

Transportation Advisory
Subcommittee
Q1 Quarter
May 9, 2023



modivcare



Welcome

Adam Merrick- VP North and South Carolina

Network Update

TP Network On Time Performance

Missed Rides

New Providers

Report Card

Uber/Lyft

Provider Line

Credentialing update

Post Trip Survey

Transportation Partner/Facilities Roundtable

Upcoming Meeting Topics

Quarterly Meetings

Supplemental Payments

Other Topics

Next Monthly Meeting— August 8, 2023

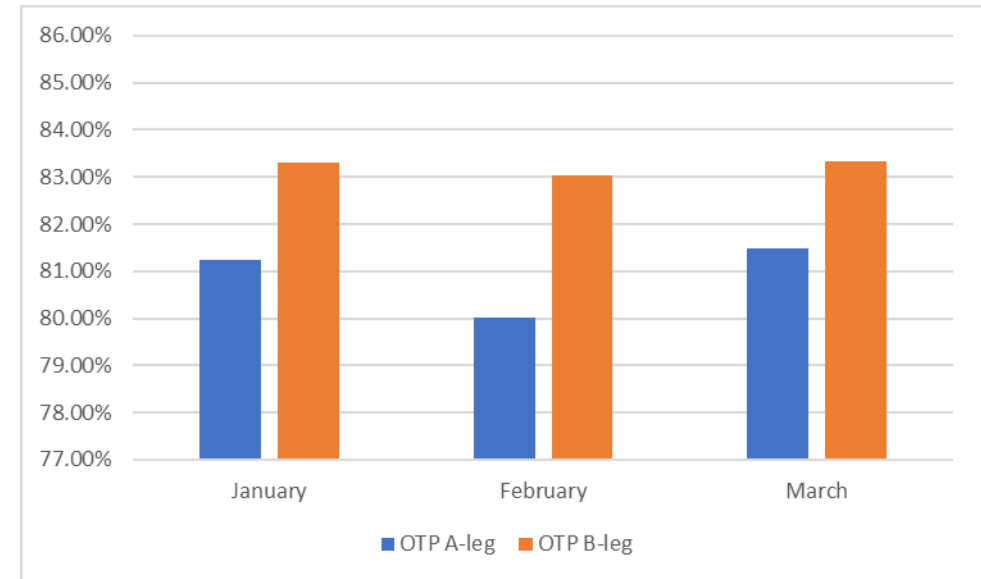


On Time Performance

Targets:

- A-Leg OTP: 95%
- B-Leg OTP: 95%

SC DHHS	January	February	March
OTP A-leg	81.24%	80.02%	81.49%
OTP B-leg	83.30%	83.02%	83.33%



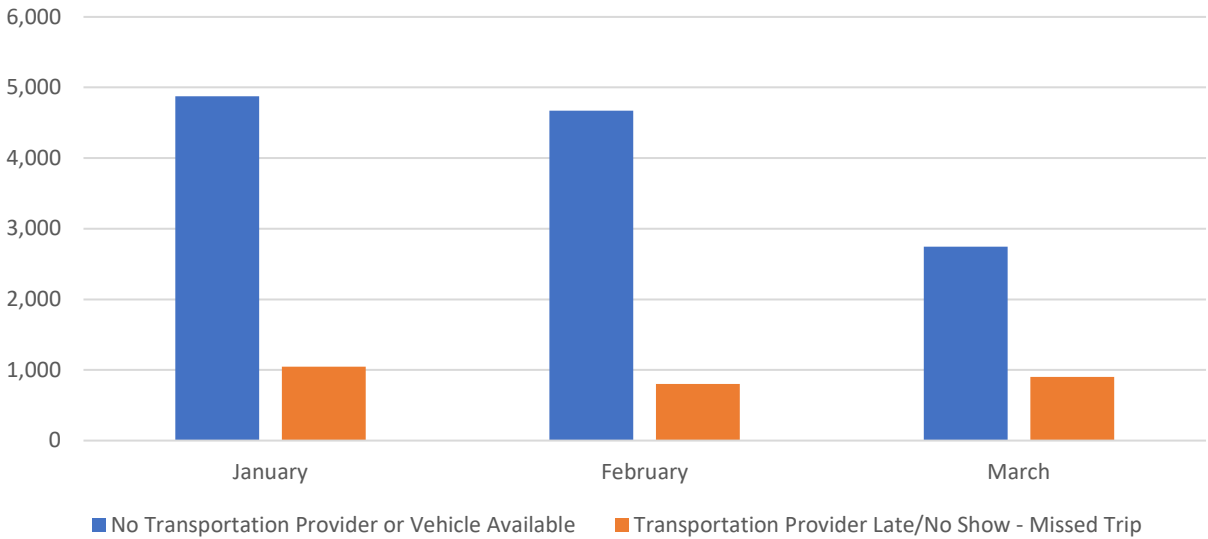
Improvement:

- Enhanced reporting
- Monthly performance report card
- Weekly performance review
- F2F bi-monthly meetings

SC Missed Trips

- Opportunities:
- Increasing provider capacity by addressing the following:
 - Coverage area reviews
 - Trip volume assessment

Month of Date Of Ride	No Transportation Provider or Vehicle Available	Transportation Provider Late/No Show - Missed Trip	Grand Total
January	4,875	1,045	5,920
February	4,669	803	5,472
March	2,744	901	3,645
Grand Total	12,288	2,749	15,037



Network Development – (January - March 2023)

iCare Transportation LLC (Region 3- A)

Askew's Vision LLC (Region 3- A)

Saferide of Horry (Region 3- A/WC/S)

Freedom Medical Transport of Horry (Region 3- A/WC)

Saraba Transportation LLC (Region 3- A)

MHB Transportation LLC (Region 3- A)

New Performance Report Card

Grade

B+

87 / 100

Serious Injuries

0

• Good

Complaints

0.06%

• Good

TP No Shows

0.52%

↗ +13.04% this week

On Time Performance

89.50%

• Needs attention



A Leg Pickup

85.30%

• Needs attention

A Leg Dropoff

88.80%

• Needs attention

B Leg Pickup

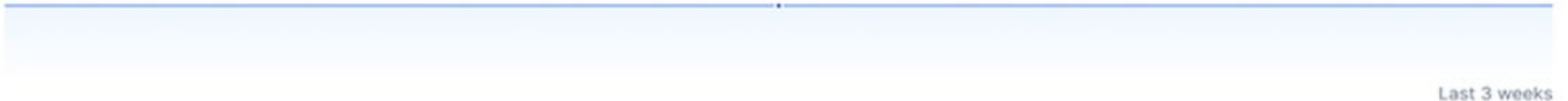
95.30%

• Good

Gross Rides

6,480

↗ +3.30% this week

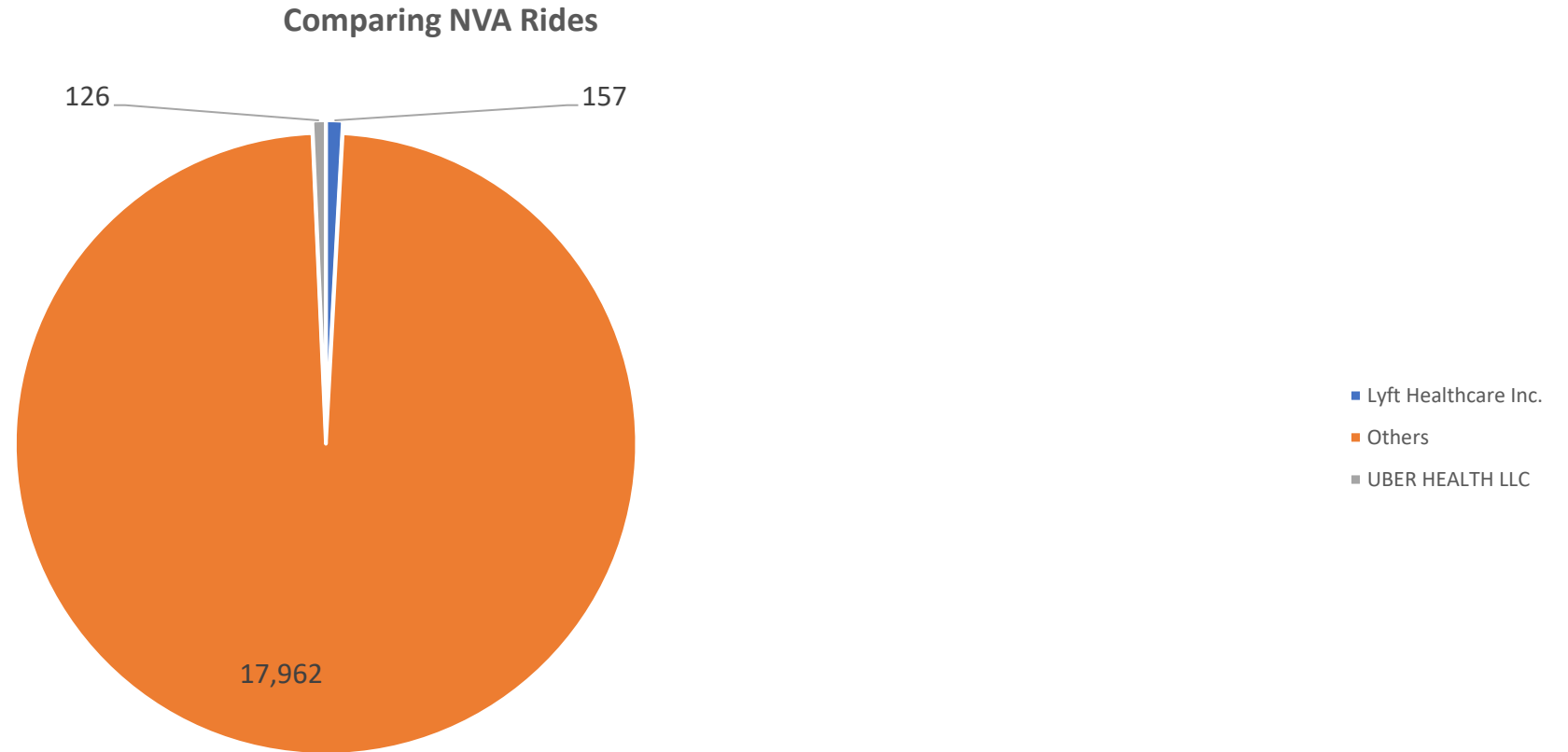


January - March 2023

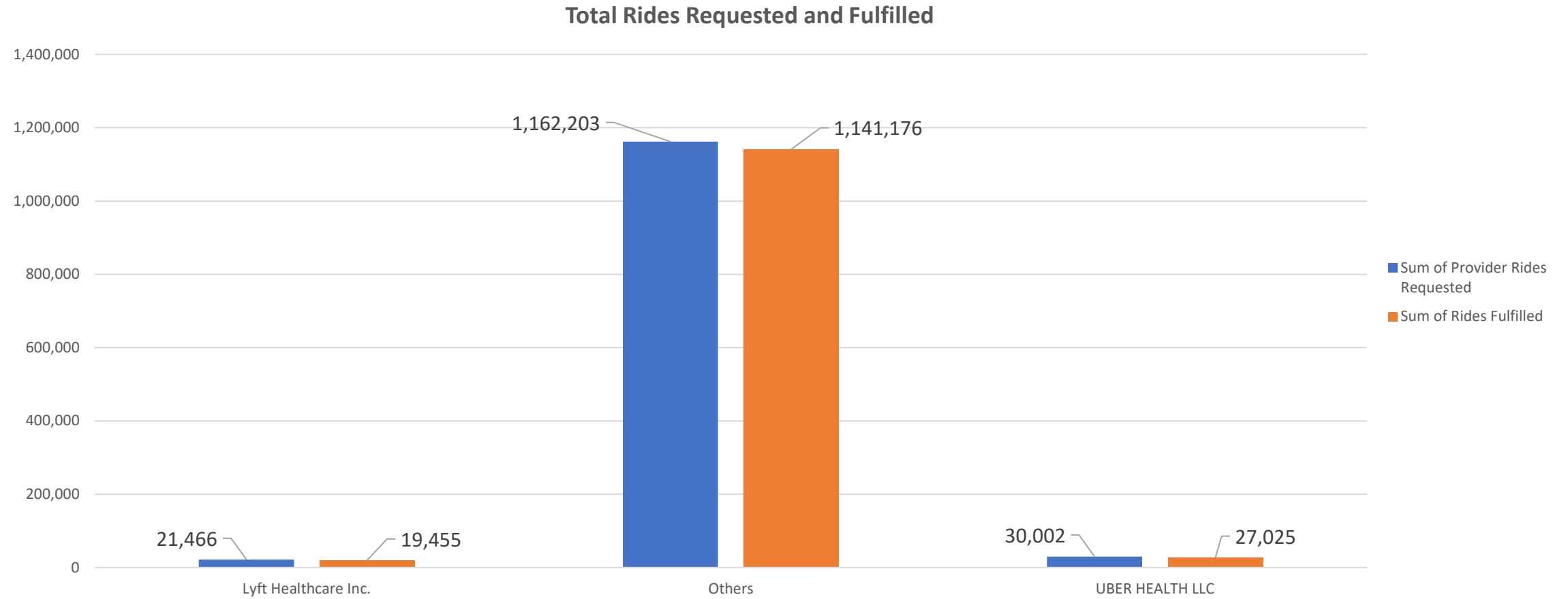
- Met with the lowest 10 scoring TPs to discuss performance
- Met with the highest 10 scoring TPs to discuss opportunities for expanding in other areas/growing their business
- PRC & NOM are sending out OTP reports to those low performing providers
- Will continue to monitor the providers weekly that are on PIPs
 - Phone conversation conducted with those providers weekly
- Preliminary report sent out to Providers bi-weekly
- Discuss the Scorecard letter grades with providers monthly
- Increased the number of VD drivers



Uber/Lyft-Transportation Partners



Total Rides Requested and Fulfilled

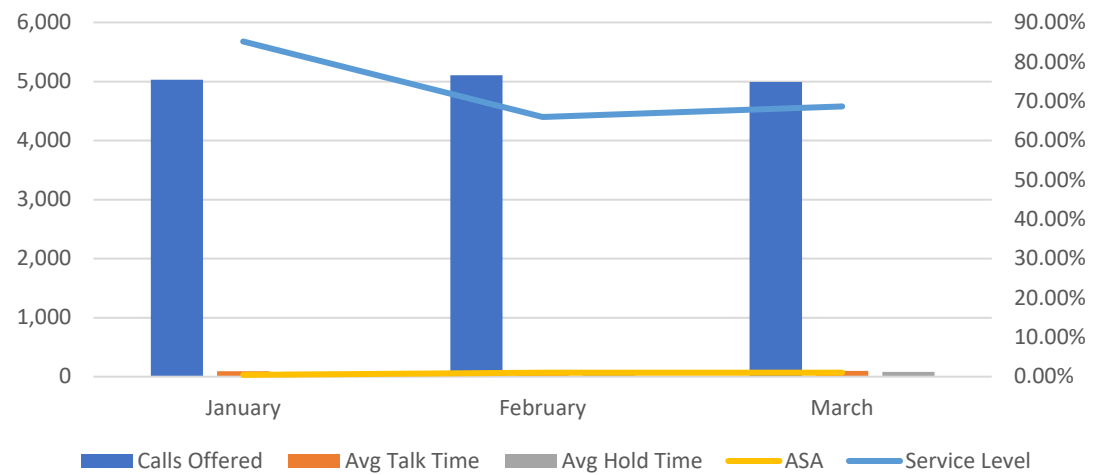


Contact Center

Customer Service

Month	Calls Offered	Avg Talk Time	Avg Hold Time	ASA	Service Level
January	5,031	93	82	28	85.17%
February	5,107	93	84	67	65.95%
March	4,993	96	81	67	68.65%

Provider Line



You can now speak with a live Credentialing Agent

Credentialing Line: (800) 390-3186

(select your state)

**SCCompliance@modivcare.com: Questions & concerns regarding
driver and vehicle credentialing**

**TPCOI@modivcare.com: Questions & concerns regarding Insurance
coverage and/or Certificate of insurances.**



Post Trip Survey

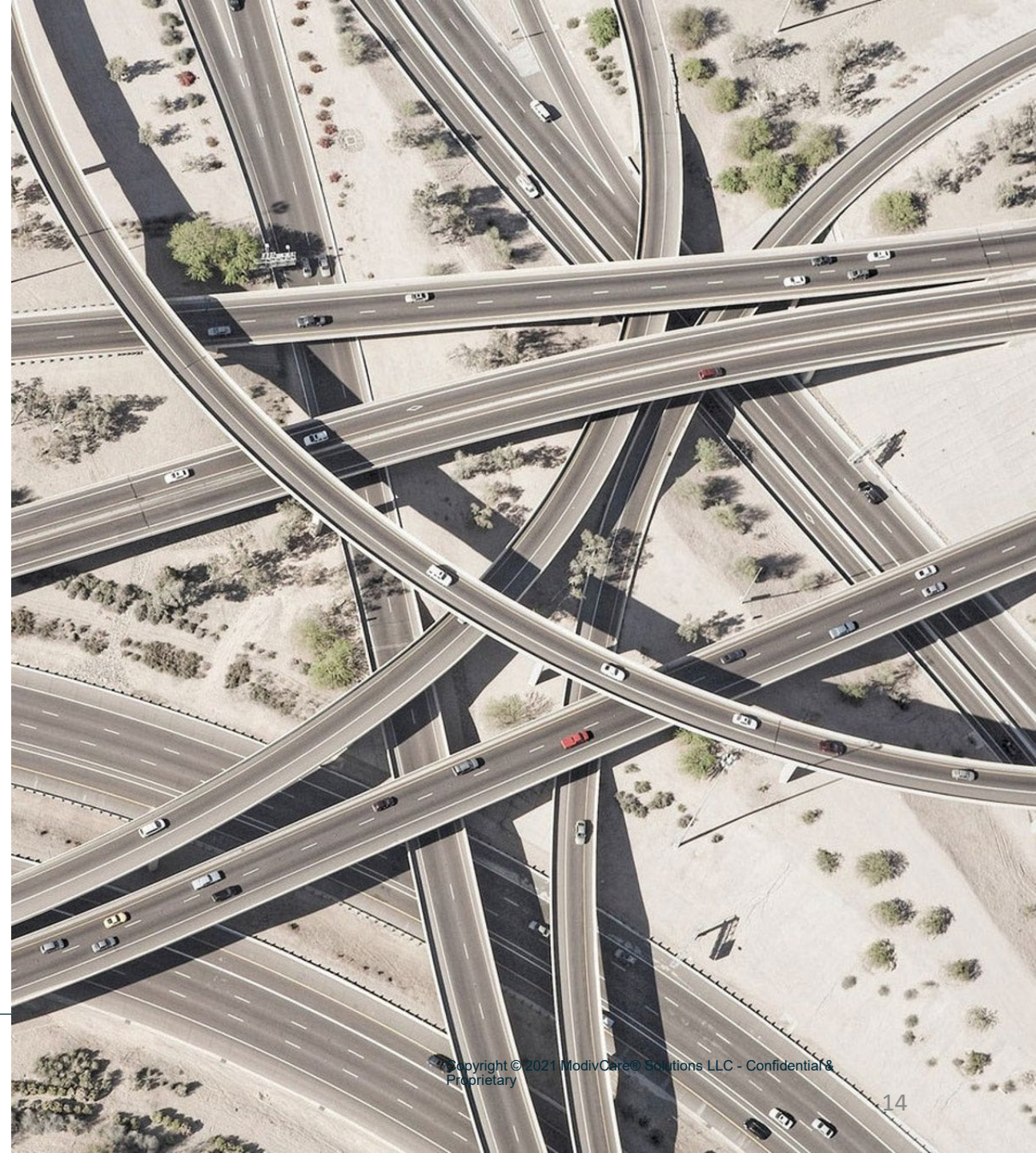
1. Did you arrive to your appointment? Y/N
2. Was the driver friendly? Y/N
3. Would you ride with this driver again? Y/N
4. Did you have a safe trip? Y/N



RoundTable

Q2 Meeting schedule

Date	Hours	Hotel Name	Hotel Address
20-Jun-23	9am-11am	Hampton Inn	2688 Fernwood Dr. N. Charleston, SC 29406
20-Jun-23	1pm-3pm	Hampton Inn	2688 Fernwood Dr. N. Charleston, SC 29406
22-Jun-23	9am-11am	Hilton Garden Inn	2671 Hospitality Blvd. Florence, SC 29501
22-Jun-23	1pm-3pm	Hilton Garden Inn	2671 Hospitality Blvd. Florence, SC 29501
23-Jun-23	9am-11am	Hilton Garden Inn	434 Columbiana drive Columbia, SC 29212
23-Jun-23	1pm-3pm	Hilton Garden Inn	434 Columbiana Drive Columbia, SC 29212
26-Jun-23	9am-11am	Hilton Garden Inn	108 Carolina Point PW. Greenville, SC 29607
26-Jun-23	1pm-3pm	Hilton Garden Inn	108 Carolina Point PW. Greenville, SC 29607



SUPPLEMENTAL PAYMENTS

As of the January 27, 2023, payment, DHHS through Modivcare has combined what was considered the Fuel Stipend and the supplemental payment to one lump sum which will be distributed on the last check run of every month.

Supplemental payment is calculated as follows:
 $\$1,400,000.00 / \# \text{ of Eligible Verified Paid trips for specific month} = \text{Cost per trip}$

Supplemental Payments	January	February	March
	3/31/2023	4/28/2023	Scheduled Date 5/26/2023