

**South Carolina Department of Health and Human Services**

**Transportation Advisory Committee**

**Meeting Minutes**

**March 11, 2021**

**Committee Members in Attendance via Telephone:**

Michael Egan - Member of the Brokering Company operating the Medicaid Transportation  
Doug Wright - South Carolina Association Council on Aging Directors  
Tom Allen – Office of Regulatory Staff  
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  
Lynn Stockman - Rural Transportation Association

**Guests in Attendance:**

Linda Calwile – ModivCare  
Lydia Hennick – ModivCare  
Celeste Coker – ModivCare

**SCDHHS Staff:**

Courtney Sanders – Transportation Contract Manager  
Amye Josselyn-Key - SCDHHS

- I. **Welcome and Introductions:** Courtney Sanders of SCDHHS 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 December 10, 2020.
- IV. **NEMT Updates**
  - a. **Procurement Update:** The RFP is being drafted and SCDHHS is observing the quite quiet period per procurement law and regulation. Mr. Wright and Ms. Stockman discussed the duration of the current contract regarding the rate schedule-, citing some providers have not seen a rate increase since the

inception of the contract. SCDHHS delivers NEMT through a Broker model. The Broker sets the rates through contracts for the providers for rendered NEMT services. However, Mr. Wright and Ms. Stockman would like SCDHHS to take a more proactive role in the conversations of a rate increase.

## **V. Program Monitoring Tools / Activities**

- a. Transportation Broker Performance Reports (October - December 2020) – Trips, Denials, and Complaints Statewide (SFY 2020):** Trip volume was up in October from the previous months. However, due to the holidays in November and December the trip volume decreased. Overall trip numbers have not returned to pre-COVID numbers. A Leg pick up numbers are satisfactory, however, A Leg drop off is poor; in the low 80 percent. A Leg drop off and B Leg pick up is the current focus for ModivCare's Network Development Team, in addition to adding credentialed providers to the network.

Call Center metrics exceeded standards in 2020. However, due to a perfect storm of employment issues from COVID, new telephone system implementation and other factors the call center was impacted. Members and/or their advocates, medical facilities and transportation providers have been greatly impacted. SCDHHS and Modivcare are working to rectify the issues and return to exceeding call center standards. Mr. Wright expressed concerns about Medical Facilities calling the Transportation Providers directly but utilize the ModivCare Facility Line and Website, when applicable. ModivCare will draft a reminder and send to all Medical Facilities that utilize the Broker for NEMT services.

Complaint numbers were down during the Holidays. However, due to the aforementioned Call Center issues complaints drastically increased in January of 2021.

- 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:** Three providers left the network due to COVID and insurance cost. ModivCare contracted three new providers during this quarter. Pre-COVID, ModivCare had thirteen hundred plus credentialed drivers. Currently, only a little over nine hundred drivers remain. ModivCare is hopeful with NEMT drivers being qualified for Phase 1B of the COVID vaccine that will increase the number of drivers and possible number of NEMT providers in the network.
- f. Report of Injuries / Incidents:** An increase in wheelchair tie down incidents have been reported. Reports of mask incidents are prevalent throughout every month.
- g. Report of Meetings:** COVID caused meetings to be virtual. Blitzes at facilities throughout the state were discontinued. Field observations resumed using all

available safety protocols. Healthcare Facility Managers conducted trainings and other meetings virtual as well. If in person meetings are requested, all parties will try to accommodate with all safety measures followed.

**VI. Advisory Committee – Current Issues/Concerns:**

- a. COVID-19:** ModivCare, SCDHHS and the Office of Regulatory Staff (ORS) worked on moving the NEMT drivers up from Phase 1C to 1B in South Carolina. The South Carolina Department of Health and Environmental Control (SCDHEC) approved the request and are now qualified for Phase 1B. Due to the vaccine rollout and decrease in number of COVID cases in South Carolina, some counties, cities, towns and municipalities have or may lift their mandatory mask ordinances. However, ModivCare, nor SCDHHS are removing the requirement for mask for members and drivers on the vehicle.

The meeting adjourned at 10:40 a.m.