

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

### **Transportation Advisory Committee**

#### **Meeting Minutes**

**December 05, 2019**

#### **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  
Katherine Watts - South Carolina Hospital Association  
Tom Allen – Office of Regulatory Staff  
Ken Welch – South Carolina Non-Emergency Coalition  
Kay Hightower - South Carolina Department on Aging

#### **Guests in Attendance:**

Linda Calwile – LogistiCare  
Scott Bagwell – 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 September 26, 2019.
- IV. NEMT Updates**
  - a. Procurement Update:** The RFP is being drafted and SCDHHS is observing the quiet 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on the latest communications with the Managed Care Organizations the previously discussed carve in of NEMT benefits is withdrawn at this time.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 (July – September 2019) – Trips, Denials, and Complaints Statewide (SFY 2020):** Hurricane Dorian created some anomalies. Large number of cancellations due to evacuation zones and other medical office closures. No significant call center concerns; LogistiCare has remained overstaffed, allowing for higher performance.
- b. **Transportation Provider Performance Reports:** A huge increase with reroutes is documented. A LogistiCare system change contributed but was corrected by local LogistiCare staff. Vehicles and drivers being available is also contributing to the increase in reroutes.
- c. **Complaint by Provider Type:** No comments or discussion.
- d. **Transportation Broker Accounts Payable Aging Report:** No comments or discussion.
- e. **Transportation Provider Retention:** The cost of NEMT insurance was addressed as a possible reason for the fluctuation in contracted providers.
- f. **Report of Injuries / Incidents:** No comments or discussion.
- g. **Report of Meetings:** No comments or discussion.

**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. Trip request have continued to grow; performance and volume are being monitored closely. Due to program limitations respected during implementation, Rider No Shows (RNS) are being monitored but not enforcement has not occurred. RNS result in the provider not being paid. SCDHHS and LogistiCare developed a RNS program several years ago to aid in the prevailing issue.
- b. **TAC Future Meeting Dates:** Dates were approved for the following calendar year.

An article was published at the end of November 2019 by the Post and Courier claiming service failures by LogistiCare resulting in health complications to a Medicaid beneficiary. The article can be accessed at the following link:

[https://www.postandcourier.com/health/summerville-man-says-he-nearly-died-waiting-for-medical-transportation/article\\_ab032908-07e6-11ea-a48a-f7282625bb31.html?utm\\_medium=email&utm\\_campaign=](https://www.postandcourier.com/health/summerville-man-says-he-nearly-died-waiting-for-medical-transportation/article_ab032908-07e6-11ea-a48a-f7282625bb31.html?utm_medium=email&utm_campaign=)

The meeting adjourned at 10:40 a.m.