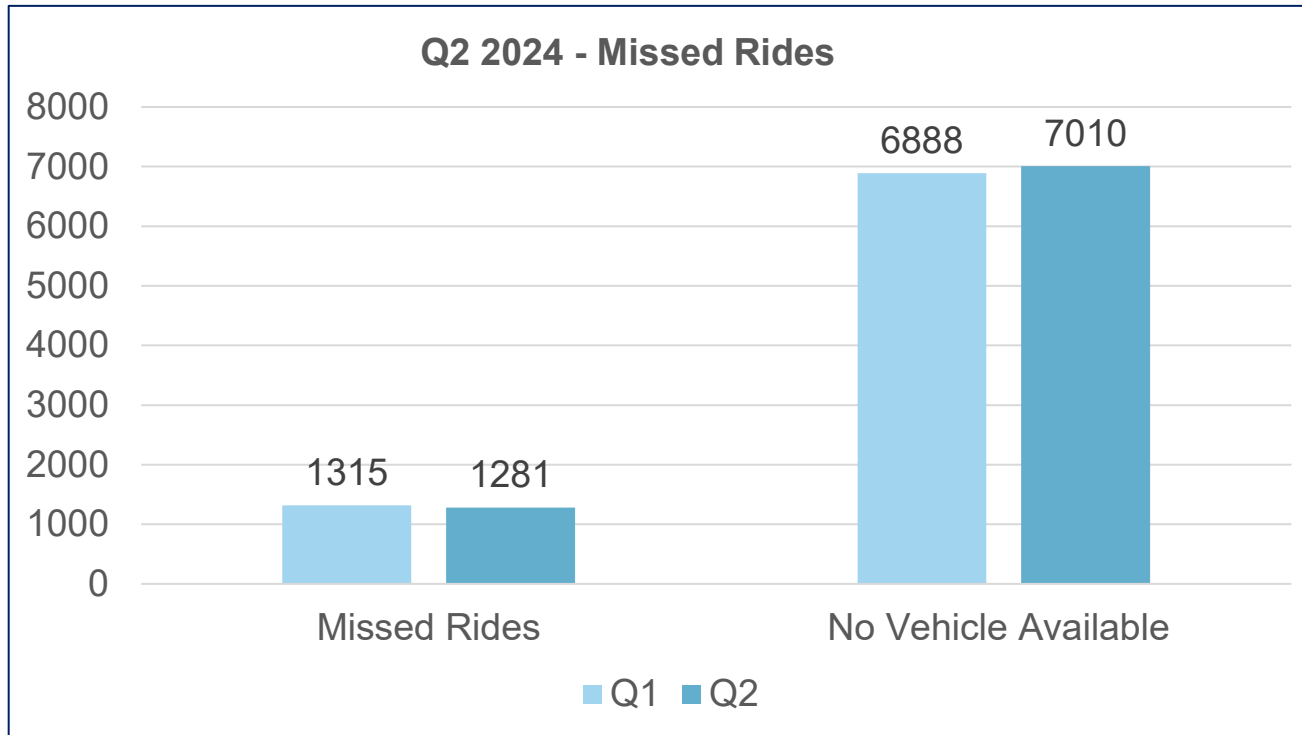
Q2 Uber/Lyft of Total Rides Offered vs Fulfilled



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.

Q2 South Carolina Missed Trips



TP = Transportation Provider

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

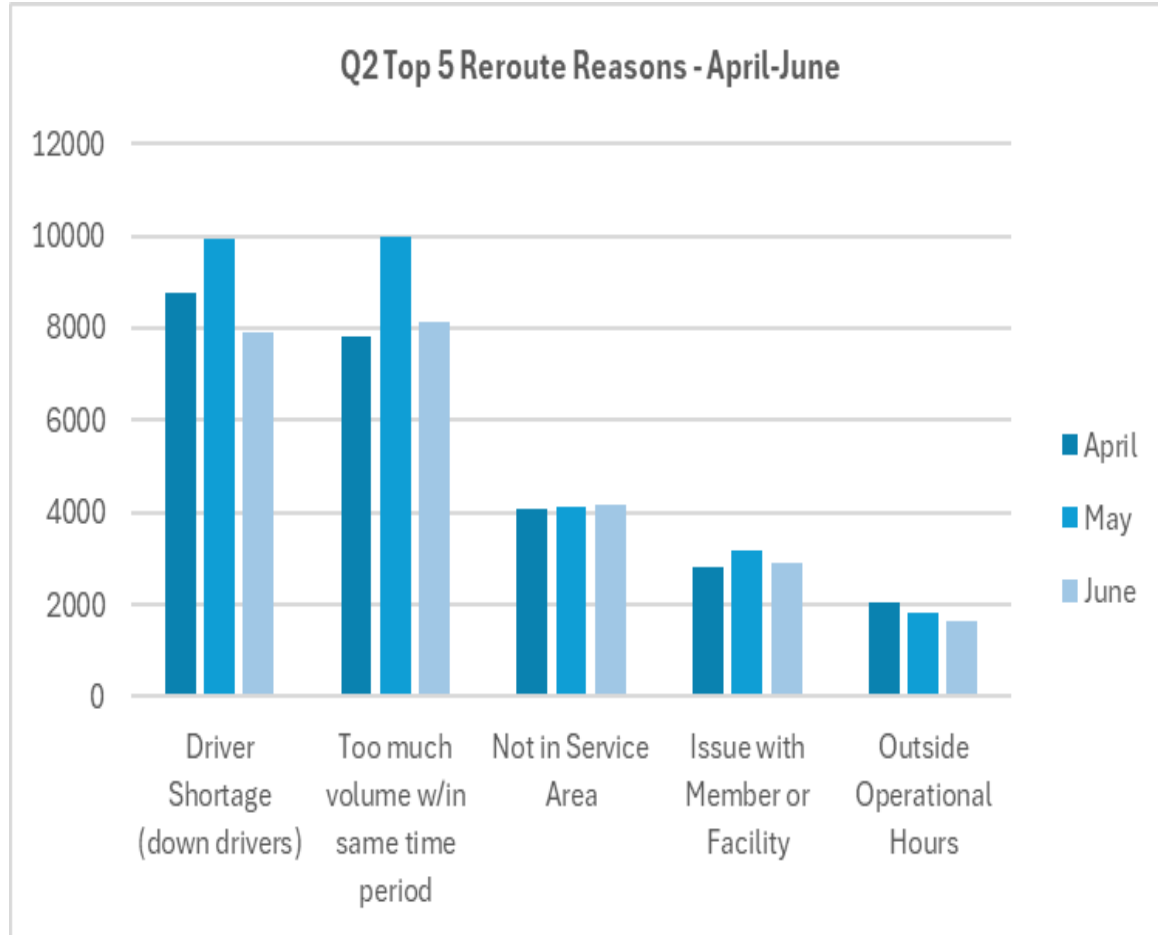
Observations

- 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).
- If TPs performance indicates that they have a larger number of missed rides PRM and PRD will discuss placing the TP on a Corrective Action Plan that could lead to removing them from the network.
- The increase in NVA between February and March is due to the removal of three transportation providers from SC network.

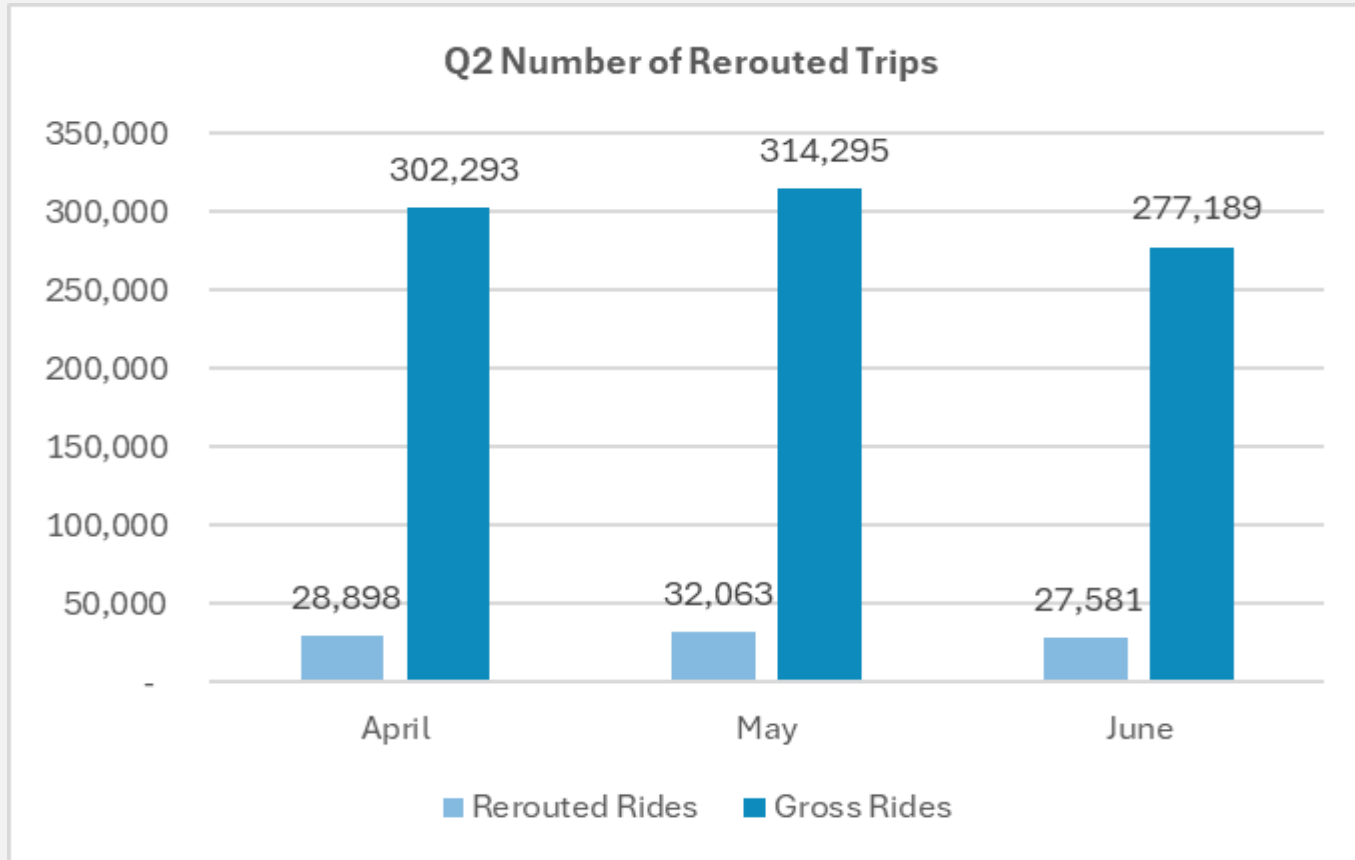
Q2 Reroutes – Top 5 Reasons



Top 5 Reroute

- Drivers Shortage
 - TPs are reporting they are having challenges securing qualified 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.

Q2 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.

Q2 - 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:
 - Charleston
 - Greenville
 - Horry
 - Florence
 - Richland/Lexington

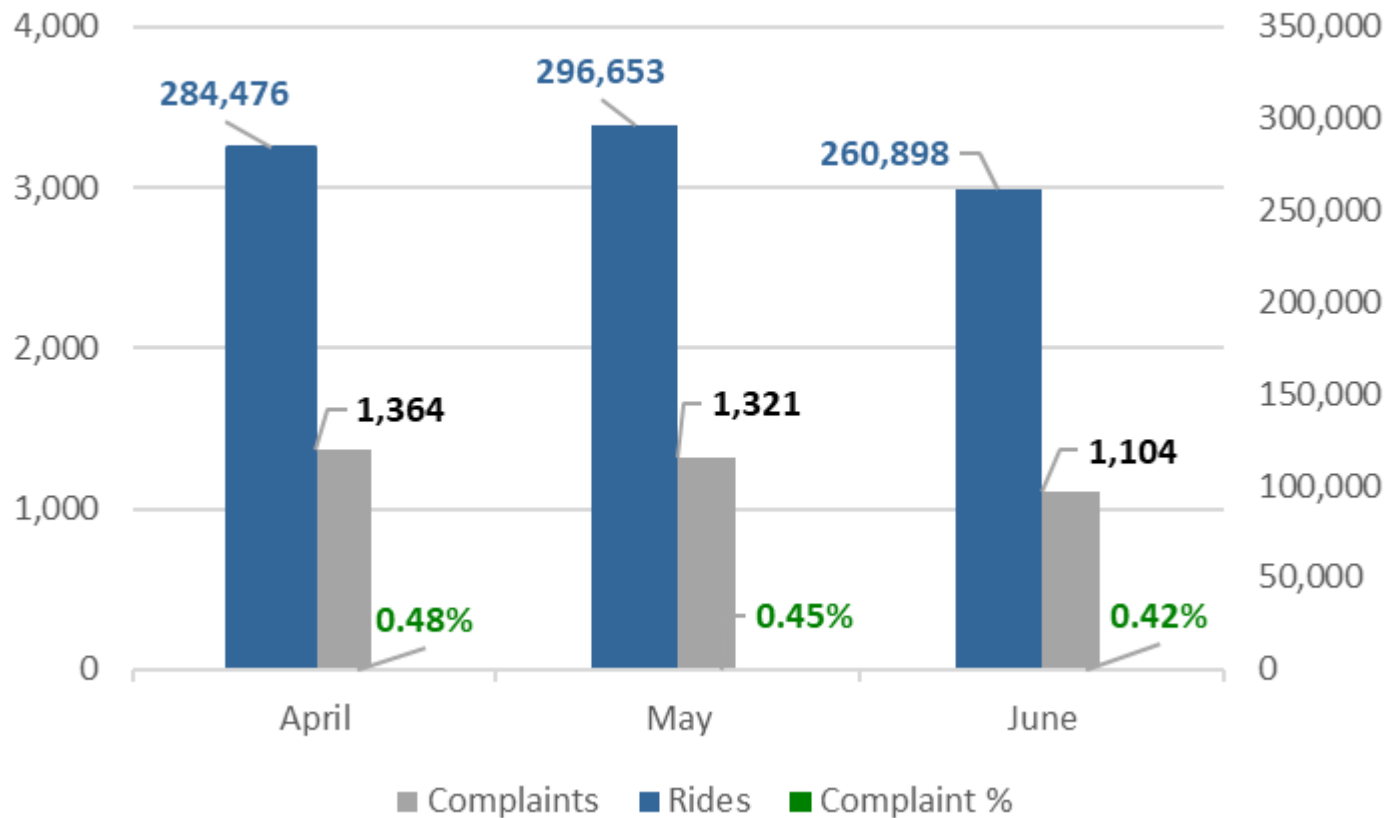
April	Ambulatory	7 Passenger Vehicles Needed	Stretcher	Stretcher Vehicles Needed	Wheelchair	Wheelchair Vehicles Needed
Charleston	168	24	31	16	143	36
Greenville	86	12	0	0	34	9
Horry	69	10	8	4	167	42
Florence	55	8	6	3	47	12
Richland/Lexington	86	12	10	5	65	16
May	Ambulatory	7 Passenger Vehicles Needed	Stretcher	Stretcher Vehicles Needed	Wheelchair	Wheelchair Vehicles Needed
Charleston	105	15	19	8	155	39
Horry	69	10	8	4	167	42
Greenville	86	12	0	0	34	9
Florence	55	8	6	3	47	12
Richland/Lexington	86	12	10	5	62	16
June	Ambulatory	7 Passenger Vehicles Needed	Stretcher	Stretcher Vehicles Needed	Wheelchair	Wheelchair Vehicles Needed
Charleston	96	14	20	10	84	21
Horry	34	5	3	2	50	13
Richland/Lexington	88	13	2	1	48	12
Greenville	53	8	4	2	19	5
Florence	33	5	5	3	27	7

Complaints

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

Q2 Member Experience (YORS) Data

Complaint % of Total Monthly Rides



Top Complaint Types:

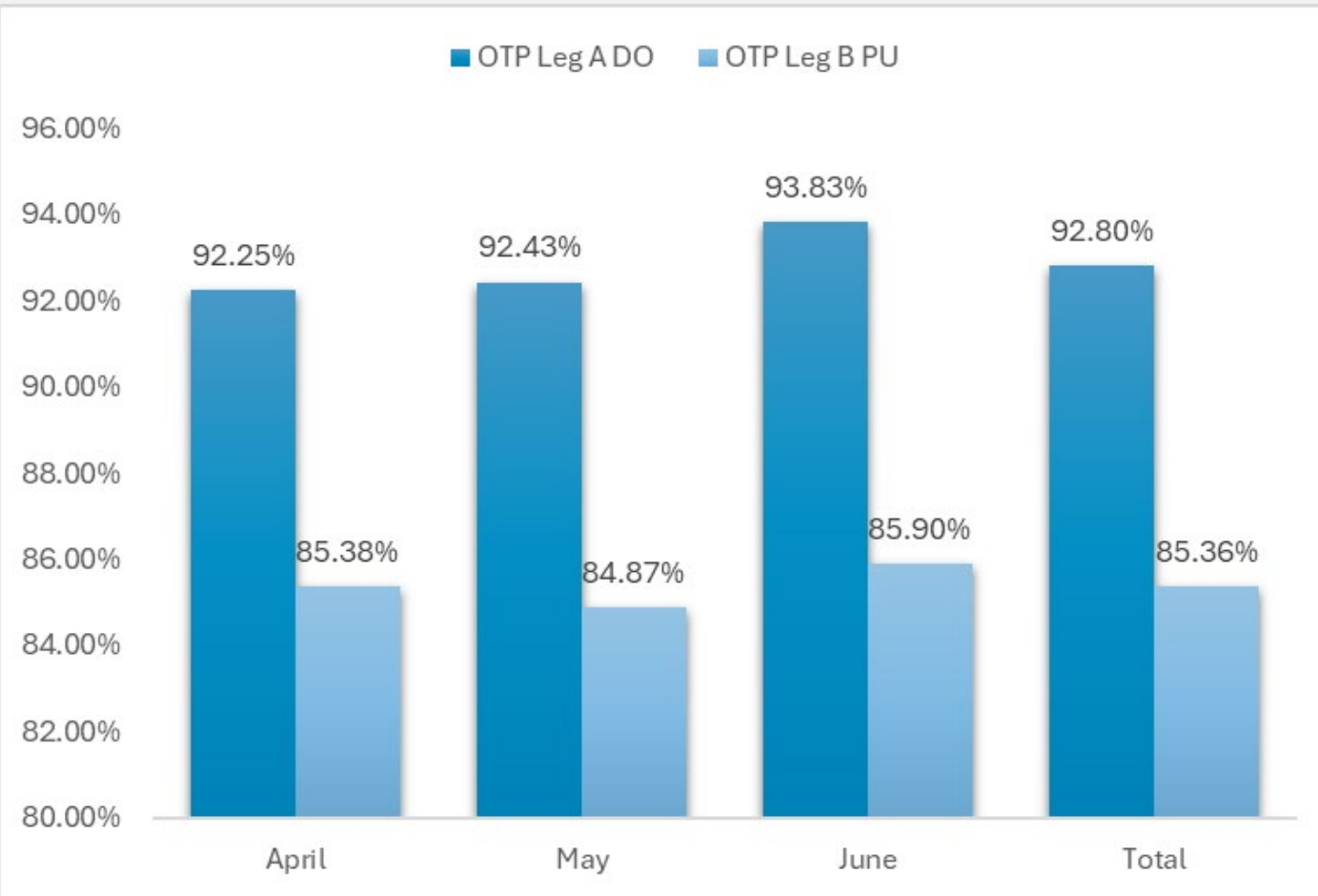
Complaint Types	April	May	June
Provider No Show	286	289	167
Provider Late	240	195	123
Rider No Show	182	159	175
Modivcare Issue	155	76	66
No Vehicle Available	153	253	310
Modivcare Employee Issue	70	71	78

***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

Q2 On-Time Performance



Observations

- Adult Day Care is responsible for 30% 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 have updated 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.



Q2 2024 Network Development

Region 1

- N/A

Region 2

- N/A

Region 3

- N/A

Terminated Providers from Region 3:

- N/A

New Providers Pending Completion:

- A1 Transit Rg. 3 / Ambulatory & Wheelchair
- Graham-Collins Adult Daycare – Rg. 3 / Ambulatory & Wheelchair
- MyPalmettoEMS Rg 3 Ambulatory & Wheelchair
- Transportation Punctuality LLC Rg 3 Ambulatory & Wheelchair
- Compact Medical Services LLC Rg 1 Ambulatory & Wheelchair
- Nolan Adult Daycare Rg 1 Ambulatory & Wheelchair
- Metro One Ambulance Inc - Stretcher
- Royal Non-Emergency Transportation - Ambulatory and Wheelchair
- SST America LLC – Ambulatory and Wheelchair
- Healthy Learners - Ambulatory

Provider Performance Recognition

Anderson Transport Services LLC	A+
Angelic Touch Transport LLC	A+
Carolina Health Transport LLC.	A+
Destiny Transport LLC	A+
J&J Safe Medical Transportation LLC-	A+
Let's Ryde LLC	A+
Precious Adult Day Care Inc	A+
Quality Care Transportation LLC	A+
RW Transportation LLC	A+
Saraba Transportation LLC	A+

Provider Performance Recognition

AJS Transportation Services LLC	A
Askew's Vision LLC dba Askew's Vision Tr	A
Bamberg County COA	A
CA Brown Enterprises LLC dba Chase Med	A
CroMed LLC	A
CW Transportation LLC	A
Daryl W. Clark dba M.A.P.II Transport	A
Diamond Care Transportation LLC	A
DJ's Transportation Services LLC R2	A
Edgefield Co. Senior Citizens Council	A
Elite Home Care Greenwood	A
Heavenly Transportation LLC	A
Helping Hearts Home Care LLC DBA H H Hom	A
Integrity Transport LLC	A
Jacobs Transportation Service LLC	A
Jordan Transportation LLC	A

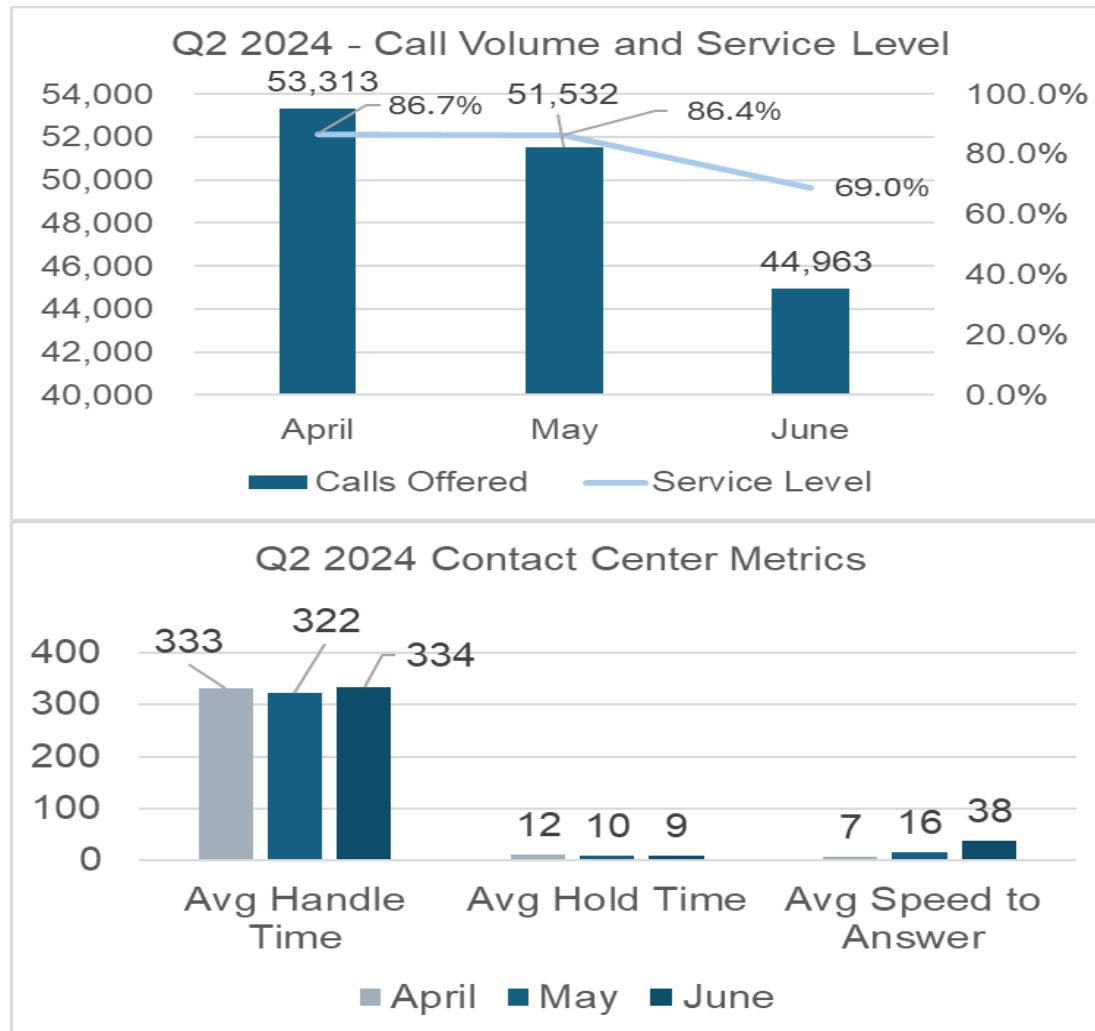
Partners that are 95% Digital

Helping Hearts Home Care LLC DBA H H Hom	100.00%
Destiny Transport LLC	99.23%
URide Services LLC	99.05%
Jamison Transportation Services LLC	98.66%
Elite Home Care Anderson	98.58%
Hermes Transportation LLC	98.46%
Gracious Transportation Services LLC	98.16%
Saraba Transportation LLC	97.94%
Precious Adult Day Care Inc	97.38%
ZBS Logistics LLC	97.00%
Elite Home Care-Columbia	96.82%
Jacobs Transportation Service LLC	96.34%
MedTran Express LLC	96.31%
Brunson's Transportation Enterprise LLC	96.28%
Carolina Health Transport LLC.	95.63%
SC circYoulation LLC dba circYoulation	95.52%
Let's Ryde LLC	95.24%
Elite Day Center of Conway	95.15%

Contact Center Updates

Margaret Tucker, Contact Center Manager

Contact Center Metrics



Modivcare Goals

- Driving the right member focused culture
Meet all metrics:
 - ASA < 60 sec
 - Average Hold Time < 3 min
 - Abandonment Rate < 3%

Metrics Average Q2

- Avg Calls: 50,512
- Avg Service Level: 80.70%
- AHT: 330 sec
- ASA: 20 sec
- Hold: 10 sec

Contact Center Updates

- New training class go live 4/18/24 & 6/28/24.

Modivcare Meeting Schedules

Celeste Crocker, Senior Director of Transportation

Q4 2024 Meeting Schedule

Q4 Quarterly Subcommittee Meetings

September 18th (In Person -Roundtable)

1 Independence Point, Suite 212, Greenville, SC 29615

October 23rd (In Person)

Hilton Garden Inn 434 Columbiana Dr; Columbia; SC; 29212-1652

Payment Schedule 2024

Wednesday, July 3, 2024	Friday, July 19, 2024
Thursday, July 18, 2024	Friday, August 2, 2024
Thursday, August 1, 2024	Friday, August 16, 2024
Thursday, August 15, 2024	Friday, August 30, 2024
Thursday, August 29, 2024	Friday, September 13, 2024
Thursday, September 12, 2024	Friday, September 27, 2024
Thursday, September 26, 2024	Friday, October 11, 2024
Thursday, October 10, 2024	Friday, October 25, 2024
Thursday, October 24, 2024	Friday, November 8, 2024
Thursday, November 7, 2024	Friday, November 22, 2024
Thursday, November 21, 2024	Friday, December 6, 2024
Thursday, December 5, 2024	Friday, December 20, 2024
Thursday, December 19, 2024	Friday, January 3, 2025
Thursday, January 2, 2025	Friday, January 17, 2025
Thursday, January 16, 2025	Friday, January 31, 2025
Thursday, January 30, 2025	Friday, February 14, 2025
Thursday, February 13, 2025	Friday, February 28, 2025
Thursday, February 27, 2025	Friday, March 14, 2025
Thursday, March 13, 2025	Friday, March 28, 2025
Thursday, March 27, 2025	Friday, April 11, 2025



Cloud-based Risk Management Solutions

Modivcare has partnered with SambaSafety to provide you access to continuous license and tailored training so you can identify and take action on driving risks faster than ever before, protecting your greatest asset- your team.

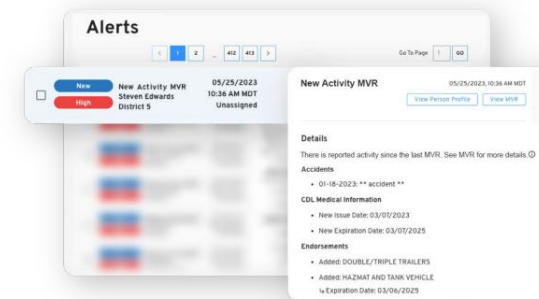
WHY SAMBASAFETY

For over 20 years, SambaSafety has been the industry leader in driver risk management, specializing in driver data, monitoring and training. Through our vaulted records, we have gathered critical insight into the driving population, helping to standardize the enforcement of your driver safety policy by:

- ✓ Combining MVR, CSA, and Telematics data within one platform
- ✓ Delivering timely, automatic violation and suspension alerts throughout the year.
- ✓ Avoiding the costly and time-consuming process of manual MVR pulls
- ✓ Focusing your safety efforts on drivers who require intervention to remain eligible
- ✓ Providing risk trends and insights to prevent future crashes and claims



Ask about SambaSafety's discounted pricing for Modivcare transportation providers!



DID YOU KNOW?

- 💡 94 percent of crashes are the result of human behavior
- 💡 3-5 percent of drivers have an invalid license and cause 19 percent of fatalities
- 💡 10 percent of drivers make up 40 percent of annual crash related costs



Open Discussion

Thank You

