

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

### **Transportation Advisory Committee**

#### **Meeting Minutes**

**September 26, 2019**

#### **Committee Members in Attendance:**

Lydia Hennick - Member of the Brokering Company operating the Medicaid Transportation  
Lynn Stockman - Rural Transportation Association  
Doug Wright - South Carolina Association Council on Aging Directors

#### **Committee Members via Telephone:**

Ken Welch – South Carolina Non-Emergency Transportation Coalition  
Brian Lawson – South Carolina Emergency Services Association  
David Elliott – South Carolina Department Health and Environmental Control  
Katherine Watts – South Carolina Hospital Association

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

Michael Egan – LogistiCare  
Linda Calwile – LogistiCare  
Scott Bagwell - LogistiCare

#### **SCDHHS Staff:**

Courtney Sanders – Transportation Contract Monitor

- I. Welcome and Introductions:** Lynn Stockman 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 27, 2019.
- 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communications with the Managed Care Organizations the previously discussed carve in of NEMT benefits is withdrawn at this time.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 (Apr. – Jun. 2019) – Trips, Denials, and Complaints Statewide (SFY 2019):** Lydia provided an overview of the report card and other corresponding reports. A handful of OTP trips were performed in May; OTP trips are not included in supplemental payments. On Time Performance goals and objectives remain the same. Provider No Shows are down due to network development and improvements with individual providers. The call center experienced higher call volume in May due to holiday and increased trips request. Complaint numbers can see an increase due to Brokerage Company shift and allowing things to be handled nationally, not just locally.
- 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:** Insurance challenges are causing a constant fluctuation in number of contracted providers.
- f. Report of Injuries / Incidents:** Increase number of provider contributed in incident categories due to providers not responding to complaints. SCDHHS informed the TAC of a death on the vehicle due to a collision. The death occurred in September, outside if data reporting period for this TAC meeting.
- g. Report of Meetings:** May and June can not be quantified due to reporting change that caused the numbers to not be broken down. Reporting will be fixed moving forward.

## **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.
- b. Regional Meetings:** It has been reported that the central Regional Meeting is not working for all service providers. LogistiCare and SCDHHS support that Columbia is central in the state; video and phone conference are offered. Doug is supportive of the change.

The meeting adjourned at 10:55 a.m.