

## South Carolina Department of Health and Human Services

### Transportation Advisory Committee

#### Meeting Minutes

December 11, 2014

**Committee Members in Attendance:** Coretta Bedsole, Lydia Hennick, Douglas Wright, Lynn Stockman, Dr. Keith Guest, Scott Lesiak, and Gloria Provost.

**Committee Members via Telephone:** David Elliot, Rhonda Goodman, Trop Sapp, Ken Welch and Krista Martin

**Guests in Attendance:** None

**SCDHHS staff:** Stephen Boucher, Maudra Brown, and Courtney Sanders.

- I. **Welcome and Introductions:** Coretta Bedsole, Chairwoman of the TAC and Stephen Boucher of the South Carolina Department of Health and Human Services called the meeting to order.
- II. **Purpose of the Transportation Advisory Committee (TAC):** The purpose of the TAC meetings is to meet quarterly to review performance reports and to make recommendations to resolve issues or complaints.
- III. **Meeting Minutes Approval:** The committee approved the meeting minutes for September 25, 2014.
- IV. **Other Business:** Coretta Bedsole spoke for the committee and expressed their concern regarding the lack of communication and distribution of agenda and meeting minutes prior to the TAC meeting for review. Stephen Boucher apologized for lack of communication and distribution and vowed moving forward for transparency and open communication. Stephen Boucher suggested creating an email address [tac@scdhhs.gov](mailto:tac@scdhhs.gov) that would be available to the TAC Members to communicate directly with SCDHHS staff. SCDHHS staff who will have access are Stephen Boucher, Martha Mitchell, Ervin Yarrell, Maudra Brown, and Courtney Sanders. Courtney Sanders will send out a formal email to TAC Members once the email is finalized and ready to receive traffic.

- V. Transportation Provider On-Time Performance – Sub-Committee Update:** No update was reported by Ken Welch. Committee Members discussed the methodology supporting the creation of the Sub-Committee; it was unanimously decided that the Sub-Committee has met its obligation, and was hereby dissolved. Mr. Welch informed the Committee that earlier in the year he reached out to Coretta Bedsole regarding the Non Emergency Medical Transportation Provider Coalition he was forming and asked Ms. Bedsole to advise him on the possibility of having a Coalition Member represented on the TAC. Based on the discussion with Committee Members, Ms. Bedsole will review the enabling statute and Guidelines of the TAC and report back to Mr. Welch. Overall concern from TAC Members was that providers are already adequately represented on the TAC.
- VI. Transportation Advisory Committee Website – Update:** Courtney Sanders has several meetings scheduled with Jeff Hopkins, of SCDHHS's Information Resource Department to finalize the TAC Website. The Committee members would like the website to mirror the other 'Committee' pages available on SCDHHS's website.
- VII. Stakeholder Input – Procurement Update:** Stephen Boucher spoke about the new RFP; The Department is currently observing the quiet period of the Procurement Process, and Meetings are being scheduled internally to discuss the RFP, answer all questions submitted, and publish an updated timeline for the RFP.
- VIII. Program Monitoring Tools / Activities:**
- a. Transportation Broker Performance Reports (October – December 2014) – Trips, Denials, and Complaints by Region (SFY 2015, SFY 2014):** Lydia Hennick with LogistiCare discussed the abandoned call percentage; due to Healthy Connections Checkup becoming a newly covered benefit, approximately 200,000 became eligible for transportation for limited services. Additionally, the Committee questioned the number of unduplicated beneficiary calls for the month of September of 2014; the reported number was 36,301, up from 7,139 from August of 2014, Lydia confirmed the it was a typo, the correct number is 7,272.  
  
Region One is historically the best performing, but due to provider shifts and facility transfers, the Region is struggling. The Committee expressed concerns over the reporting of valid and non-valid complaints. Lydia stated LogistiCare now has the capability to flag a complaint in a multitude of ways; missed appointment, valid, non-valid, incident, injuries, and other applicable categories. Committee recommended complaints that are within the 30 minute buffer allotted in the contract for arrival to be documented by the administrator at Logisticare and closed and not escalated to the Provider. Lydia agreed, but cautioned if it was her company she would like to the opportunity to know of every complaint. The Committee discussed forming a Pilot Program with providers willing to allow LogistiCare log the non-valid complaints; Doug and Scott volunteered to participate in the pilot program. Doug and Scott are to report back during the next TAC Meeting.
  - b. Transportation Provider Performance Reports:** No comments or discussion.
  - c. Transportation Broker Accounts Payable Aging Report:** No comments or discussion.
  - d. DHHS Internal Complaint Tracking:** No comments or discussion.

- e. **Report of Injuries / Incidents:** Summary of Reported Injury and Incidents dating back to April of 2014 will be reported to the TAC Members when the Department finalized its new Policy and Procedure.
- f. **Report of Meetings:** No comments or discussion.
- g. **Program review and Field Observation Site Visits:** No comments or discussion.

**XI Advisory Committee – Current Issues/Concerns:** Lydia praised the Providers for their on-time performance, resulting in provider incentive payments. Stephen introduced Stacey Shull to the group; she will be assisting in the reporting related to the Transportation Contract, including the Provider Incentive Program. Lydia also mentioned LogistiCare's expansion; furniture, equipment, and continuous training are transpiring to ensure LogistiCare can handle the newly eligible beneficiaries within contractual guidelines

A Sub-Committee was formed with Coretta and Dr. Guest to review the enabling statute. The purpose is to ensure the Committee is in compliance as mandated by the General Assembly. Coretta and Dr. Guest will reach out to the appropriate organizations, and report back during the next TAC Meeting.

Doug Wright is participating in a pilot program allowing for electronic claims submissions. At this time he is the only provider participating in this program.

The Myrtle Beach area has hired a fourth full time inspector; the area is seeing great changes in performance. LogistiCare has a new inspector in the Upstate and Upstate providers are praising his work ethic and availability to providers.

During the discussion of Broker Performance Reports, Stephen suggested the reporting needs to change; possibly not all documents needs to be shared with the Committee. The decision will be made in the next TAC Meeting.

Coretta suggested AARP could write articles and publish bulletins to educate members receiving transportation through LogistiCare.

The meeting adjourned at 12:00

The Transportation Advisory Committee Meeting scheduled the 2015 Quarterly Meetings:

Quarter One: March 12, 2015

Quarter Two: June 25, 2015

Quarter Three: September 24, 2015

Quarter Four: December 10, 2015

All meetings will be conducted at the South Carolina Department of Health and Human Services from 10:00 a.m. to 12: 00 p.m.