

South Carolina Department of Health and Human Services

Transportation Advisory Committee

Meeting Minutes

September 27, 2018

Committee Members in Attendance:

Lydia Hennick - Member of the Brokering Company operating the Medicaid Transportation
Lynn Stockman - Rural Transportation Association
Doug Wright - South Carolina Association Council on Aging Directors
Thornwell Simons – Consumer Representative
Katherine Watts – South Carolina Hospital Association

Committee Members via Telephone:

Brain Lawson – South Carolina Emergency Medical Service Association
Ken Welch – South Carolina Non-Emergency Transportation Coalition

Guests in Attendance:

Krista Martin - LogistiCare

SCDHHS Staff:

Courtney Sanders – Transportation Contract Monitor

- I. Welcome and Introductions:** Doug Wright of the TAC called the meeting to order.
- II. Purpose of the Transportation Advisory Committee (TAC): (Skipped)** The purpose of the TAC meetings is to meet quarterly to review performance reports and to make recommendations to resolve issues or complaints. TAC members discussed removing as a standing agenda item. Seconded, and so ordered.
- III. Meeting Minutes Approval:** The committee approved the meeting minutes for June 28, 2018.
- IV. NEMT Updates**
 - a. Procurement Update:** The RFP is being drafted and SCDHHS is observing the quite period per procurement law and regulation
- V. Program Monitoring Tools / Activities**
 - a. Transportation Broker Performance Reports (April - June 2018) – Trips, Denials, and Complaints Statewide (SFY 2018):** Since the June meeting the

focus was Provider No Shows (PNS). LogistiCare shifted some coverage areas for provider among other things. PNS are analyzed day to day and have improved moderately on a daily basis. LogistiCare discussed what to expect in the coming months; July is reasonable normal, August is an adjustment with school returning and September will be unusual due to the hurricane. During any natural disaster or weather episode LogistiCare is concerned about ride time.

- b. Transportation Provider Performance Reports:** No comments or discussion
- c. Complaint by Provider Type:** No comments or discussion.
- d. Transportation Broker Accounts Payable Aging Report:** No comments or discussion.
- e. Transportation Provider Retention:** No comments or discussion.
- f. Report of Injuries / Incidents:** No comments or discussion.
- g. Report of Meetings:** No comments or discussion.

VI. Advisory Committee – Current Issues/Concerns:

- a. TAC Departures and Vacancies:** During the June 28, 2018 meeting, Courtney discussed with the TAC The Office on Aging in the Lt. Governor's Office lack of attendance; the appointee Ms. Waller, is no longer with the office. Doug and Lynn are going to reach out to Darryl Broome with Lt. Governor's Office. During the September 27, 2018 Doug stated that he spoke with Darryl Broome regarding the TAC and subsequent attendance. Mr. Broome was not present at the meeting, Courtney will follow up prior to the December meeting.

On September 20, 2018, Gloria Prevost tendered her resignation with the TAC. Ms. Prevost has recommended Thornwell Simons from the Protection and Advocacy for People with Disabilities, Inc. (P&A). Thornwell was present during the September meeting; his nomination was discussed and motioned to approve. Mr. Simon's will represent the P&A for TAC.

On September 25, 2018, Henry Lewis with South Carolina Emergency Medical Service Association (SCEMSA) requested Brian Lawson replace him as appointee. His nomination as discussed and motioned to approve. Mr. Lawson with represent the SCEMSA for TAC.

Doug questioned LogistiCare's compliance department and the approval process of new hire packets. The new hire packets include a copy of the perspective employee's Driver's License and Social Security Card. Due to the transmission of the fax the license is always illegible. Per LogistiCare policy, the packets are to be worked within 3 days. On the third day, a LogistiCare employee reaches out to the providers and request a copy of the license via secure email or fax again. Then after another 3 days the packet is approved. Doug questioned why the packet can't be send by secure mail at inception. LogistiCare discussed a change in policy coming on October 30, 2018. LogistiCare has heard the complaints from the provider community and listened. LogistiCare received approval from their Legal Department for the change in policy

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last week that will allow providers to send the compliance packets via email. The providers are responsible for ensuring the information is secure. The secure communication will be delivered to a shared mailbox to ensure all LogistiCare employees responsible for working the compliance packets will receive notification upon the arrival. Lynn and Ken both stated this issue is provider network wide.

Doug also questioned why LogisitCare requires social security numbers. Krista stated LogistiCare is required to run any perspective employee, owner, driver against the Office of Inspector General Medicaid Fraud database; that screening is completed at inception and monthly.

The meeting adjourned at 11:15 a.m.