

South Carolina Department of Health and Human Services

Transportation Advisory Committee

Meeting Minutes

September 24, 2020

Committee Members in Attendance via Telephone:

Lydia Hennick - Member of the Brokering Company operating the Medicaid Transportation
Doug Wright - South Carolina Association Council on Aging Directors
Brian Lawson - South Carolina Emergency Medical Services Association
Tom Allen – Office of Regulatory Staff
Ken Welch – South Carolina Non-Emergency Coalition
Kay Hightower - South Carolina Department on Aging
Jo Pauling-Jones – Two Medicaid recipients or two family members of Medicaid recipients (or Consumer Representatives)
David Elliott– Department of Health and Environmental Control:

Guests in Attendance:

Linda Calwile – LogistiCare
Andre Wickman – LogistiCare
Michael Egan – LogistiCare

SCDHHS Staff:

Courtney Sanders – Transportation Contract Manager

- 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 25, 2020.
- IV. NEMT Updates**
 - a. Procurement Update:** The RFP is being drafted and SCDHHS is observing the quite period per procurement law and regulation. The possibility of a Request for Information (RFI) was discussed. The intention of a RFI is to receive written information about the capabilities of various vendors. Based on the latest communications with the Managed Care Organizations the previously discussed

carve in of NEMT benefits is withdrawn at this time.

V. Program Monitoring Tools / Activities

- a. Transportation Broker Performance Reports (April - June 2020) – Trips, Denials, and Complaints Statewide (SFY 2020):** Due to the COVID-19 pandemic, March – May 2020 saw a massive reduction in trips and standing order cancellations. Beginning in June, trips began to increase as facilities opened at limited capacity and elective procedures resumed. Standing orders resumed, but there is a decrease in overall census. Communication from all parties; members, facilities and transportation providers has been instrumental during the height of the pandemic and execution of NEMT services.
- 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:** Transportation providers were lost due to the COVID-19 pandemic, mainly smaller providers. However, some of those providers are only suspending services, but plan to resume services once the pandemic settles. To date, some of those providers who self-suspended are reaching out to gauge the current climate and determine if a safe return is applicable. The transportation providers lost, did not impact capacity, but did stabilize other providers with standing orders, especially in rural communities. The pandemic did allow time for network development.
- f. Report of Injuries / Incidents:** An increase in wheelchair tie down incidents have been reported. Due to the overall trip reduction resulting from the pandemic, injuries and incidents are down.
- g. Report of Meetings:** Due to COVID-19 in person meetings were suspended. In June, the Broker established safety protocols to return to field operations. Most, if not all meetings are being held virtually.

VI. Advisory Committee – Current Issues/Concerns:

- a. OTP Update (Methadone):** At the 2018 Governor’s Symposium on Opioids Governor Henry McMaster announced South Carolina Medicaid will begin covering methadone. The Broker started receiving trips for OTP in May of 2019. COVID-19 caused some OTP facilities to close or modify day/hours of operations. Some facilities adopted alternative scheduling like dialysis. Trips did decrease during the pandemic but are currently increasing. An additional OTP facility located in Sumter County opened recently.
- b. COVID-19:** SCDHHS/LogistiCare mandated all members to wear face mask/coverings during transport to support safety and mask ordinances issued

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by county, town and municipalities. Drivers were previously mandated to wear face mask/coverings earlier in the year.

Ms. Pauling-Jones inquired about the Broker's partnering with SCDHHS during the pandemic to offer additional services outside the contract during the pandemic. The Broker has been in constant contact with SCDHHS during this time, however, at this time a need was not identified.

The meeting adjourned at 10:40 a.m.