

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

### **Transportation Advisory Committee**

#### **Meeting Minutes**

**September 28, 2017**

**Committee Members in Attendance:** Lydia Hennick, Lynn Stockman, and Ken Welch

**Committee Members via Telephone:** Troy Sapp and Heath Hill

**Guests in Attendance:** Michael Egan (Phone) and Krista Martin (Phone)

**SCDHHS Staff:** Courtney Sanders, Stacey Shull, Peter Brooks, Diann Williams, and Bryan Kost.

- 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 22, 2017.
- IV. **NEMT Updates**
  - a. **Procurement Update**
    - i. **MCO Carve-In:** On July 20, 2017, Courtney sent an email to the TAC members regarding SCDHHS' decision to push the carve-in date from on or after January 01, 2018 to January 01, 2019. SCDHHS will actively work with the managed care organizations (MCOs) and transportation provider community to make the carve-in process a smooth transition and will provide information to the NEMT provider community as it becomes available.
    - ii. **RFP:** The RFP is being drafted and SCDHHS is observing the quite period per procurement law and regulation.
- V. **Program Monitoring Tools / Activities**
  - a. **Transportation Broker Performance Reports (April - June 2017) – Trips, Denials, and Complaints Statewide (SFY 2017, SFY 2016):** Lydia advised A

Leg Drop Off for the reviewed months was elevated. Certain providers caused the elevated numbers. Liquidated damages have been imposed. Specifically, thirteen (13) providers are placed on Performance Improvement Plans (PIP's), LogistiCare is working closely to improve performance numbers, and volume is scaled back. If the provider offers various levels of service (LOS's), the provider is still being allowed to operate all applicable services, but not at the same volume. Additionally, Lydia advised providers utilizing WellRyde is allowing for more accurate reporting.

Troy Sapp question on time performance, more specifically regarding providers being five minutes of less to Drop Offs. Lydia offered supplying providers and the TAC with a report detailing drop offs five minutes or less. However, the TAC declined the report and Troy stated he was just curious of the process.

- 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:** Lydia advised LogistiCare cleaned up their list of active providers. Providers were terminated, resigned, or excluded from contracting based on personal reasons/issues, compliance, or insurance issues/cancellations/certificate problems. None of the aforementioned issues impacted network adequacy.
- f. Report of Injuries / Incidents:** No comments or discussion.
- g. Report of Meetings:** No comments or discussion.

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

- a. State Brokerage No Show Policy:** During the June 22, 2017 TAC meeting, Mr. Wright expressed concerns from the provider network regarding compensation of rider no shows. Currently, transportation providers are not reimbursed for rider no shows. Mr. Wright advised of the huge cost to the provider network. Mr. Wright addressed the TAC and SCDHHS and encouraged a second look at reimbursement methodology surrounding no shows in the future contract. Diann scheduled a meeting with Stephen Boucher and Bryan Amick to address this issue and other deliverables from the TAC meeting. Executive staff and program specific staff meet prior to the September 28, 2017 TAC meeting regarding reimbursement for rider no shows to the provider network. Courtney polled other states utilizing the brokerage system and/or providing NEMT services regarding their reimbursement methodology to providers for rider no shows. Twenty six (26) responses were received, of the 26 responses, only one (1) state reimbursed for rider no shows. In Georgia, as a pilot program, the providers are reimbursed a dollar (\$1.00) per rider no shows. The dollar reimbursement is funded by state appropriations, based on CMS regulations not allowing payments

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for non-events. At this time, SCDHHS will not amend the contract to allow payments for rider no shows. Consideration will be granted during the new contract.

- b. TAC Departures and Vacancies:** At the June 22, 2017, Coretta announced that at the end of the year she is resigning from TAC. TAC members will work with SCDHHS to nominate a replacement over the coming months and future meeting. Wallace Cunningham of AARP, possible nomination for the TAC, was scheduled to attend the September TAC meeting. However, due to unforeseen circumstances, Mr. Cunningham was unable to attend. Mr. Cunningham will attend the December TAC meeting in hopes to fill the consumer seat left vacant. Courtney discussed the vacancies currently present, as well as the vacancy left by Scott Lesiak with the South Carolina Emergency Medical Services Association (SCEMSA). For some time, the South Carolina Hospital Association (SCHA) has maintained a vacancy on the TAC. Courtney will coordinate efforts with SCHA to fill the vacancy. Troy volunteered to work with SCEMSA to nominate a representative. However, Troy did caution not many NEMT providers are active with that association, but he would still make an effort.

During the June 22, 2017 TAC meeting, Ken questioned the duration of the supplemental payments. Courtney stated the end of the contract period with LogistiCare. Ken referenced one of the documents distributed to provider community stating the payments will continue until implementation of the RFP. Clarity will be provided prior to the next TAC meeting. Courtney advised the TAC, that supplemental payments will continue until implantation of the new RFP.

During the June 22, 2017 TAC meeting, Doug stated WellRyde is an awesome system, but his company and other public transit companies are unable to integrate. The company, RouteMatch that is the current awardee of the SCDOT routing software procurement has denied WellRyde's request for integration. Currently, SCDOT is requesting new bids for their routing software. Based on the knowledge of TAC members who work with COA's or RTA's, the routing software RFP process will be complete by October of 2017. Integration and implementation will be completed by June 30, 2018. Based on current accounts and communication RouteMatch wishes to integrate with WellRyde. However, the talks are in preliminary stages, and no date of full integration could not be provided.

The meeting adjourned at 11:15 a.m.

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.