

South Carolina Department of Health and Human Services

Transportation Advisory Committee

2nd Quarter 2022 Meeting Minutes

August 9, 2022

9:15 a.m.-10:00 a.m.

Present	Not Present
Carla Corona	Aaron Dix
Celeste Crocker	Cyndi New
Doug Wright	David Elliot
Eunice Medina	Brian Lawson
John Paravisini	Angela McKenzie
Katherine Watts	
Lydia Hennick	
Lynn Stockman	
Mark Watts	
Megan Johnson	
Mike Van Pelt	
Pauling Jones	
Sandra Hudson	
Tom Allen	
Vanessa Jackson	
Wanda Morgan	



1. Introduction of Modivcare and SCDHHS Leadership

- Mike Van Pelt introduced himself to Committee
- Eunice Medina announced, Jeremy Faulkengburg is no longer with Agency

2. Approval of Previous Meeting Minutes

- Vanessa stated Quarter 2 minutes are available on the website.

3. Program Monitoring Tools

Broker Performance Report (March-May 2022)

- Broker Report card was reviewed. Quarter 3 reports are available on the website.

Fuel payments

- SCDHHS provided supplemental stipends for the period of April-June to assist with increased fuel cost and contract negotiations.

4. Advisory committee Issue and Concerns:

- **Question was raised regarding no data being available for, Pickup and delivery time on report.**

Response from Modivcare:

Transportation providers are struggling to ensure that pickup is on time. Modivcare stated there has been miscommunication for the last several years on how they consider on time pickup. Below are examples of where the problem lies when determining time.

- What time the Transportation Provider should be arriving?
- The length of time Transportation Provider should be staying, waiting on Member?
- Using standard time vs military time?
- Standing Orders/ Specific arrangements that are made and are not adjusted on trip.

Modivcare will be reeducating Providers on how to properly enter time, which would raise metrics to standard. Modivcare advised; military time is what should be entered to generate on time performance metrics.

- **Questions were raised regarding Provider Line hold time and that the metrics did not look accurate on report.**

Response from Modivcare:

The metrics did not look accurate because the Provider Line is not included in metrics. Modivcare stated they expected to see delays in call metrics due to the rolling out of an enhancement in the Call Center. Modivcare now have a new role, Member Advocate that will ensure Member has a first call resolution (moving call from Cradle to Grave) improving metric.

- **Questions were raised regarding, Total Verified Paid Trips completed for the state.**

Response from Modivcare:

Modivcare provide Verified Paid Trips to Transportation Providers for their specific Trips not for the state.

Response from Eunice:

SCDHHS will be having some additional conversations with Modivcare to include the possibility of adding a formular for payment calculations to the website.

Comments:

Modivcare has secured additional Transportation Providers specially for MUSC and rural areas.

John Paravisini has contacts that may be able to assist with a quicker turnaround for replacement parts for vehicles.

Next Meeting: Tuesday, November 8, 2022

Link to MCAC Meeting

[Medical Care Advisory Committee | SC DHHS](#)