

**Transportation Advisory Committee  
May 9, 2023 - Meeting Minutes**

**Present**

Celeste Crocker  
Doug Wright  
Eunice Medina  
John Paravisini  
Katherine Watts  
Lynn Stockman  
Mark Mendrygal  
Mark Watts  
Megan Johnson  
Sandra Hudson  
Tom Allen  
Vanessa Jackson  
Wanda Morgan  
Adam Merrick

**Not Present**

Aaron Dix  
Brian Lawson  
Chris Heine  
Cyndi New  
David Elliot  
Lydia Hennick  
Pauling Jones

**Previous Meeting Minutes – Facilitator: Vanessa Jackson**

There were no objections to the previous quarter meeting. Mark Watts motion to approve minutes. The Committee was advised that the meeting minutes will be available on the website.

[Transportation Advisory Committee | SC DHHS](#)

**Welcome to New Modivcare Staff – Facilitator: Vanessa Jackson**

Welcome to Adam Merrick, VP.

**Network Updates – Facilitator: Celeste Crocker**

- TP Network on Time Performance
- Missed Rides
- New Providers
- Report Card
- Uber/Lyft
- Provider Line
- Credentialing Update
- Post Trip Survey



- Transportation Partner/Facilities Roundtable

There were no questions or concerns.

### Upcoming Meeting Topics

There were no questions or concerns.

### Advisory Committee Issues and Concerns

- Member inquired about reporting for vehicle type for missed trips.
- **Modivcare response:** Modivcare explained that most missed trips are ambulatory and wheelchair. Modivcare will provide a report to Transportation Providers by request.
- A Member questioned if Modivcare is contacting Transportation Providers that have a lot of missed trips.
- **Modivcare response:** Transportation Providers that are in the top 10 for missed trips are contacted by Provider Relations Network (PRN) Manager and have weekly meetings to resolve missed trip concerns.
- Member questioned if there was a safeguard put in place for Adult Day Care Members?
- **Modivcare response:** There is an exclusion list for Uber/Lyft and a checklist that they go through for Members over a certain age and specific requirements.
- Member inquired about Broker report being part of the monthly TAC.
- **SC DHHS response:** Will make sure that Brokers reports are added to the website. Target Date for completion is Friday, May 19, 2023.
- Member concerned about an email that was received regarding background checks moving to SLED check as SLED will only report crime that was committed in SC and nothing that may have happened in other states.
- **Modivcare response:** Will follow-up. Target Date is week of May 15, 2023

### Action Items

- Transportation Reports uploaded to website – Completed on May 31, 2023.
- Modivcare to follow-up with the compliance team to ensure background check information that was forwarded to the TPs is correct / Modivcare confirmed they are moving to SLED background checks.