



South Carolina Department of Health and Human Services  
1801 Main Street: 11<sup>th</sup> Floor Conference Room  
Columbia, South Carolina 29201-8206  
**Transportation Advisory Committee**

Meeting Minutes  
June 28, 2012-10:00 a.m.

**Committee Members in Attendance:** Scott Lesiak, Lydia Hennick, Krista Martin, Lynn Stockman, Keith Guest, M.D., Chuck MacNeil, Scott Jones

**Via Telephone:** Doug Wright, Chuck DeZearn

**DHHS Staff:** Michael Benecke, Vicki Johnson, Bobbie Driver

**I. Welcome and Introductions:**

Mr. Benecke called the meeting to order.

**II. Purpose of Transportation Advisory Committee (TAC)**

The Advisory Committee shall meet at least quarterly to review issues and complaints concerning the Medicaid Transportation Broker System and shall make recommendations for the resolution of the issues and complaints. The Advisory Committee shall issue a report quarterly to the Governor, Senate and House of Representatives. The Department of Health and Human Services shall provide the staff for the Transportation Advisory Committee. The Advisory Committee shall be abolished when the contract for the operation of the Medicaid Transportation Broker System has expired or is terminated.

**III. Meeting Minutes Approval**

The minutes for the March 22, 2012 meeting were approved.

**IV. Subcommittee Report on Transportation Provider Survey**

The Subcommittee project was to develop a list of questions for a transportation provider survey. The questions on the survey would be used as a way to determine the health of the provider network. All completed information would be submitted to DHHS. After reviewing the questions, DHHS would forward the survey to USC for further evaluation. To date, no action has been taken on the survey. Dr. Guest said that the Subcommittee is still trying to come up with a set of questions to submit to DHHS. He wanted to be sure that the statistical analysis people would

have a chance to review the questions before submitting the survey to DHHS.

Mr. Doug Wright informed the committee that there would be a meeting next Friday. The meeting would be held to see if LogistiCare and the transportation providers still would like to get together on a regular basis to discuss ways to improve the Transportation Broker System. Mr. Benecke requested a notation in the minutes to confirm DHHS continued support and is interest in all ongoing discussions regarding improvement of the Transportation Broker System.

#### **V. Report on Committee Membership Contacts**

Mr. Benecke did not have the full details of the membership report as Ervin Yarrell was out of the office. Mr. Benecke stated that Mr. Ervin Yarrell and Ms. Audrey Williams did speak with people from each of the agencies that might be interested in becoming members of the Transportation Advisory Committee. They also called previous committee members to confirm continued interest and participation in future committee meetings.

Mr. Benecke suggested doing outreach by formal letter in order to request participation from inactive members. He was open to suggestions from the Advisory Committee on how to increase member participation. Dr. Guest offered quotations from the mandate. The mandate stated that there needed to be representation from at least two Medicaid recipients and one member of the transportation brokering company. It was suggested that member selection from a privately funded, commercial transportation company might be a good choice. The providers could be picked from the surrounding counties for quick access to the Columbia meetings. It would be beneficial to the committee to have new members that would be outspoken in positive ways. A change of venue might provide more provider involvement.

#### **VI. Contract Transition and Implementation Update**

##### **a) Payment to Transportation Providers:**

According to Mr. Benecke, final payments are scheduled for Friday June 29, 2012.

##### **b) Service Delivery issues:**

Mr. Benecke said that there were no Service Delivery Issues.

##### **c) Communication**

Mr. Benecke stated that there were no communication issues.

It was decided that the agenda item with the name **Contract Transition and Implementation Update** will be removed from the minutes at a later date.

## **VII. Operational Issues**

The Committee went directly to Program Monitoring tools and activities.

## **VIII. Program Monitoring Tools and Activities**

- a) Ms. Lydia Hennick and Ms. Krista Martin gave overviews of the Transportation Provider Performance Reports.

Ms. Lydia Hennick and Ms. Krista Martin gave examples of how to use the Regional Performance Reports to measure the success of the transportation drop off and pick up times. Ms. Hennick directed the Committee to the Report for LogistiCare, Region 1. The first example given was for Provider 3, which was a private company. The On Time Performance (A Leg Pickup) was running in the 73% range for Provider 3. The On Time Performance (A Leg Drop-off) was at 71%. The next example pointed out to the committee was for Provider 4, which was also a private company. The On Time Performance (A Leg pickup) was at 85% and the On Time Performance for the A Leg Drop-off was 77%. The above examples showed marked improvement in the pick up and drop off times. In the future, the performance reports from the June 28, 2012 committee meeting will be used to measure progress with the new performance reports at the next quarterly meeting.

Ms. Martin said that they were looking at the data on a trip by trip basis. A small percentage, about 2% got less than 3 hours notice for a change in pickup or drop off. She thought that she might pull the dates out for specific situations, and look at them separately. The transportation providers needed to follow the manifest. The providers can help enforce the changes by letting the facility and medical offices know that any scheduling changes need to go through LogistiCare Dispatch. Mr. Benecke said that the providers do not have to take a trip or be penalized for a trip if the facility has not gone through the broker. The Subgroup needed to meet and go through some of the issues, especially about establishing a method of communication.

### **b) Performance Region 2 and 3-Ms. Hennick**

The Transportation Advisory Committee did not get to the Performance Reports for Region 2 or 3. There were many questions about late drop off that needed to be addressed. The Transportation Advisory members

requested some leeway in determining what is considered a late drop off. Ms. Hennick suggested adding a separate column to track on time performance especially if the provider is only a few minutes late.

Mr. Benecke stated that LogistiCare expects the providers to be approximate in their on time performance. There is a 30 minute leeway of time built in for the A Leg pick up. He said to focus on the drop off.

Ms. Hennick stated that the on time performance is not being met yet. LogistiCare is using a corrective action plan with feedback instead of penalizing the transportation providers by taking away money. LogistiCare is still trying to set up a precise evaluation process in order to make sure that they are looking at things from an accurate perspective. Eventually, everyone will be held accountable for performance requirements.

**c) Payables Report**

Ms. Hennick & Ms. Martin are working on the reports directly with providers.

**d) Internal Complaints Reports**

Mr. Benecke said that there were very few complaints for LogistiCare.

**e) Report of Injury and Incidence:**

DHHS has a standard report that is ranked by severity. There were no areas that warranted additional attention based on the systematic issues.

**f) Report of Meetings**

Committee members were instructed to look over the reports.

**g) Program Review Site Visits**

Mr. Benecke stated that they have not done any site visits yet.

**IX. Advisory Committee-Current Issues/Concerns**

- Make sure everyone is collectively on the same page.
- Make sure that the facilities and medical offices call LogistiCare dispatch for changes to pick up and drop off times.
- Use an interactive phone tree or interactive voice mail to send facility and medical office calls straight to the Broker.
- Reschedule December 20, 2012 meeting to another date. since it is so close to the holidays.

Meeting adjourned at 12:00 P.M.

Next meeting is scheduled for September 27, 2012

1801 Main Street, Columbia, South Carolina, at 10:00 A.M.

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