

**Medicaid Transportation Advisory Committee  
Second Quarter Report, SFY 2007-2008  
H. 4178 (Act 172 of 2007)**

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**Agency Name:** Department of Health and Human Services

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## **Report of the Medicaid Transportation Advisory Committee Second 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 November 28, 2007 at the DHHS Conference Room.  
Committee members in attendance included:

Coretta Bedsole  
South Carolina Adult Day Services Association

Jim Walker  
South Carolina Hospital Association

Chuck DaZearn  
LogistiCare

Dr. Keith Guest, MD  
South Carolina Medical Association

Scott Jones  
South Carolina Nursing Home Association

Greg Kitchens  
South Carolina Department of Health and Environmental Control

Scott Lesiak  
South Carolina EMS Association

Curtis Loftis  
Lt. Governor's Office on Aging

Alaina Macia  
Medical Transportation Management, Inc. (MTM)

Lewis Stephens  
Medicaid Recipient

Lynn Stockman  
Transportation Association of South Carolina

Jonathan Teeter  
Office of Regulatory Staff

Angel Hechanova

SCDHHS Staff facilitating the advisory committee meeting:

Emma Forkner  
Director- SCDHHS

Felicity Costin-Myers  
Chief - Bureau of Rehabilitative and Medical Support Services

Deirdra Singleton  
SCDHHS General Counsel

The committee handled business from the agenda, including the following:

SCDHHS Director Forkner shared material that described the transportation services and modes of transportation that are appropriately funded by Medicaid for Medicaid recipients. Forkner also educated the committee on how the broker system works, and the steps involved in scheduling, providing, and reimbursing appropriate Medicaid non-emergency transportation trips.

SCDHHS staff updated the committee on the agency's efforts to meet with the various transportation stakeholders during the first months of the broker system. SCDHHS shared a list of all such meetings, which included two public hearings, several meetings with legislators, 16 meetings with the broker companies, 15 site visits to providers, 12 regional broker meetings, several meetings with the Legislative Audit Council. SCDHHS staff described the types of issues that have been brought up at such meetings,

like the use of the 216 form, and the efficient booking of transportation services by nursing home and dialysis center staff.

SCDHHS then presented the first quarterly broker report cards to the committee. Each broker company had the opportunity to identify and explain key components of the broker report cards. Both MTM and LogistiCare answered committee members' questions regarding how the broker companies collect and track complaints, and how monthly indicators can fluctuate depending on rider patterns.

The committee also examined the transportation issues that have affected nursing homes within the new broker model. A key issue for these providers has been the use of escorts to accompany riders. SCDHHS and broker company representatives have visited nursing homes in the effort to work through the escort issue and assist nursing home staff in managing the new transportation system processes. SCDHHS reported that all parties are working together to support the nursing home frontline staff as they connect patients to the enhanced services provided under the broker model.

Committee members were updated on the recent Medicaid transportation bulletin that was sent to providers in regard to the new broker system. This provider bulletin offered an overview of the broker model and the proper use of Medicaid transportation services, including the proper use of the 216 form for ambulance trips. (Some committee members worked with DHHS in revising the 216 form.) The transportation provider bulletin also covered some adult dental issues, and how adult Medicaid beneficiaries can use transportation for qualified Medicaid dental services.

DHEC staff member Mr. Teeter explained how South Carolina will be formulating the rules and regulations necessary to allow stretcher vans as a Medicaid transportation option. DHEC will be arranging public hearings on this issue, and SCDHHS has been assisting with that effort. The committee discussed how comparable trips are currently provided in the state, and looked at what other states do to provide stretcher van services. Committee members discussed the financial and safety implications of a transition to stretcher vans for the state.

The committee received a survey conducted by USC that shows high satisfaction rates among Medicaid beneficiaries in regard to the transportation broker system. This survey finds that:

- 88% are “somewhat satisfied” or “very satisfied” with transportation services,
- about 52% say transportation services are better now than they were prior to the new system’s implementation, and
- among those who use transportation services the most, 93% are satisfied with the services.

During open forum, members of the committee raised issues and offered advice to DHHS. Some of the topics included:

- Billing issues, including timely payment

- Lead time for scheduling trips, and the process for handling unplanned trips
- Stretcher van transition, and the state's adoption of this new mode of transportation
- The cost of the escorts to ride with patients of nursing homes, and the funding mechanism allowing nursing homes to employ escorts and use cost reports to justify related escort expenses. DHHS has worked to rearrange nursing home payments to support their provision of escorts.
- The new 216 form for ambulance services, and the required attestation of medical necessity for an ambulance
- Transportation for veterans, and the use of Veterans Administration services as an alternative for these riders
- Medical review of 216 forms, and the appropriate broker oversight of 216 requests
- Enrollment numbers and capitated rates paid to broker companies, and any changes to the funding structure of the state/broker contract
- Concern from Curtis Loftis regarding several aspects of the transition to the broker system. Mr. Loftis expressed dissatisfaction with DHHS over handling of the RFP process. He also said he has been requesting further clarification from the agency regarding a broker rate adjustment from August. The agency has not been forthcoming in providing information, according to Mr. Loftis, and he has had to use Freedom of Information Requests to obtain data. Further, Mr. Loftis shared his objection to the agency's overall transparency in managing the transportation system, and the agency's refusal to consider his requests for information all along, including in the forum offered by this Transportation Advisory Committee.

Many committee members expressed optimism that progress is being made with the transportation broker system, and that issues are being resolved. DHHS expressed gratitude to the committee members for their cooperation in working through this transition.

The meeting concluded, and members were thanked for their work.

#### Proposed dates for future meetings

February 26, 2008

May 27, 2008



South Carolina Department of Health and Human Services  
**Broker Report Card - LogistiCare**

Transportation Metrics	May 2007	June 2007	July 2007	Aug 2007	Sept 2007	Oct 2007	Nov 2007
<b>Total unduplicated beneficiaries served</b>	12,541	12,768	12,717	14,283	13,324	14,088	13,824
<b>Total trips provided by type of transportation</b>	121,132	117,042	115,860	126,367	107,515	123,303	108,965
• Non-Emergency Ambulatory Sedan/Van Trips	101,921	97,745	95,948	104,230	88,356	102,030	88,781
• Non-Emergency Ambulance/BLs(Broker Sponsored)	381	392	276	340	0	66	90
• Extra Passenger	18	13	24	0	26	0	0
• Individual Transportation Gas Trip	438	470	621	1,110	1,014	1,091	1,324
• Stretcher Trips	1,811	2,326	3,234	3,063	2,858	2,567	1,929
• Wheelchair Trips	16,563	16,096	15,757	17,624	15,261	17,549	16,841
<b>Actual number of calls</b>	39,300	28,292	30,421	34,033	31,939	35,620	30,377
• Average phone calls daily	1,671	1,347	1,449	1,621	1,681	1,319	1,215
• Average Answer Speed (minutes)	3:11	0:53	0:40	1:16	1:10	0:48	0:40
• Average Talk Time (minutes)	4:18	4:58	3:42	3:39	3:33	3:54	3:56
• Average "On Hold" Time (minutes)	3:22	1:39	1:25	2:30	1:43	1:15	1:16
• Average number of calls abandoned daily	206	31	27	92	79	48	39
<b>Total number of complaints by type</b>	275	143	174	166	250	304	211
• Call Center Operation	5	1	6	7	5	10	10
• Driver Behavior	0	0	0	0	0	6	8
• Eligibility Issue	0	0	0	1	0	0	0
• Internal Complaints	14	8	8	7	9	7	8
• Miscellaneous	54	23	41	33	49	14	13
• Provider No Show	89	50	44	45	46	99	96
• Provider Service Quality	2	0	1	0	2	3	1
• Rider Injury/Incident	6	6	7	9	4	14	8
• Timeliness	105	55	67	64	135	151	67
<b>Complaints as percentage of total trips</b>	0.23%	0.12%	0.15%	0.13%	0.23%	0.25%	0.19%
<b>Total number of denials by type**</b>	222	503	768	1,444	1,607	1,379	694
• Adult Day Care - Less Than 15 Miles	0	13	5	7	6	0	5
• Alternate Forms of Transportation Available	0	1	0	0	1	0	0
• Does Not Meet Transportation Protocol	3	2	7	7	14	19	20
• Incomplete Information	44	146	281	613	687	462	9
• Ineligible for Service	96	75	58	56	64	37	28
• Non-Covered Service	47	39	92	201	208	254	199
• Non-Urgent Under Days of Notice	16	196	191	390	464	462	382
• Uncooperative Behavior, e.g., Violent, Safety Risk	1	0	1	0	1	0	0
• Wrong Level of Service	15	31	133	170	162	145	51
<b>Denials as percentage of total trips</b>	0.18%	0.43%	0.66%	1.14%	1.49%	1.12%	0.64%

\*Metrics are preliminary until claims resolution process is complete.

\*\*Non-emergency denials.



South Carolina Department of Health and Human Services

**Broker Report Card - MTM**

<b>Transportation Metrics</b>	<b>May 2007</b>	<b>June 2007</b>	<b>July 2007</b>	<b>Aug 2007</b>	<b>Sept 2007</b>	<b>Oct 2007</b>	<b>Nov 2007</b>
<b>Total unduplicated beneficiaries served</b>	<b>5,674</b>	<b>5,631</b>	<b>5,513</b>	<b>5,251</b>	<b>4,983</b>	<b>5,387</b>	<b>5,178</b>
<b>Total trips provided by type of transportation</b>	<b>47,552</b>	<b>46,308</b>	<b>46,202</b>	<b>50,709</b>	<b>45,440</b>	<b>53,085</b>	<b>46,732</b>
• Non-Emergency Ambulatory Sedan/Van Trips	39,435	37,889	37,017	40,501	36,083	42,178	36,890
• Non-Emergency Ambulance/BLS (Broker Sponsored)	68	20	36	35	35	42	41
• Wheelchair Trips	7,198	7,584	7,827	8,200	7,272	8,422	7,478
• Stretcher Trips	835	782	843	824	787	1022	919
• Individual Transportation Gas Trip	10	33	465	1,145	1,255	1,407	1,386
• Public Transportation Bus Trip	6	0	14	4	8	14	18
• Number of Pickups on Time						9,128	13,306
• Number of Deliveries on Time						9,125	12,002
• Percent of Pickups on Time						87.42%	89.50%
• Percent of Deliveries on Time						87.39%	87.50%
<b>Actual number of calls</b>	<b>21,005</b>	<b>15,708</b>	<b>16,120</b>	<b>16,315</b>	<b>14,317</b>	<b>15,698</b>	<b>14,786</b>
• Average phone calls daily	678	524	520	526	477	506	493
• Average Answer Speed (minutes)	1:31	0:33	0:55	0:58	0:56	0:27	0:44
• Average Talk Time (minutes)	4:04	3:42	3:56	4:18	4:08	3:43	3:30
• Average "On Hold" Time (minutes)	1:49	1:52	1:58	2:11	2:00	1:54	2:07
• Average number of calls abandoned daily	112	29	62	50	48	22	48
<b>Total number of complaints by type</b>	<b>499</b>	<b>305</b>	<b>288</b>	<b>313</b>	<b>232</b>	<b>155</b>	<b>114</b>
• Provider No-Show	247	121	154	167	104	89	68
• Timeliness	184	116	86	110	89	42	33
• Provider Service Quality	31	33	19	15	15	7	5
• Driver Behavior	23	23	17	14	15	5	7
• Internal Complaint	6	6	4	3	5	4	0
• Miscellaneous	3	0	3	3	2	0	0
• Call Center Operator	5	6	5	1	2	8	1
• Complaints as percentage of total trips	1.05%	0.66%	0.62%	0.69%	0.69%	0.29%	0.24%
<b>Total number of denials by type</b>	<b>446</b>	<b>470</b>	<b>459</b>	<b>485</b>	<b>598</b>	<b>747</b>	<b>594</b>
• Non-Urgent / Under Days of Notice	84	122	170	236	380	321	256
• Not Eligible For Transport	52	128	62	88	53	73	68
• Unable to Confirm Medical Appointment w/ Provider	13	12	34	23	28	22	59
• Request for Transport To Non-Covered Service	297	208	193	138	137	141	109
• No vendor available						153	75
• Not a Medicaid enrolled provider						8	3
• Doesn't meet Transportation Protocols						15	12
• Beneficiary has Medicare Part B						2	2
• Friend/Relative available for transportation						9	9
• Beneficiary has own car						1	1
• Ambulance Claim - misc. denied						1	
• Not closest provider						1	
• Denials as percentage of total trips	0.94%	1.01%	0.99%	0.96%	0.96%	1.41%	1.27%