

**South Carolina Department of Health and Human Services
Transportation Advisory Committee
Meeting Minutes
June 24, 2021**

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
Brian Lawson - South Carolina Emergency Medical Services Association
Tom McGill – Office of Regulatory Staff (Tom Allen)
Kay Hightower - South Carolina Department on Aging
David Elliott– Department of Health and Environmental Control
Katherine Watts - South Carolina Hospital Association
Lynn Stockman - Rural Transportation Association
Mary Eaglesfield – ModivCare, Senior Director
Celeste Crocker - ModivCare
Linda Calwile – ModivCare
Channell Webster - -SCDHHS Claims & Provider Services, Program Manager
Amye Josselyn-Key – SCDHHS

I. Welcome and Introductions: Channell Webster of SCDHHS called the meeting to order.

- a. We welcomed Mary as the current Senior Director following Michael Eagan’s absence.

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 March 11, 2021 minutes were not available at the time of the meeting; Channell has received them and will send them out for review.

IV. NEMT Updates: Lynn requested an RFP update; per Channell, an update is still pending at this time.

V. Program Monitoring Tools / Activities

- a. **Transportation Broker Performance Reports:** Channell reported an increase in volume which is expected to continue due to COVID restrictions lifting. A leg trips are above goal standards; A & B leg trips remain a focus for ModivCare.
- b. **Transportation Provider Performance Reports:** No changes to report.
- c. **Complaint by Provider Type:** Reviewed – proactive outreach with providers is a focus

- d. **Transportation Broker Accounts Payable Aging Report:** 13 days average wait for payment; 100% of invoices are paid
- e. **Transportation Provider Retention:** 168 active providers, 3 new sites, 4 sites terminated by provider
- f. **Report of Injuries / Incidents:** Channell will generate a report and upload it to the shared site. She will notify all via email once this is complete.
- g. **Report of Meetings:** Meeting will continue to be held virtually until further notice

VI. Advisory Committee – Current Issues/Concerns:

- a. Lynn expressed concern regarding the 30-minute pick-up window and construction in Columbia causing an issue. She asked if members are allowed to pick their time for pick-up. Lydia advised that this is not allowed and that when these situations arise, ModivCare should be contacted to make an appropriate determination on a case-by-case basis.
- b. Lynn advised that there has been an insurance delay issue and her emails are not being responded to; Celeste or Mary will follow-up.

The meeting adjourned at 10:22 a.m.