

**Report of the Medicaid Transportation Advisory Committee
Fourth Quarter, SFY 2007-2008**

Joint Resolution H. 4178 required the Department of Health and Human Services (DHHS) to establish a Medicaid Transportation Advisory Committee composed of Medicaid service providers, local transportation providers, and Medicaid recipients, who require non-emergency transportation services. The advisory committee was required to have representatives from the South Carolina Emergency Medical Services Association, South Carolina Hospital Association, South Carolina Health Care Association, South Carolina Nursing Home Association, South Carolina Medical Association, Rural Transportation Association, Office on Aging in the Lieutenant Governor's Office, Department of Health and Environmental Control, Public Service Commission, two Medicaid recipients or two family members of Medicaid recipients, and a member of the brokering company operating the Medicaid transportation system.

Per resolution, the advisory committee is to do the following:

1. Meet at least quarterly to review issues and complaints concerning the Medicaid Transportation Brokerage System
2. Make recommendations for the resolution of these issues and complaints
3. Issue a report quarterly to the Governor, Senate, and House of Representatives.

The following report includes information and discussion topics relevant to the committee's mission and scope as expressed in Joint Resolution H.4178.

Meeting Date – Tuesday, May 13, 2008 at the DHHS Conference Room. Committee members in attendance included:

Chuck DaZearn
LogistiCare

Scott Lesiak
South Carolina EMS Association

Curtis Loftis
Lt. Governor's Office on Aging

Kim Matreci
Medical Transportation Management, Inc. (MTM)

Lynn Stockman
Transportation Association of South Carolina

Jonathan Teeter
Office of Regulatory Staff

Randy Lee
South Carolina Health Care Association

Alonzo Smith
DHEC

SCDHHS Staff facilitating the advisory committee meeting:

Emma Forkner
Director- SCDHHS

Felicity Costin-Myers
Deputy Director – Medical Programs

The committee handled business from the agenda, and the following items were discussed:

Committee members were updated on the various agency, broker, and healthcare provider meetings. DHHS is continuing regular meetings with MTM and LogistiCare. Also, the two companies are continuing their regional broker meetings.

Each broker company presented the third quarter Broker Report Cards. Representatives of MTM and LogistiCare answered committee member questions regarding this data. Some of the issues discussed during these presentations included the reporting of calls vs. trips, the cost of gas, MTM's forthcoming call center in Anderson, and the enforcement of 3-day notices for certain trips.

The committee also examined the third quarter summary of trips, denials, and complaints, by region and by broker company. There have been more than 1.3 million trips provided within the broker model.

DHHS Director Emma Forkner told committee members that the agency has not heard about a potential date for release of the Legislative Audit Council's report. The agency has worked to provide any information requested by Legislative Audit Council staff.

Next the committee discussed the Form 216 claims review process. This revised form and process will allow DHHS to forgo the nurse reviews of College of Nursing.

Beverly Hamilton of DHHS next introduced the agency's division director who will now be managing the Medicaid transportation program – Sheila Platts. Ms. Platts' staff will

be offering training opportunities in the future to encourage the proper use of Form 216s. DHHS will send out a provider bulletin regarding these trainings.

The committee then heard from Mr. Teeter for an update on the stretcher van regulations. He said the Public Service Commission has scheduled a formal hearing on Wednesday, June 25. The comment period on these regulations (on the PSC website) is through May 30.

Mr. Lee asked Mr. Lesiak about his organization's position on this issue. Mr. Lesiak responded that these regulations are okay for some populations, but that certain patients with higher medical needs may need first responders on the vehicle, so this mode of transportation would be inappropriate for them. Mr. Lee said he knows of ambulance providers who are opposed to these regulations, due to the lack of medical staff onboard, and the diversion of business for the ambulance providers. Mr. Lee said this could lead to an issue in a hurricane/evacuation situation. He said these providers will mostly be out-of-state providers. Mr. Lee said the SC Health Care Association would oppose the stretcher van regulations. Mr. Lee also questioned how potential adoption of these regulations and the use of these less expensive transportation modes will affect the state's contract pricing with MTM and LogistiCare. Director Forkner said DHHS will wait until these regulations are approved before considering that.

Members of the committee raised the following discussion topics during open forum:

- Progress has been made regarding payments for rides delivered during an individuals retroactive period
- The oversight of volunteer drivers, and the standards set for their vehicles and operations, including how the brokers and DHHS can respond to issues associated with volunteer drivers
- The cost of fuel and its effect on operations and contracts
- The issues of access and health/safety of the stretcher vans, should a hurricane hit
- The feasibility of future Transportation Advisory Committee meetings via teleconference
- The status of the MTM reorganization, and the issue of payments to providers
- Electronic billing

The meeting adjourned. The Transportation Advisory Committee will next meet August 26, 2008.



South Carolina Department of Health and Human Services

Broker Report Card - MTM

Transportation Metrics	Jan 2008	Feb 2008	March 2008
Total trips provided by type of transportation	49,298	48,588	49,032
• Non-Emergency Ambulatory Sedan/Van Trips	39,137	38,763	38,573
• Non-Emergency Ambulance/BLS (Broker Sponsored)	22	7	9
• Wheelchair Trips	7,575	7,242	7,487
• Stretcher Trips	1,095	888	847
• Individual Transportation Gas Trip	1,440	1,674	2,104
• Public Transportation Bus Trip	24	14	12
Actual number of calls	16,283	14,249	14,645
• Average phone calls daily	525	491	472
• Average Answer Speed (minutes)	0:20	0:14	0:14
• Average Talk Time (minutes)	2:09	3:52	3:58
• Average "On Hold" Time (minutes)	2.07	2:11	1:44
• Average number of calls abandoned daily	12	7	7
Total number of complaints by type	56	63	45
• Provider No-Show	24	24	0
• Timeliness	19	24	7
• Provider Service Quality	1	6	4
• Driver Behavior	8	6	0
• Internal Complaint	0	0	14
• Miscellaneous	0	0	16
• Call Center Operator	4	3	4
• Complaints as percentage of total trips	0.14%	0.13%	0.10%
Total number of denials by type	355	391	770
• Non-Urgent / Under Days of Notice	113	119	353
• Not Eligible For Transport	54	70	128
• Unable to Confirm Medical Appointment w/ Provider	21	35	34
• Request for Transport To Non-Covered Service	121	115	144
• No vendor available	20	10	61
• Not a Medicaid enrolled provider	2	1	2
• Doesn't meet Transportation Protocols	12	9	13
• Beneficiary has Medicare Part B	0	1	0
• Friend/Relative available for transportation	11	29	32
• Beneficiary has own car	1	2	3
• Ambulance Claim - misc. denied	0	0	0
• Not closest provider	0	0	0
• Denials as percentage of total trips	0.89%	0.01%	1.57%



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Broker Report Card - Logisticare

Transportation Metrics	Jan 2008	Feb 2008	March 2008
Total trips provided by type of transportation	114,598	106,786	107,340
• Non-Emergency Ambulatory Sedan/Van Trips	93,449	87,466	88,186
• Non-Emergency Ambulance/BLS (Broker Sponsored)	71	0	0
• Extra Passenger	0	0	0
• Individual Transportation Gas Trip	1,673	1,378	1,491
• Stretcher Trips	2,022	1,947	1,690
• Wheelchair Trips	17,383	15,995	15,973
Actual number of calls	35,372	32,380	32,409
• Average phone calls daily	1,360	1,295	1,247
• Average Answer Speed (minutes)	0:39	0:34	0:32
• Average Talk Time (minutes)	3:44	3:33	3:32
• Average "On Hold" Time (minutes)	1:17	1:02	0:56
• Average number of calls abandoned daily	46	54	50
Total number of complaints by type	227	375	273
• Call Center Operation	0	2	1
• Driver Behavior	5	5	2
• Eligibility Issue	0	0	0
• Internal Complaints	9	15	19
• Miscellaneous	17	26	12
• Provider No Show	89	134	90
• Provider Service Quality	2	4	3
• Rider Injury/Incident	10	6	3
• Timeliness	95	183	143
Complaints as percentage of total trips	0.20%	0.35%	0.25%
Total number of denials by type**	755	702	636
• Adult Day Care - Less Than 15 Miles	5	5	2
• Alternate Forms of Transportation Available	1	0	0
• Does Not Meet Transportation Protocol	15	12	14
• Incomplete Information	6	11	15
• Ineligible for Service	25	36	31
• Non-Covered Service	394	382	300
• Non-Urgent Under Days of Notice	260	214	221
• Uncooperative Behavior, e.g., Violent, Safety Risk	2	4	4
• Wrong Level of Service	47	38	49
Denials as percentage of total trips	0.66%	0.66%	0.59%