



**South Carolina Department of Health and Human Services
Transportation Advisory Committee**

Quarterly Meeting Agenda

December 13, 2012 - 10:00 am

1801 Main Street, Columbia SC – 11th Floor Conference Room

- I. Welcome and Introductions
- II. Purpose of Transportation Advisory Committee (TAC)
- III. Meeting Minutes Approval – September 27
- IV. Report On Committee Membership Contacts
- V. Sub-Committee Report On Transportation Provider Survey
- VI. Recommendations For Next Procurement
- VII. Logisticare Corrective Action Plan (CAP)
- VIII. Program Monitoring Tools / Activities
 - a. Transportation Broker Performance Reports (July – September 2012) – Trips, Denials, and Complaints By Region (SFY 2013, SFY 2012)
 - b. Transportation Provider Performance Reports
 - c. Transportation Broker Accounts Payable Aging Reports
 - d. DHHS Internal Complaint Tracking
 - e. Report Of Injuries / Incidents
 - f. Report Of Meetings
 - g. Program Review and Field Observation Site Visits
- IX. Advisory Committee – Current Issues/Concerns
- X. 2013 Calendar Year Meetings

Next Meeting – Thursday, March 28, 2013 at 10:00am, 1801 Main Street, Columbia, SC



South Carolina Department of Health and Human Services
1801 Main Street: 11th Floor Conference Room
Columbia, South Carolina 29201-8206
Transportation Advisory Committee

Meeting Minutes
December 13, 2012 - 10:00 a.m.

Committee Members in Attendance: Heath Hill, Lydia Hennick, Lynn Stockman, Doug Wright, Chuck MacNeil, Dr. Keith Guest, Jocelyn Boyd, Coretta Bedsole

Committee Member(s) by phone: Asha Brown

Others in Attendance: Jonathan Teeter, Krista Martin, Todd Owenby, Rhonda Goodman, Jeremy Ahlijah, Mark McClure, Jocelyn Boyd, Kathy Mayfield Smith

Via Telephone: Chuck DeZearn

DHHS Staff: Michael Benecke, Zenovia Vaughn, Ervin Yarrell, Megan Old, Audrey Williams

I. Welcome and Introductions:

As Chairman, Dr. Guest was delayed Coretta Bedsole called the meeting to order.

II. Purpose of the Transportation Advisory Committee (TAC)

The statutory requirements of the TAC were read by Michael Benecke. Act 172 was established to create a committee of members that are involved or affected by the transportation services that are offered to Medicaid Beneficiaries. This creates a forum to provide input to DHHS and gives advice on how the transportation services are being handled.

III. Meeting Minutes Approval

The committee approved the minutes for the September 27, 2012 meeting.

IV. Report on Committee Membership Contacts

Mike Benecke reported that DHHS sent a letter to all groups that are required by law to have representation on the TAC, every group responded except the Hospital Association of South Carolina. He also reported that Heath Hill is a new member and will be representing The South Carolina Health Association.

Rhonda Goodman from Helping Hands agreed to help find someone from the Medicaid community to be a member. Ms. Rebecca Gates who participates in the Adult Day Program has agreed to become a member of the TAC. Helping Hands has agreed to transport Ms. Gates to the meetings and will make arrangements to assist her if she decides to call into the meeting. Motion was made to add Ms.

(62.5%); the average time providing services was 8 years; the range of service time was 3 months-40 years; and (6%) had provided services for less than 1 year.

4. Demographics- (1) Fleet- Vehicle used. The Providers that responded used a variety of vehicles. The most common vehicles used are vans: handicap-accessible and ambulatory. Other vehicles used are ambulances and sedans. The average age of vehicles is about 6.5 years (< 1-16 years). The survey listed the number of providers with vehicles for Medicaid, their total number of vehicles, the approximate number of vehicles for Medicaid NEMT, the range of number of vehicles, the average age of their vehicles and the range of age of vehicles.

Demographics- (2) Fleet- Ability to replace vehicle. A majority (72%) felt confident that they could replace their vehicles. For-profit (77%) and RTA's (100%) providers were more confident in the ability to replace their vehicles. Non- profits (47%) felt they would have concerns replacing their vehicles. (8%) had major concerns about the ability to maintain safe and reliable vehicles, that percentage included both Non-profit and For-profits.

The Criteria used to replace /recycle vehicles was about 90% under general conditions; approximately 54% used mileage, 51% used age.

Demographics- (3) Trips- The survey listed the number of trips made by providers: Weekdays, Saturdays, and Sundays; the average and range for those days. Most (69%) providers would prefer to make more trips; (75%) were for profits and RTAs; (52%) non- profits. Only (2%) want less trips, and 28% have the right amount. Change in number of trips since February 2012 had increased (32%) and decreased (42%).

5. Results – Experience and Satisfaction- Provider business/ organization. Providers (67%) felt that their business will continue to expand; 35% felt their participation will remained stable; and 31% felt their participation will improve. With the current Broker, (40%) services for the consumers have improved and less than (30%) believe services have improved for providers.

Results- Recommendations- Changes to System to allow providers success: adequate reimbursement; improving broker IT/ other systems; improving communication between the Broker and Provider / facilities; scheduling and efficiencies of scale.

Results- Recommendations- Providers swapping role with Broker, there were 112 responses. What providers would improve; 40 Providers said they would (1) Improve Operational Efficiency such as; scheduling and coordination of trips, (2) Administrative services, (3) Improve/ or better technology (4) and Education of staff. 23 Providers said reimbursement, and 20 said customer care.

Results- Recommendations- Providers swapping role with SCDHHS, 72 providers responded: (1) Changes to Brokerage System; (2) Communication with Providers; (3) Reimbursement rates (4) Consumer Care. There were changes the TAC discussed in detail (i) ensure all transportation is under the

Corrective Action Plan will be accepted after December 15th, which is the last day comments can be submitted. The CAP can be viewed on the SCDHHS website.

VIII. Program Monitoring Tools/ Activities

Reports were included in the quarterly meeting handout for review.

- a) Transportation Broker Performance Reports (July-September 2012) –Trips, Denials, and Complaints by Region (SFY 2013, SFY 2012)
- b) Transportation Provider Performance Reports
- c) Transportation Broker Accounts Payable Aging Reports
- d) DHHS Internal Complaint Tracking
- e) Report of Injuries
- f) Report of Meetings
- g) Program Review and Field Observation Site Visits

Michael Benecke stated that the DHHS Internal Complaint Tracking was showing a decrease in complaints

IX. Advisory Committee- Current Issues/ Concern

Lydia Hennick reported on changes that had been implemented at Logisticare

1. Todd Owenby was hired as a Provider Relations Manager. He will be working in the field as a support person for the providers.
2. Facility Supervisor was hired to work with Nursing, Adult Day Care, and Dialysis facilities/ centers.

Santee Wateree RTA gave notice that they will be ending their contract with Logisticare effective January 1, 2013. Santee Wateree RTA will continue their public transit program. A transition plan has been put in place for the six counties where Santee Wateree RTA transported Medicaid members. There are 10 to 12 providers that are growing their businesses in and around that area so that there will not be an interruption of transportation for Medicaid members. The number of vehicles (20) that Santee Wateree RTA had will be replaced by those providers.

Dr Guest asked that there be another meeting set up for TAC to continue discussion about the survey. He suggested that a day of the third week in January.

Dr. Guest had two comments; he wanted to know the amount of money the State pays the Broker, and the amount of money the Broker pays the Provider for their services. Michael Benecke said that the amount of money the State pays the provider is public information and can be found on the Material Management Office (MMO) website. The amount the Broker pays their providers is not public. Logisticare said that information is a SEC regulation.

Mark McClure, State Director for C.F.T Ambulance Services was asked by Dr. Guest to become a TAC member. He was in attendance and agreed to become a member. Motion was moved to put Mr. McClure on the committee, and add him to the distribution list.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 1 - Logisticare



Transportation Metrics	Performance Goal	July 2012 Final	August 2012 Final	September 2012 Final	SFY 2013 Q1 Totals	SFY 2013 Totals
Unduplicated Beneficiaries		6,799	7,125	6,724		10,963
Total trips provided by type of transportation		40,294	41,923	38,734	120,951	120,951
• Non-Emergency Ambulatory Sedan/Van Trips		28,981	30,815	28,182	87,978	87,978
• Wheelchair Trips		5,186	5,438	4,611	15,235	15,235
• Stretcher Trips		622	663	565	1,850	1,850
• Individual Transportation Gas Trip		5,143	4,682	5,098	14,923	14,923
• Non-Emergency Ambulance ALS		1	3	3	7	7
• Non-Emergency Ambulance BLS		40	57	31	128	128
• Public Transportation Bus Trip		321	265	244	830	830
Total Over Night Trips Arranged		14	23	33	70	70
Total Extra Passengers		6,007	5,219	7,095	18,321	18,321
• Number of Pickups On Time (A Leg)		15,964	17,045	14,952	47,961	47,961
• Number of Deliveries On Time (A Leg)		16,049	16,389	14,559	46,997	46,997
• Number of Trips Within Ride Time (All Trips)		40,296	42,184	36,502	118,982	118,982
• Percent of Pickups On Time (A Leg)	>= 90%	81.00%	82.00%	81.70%	81.57%	81.57%
• Percent of Deliveries On Time (A Leg)	>= 95%	81.20%	78.90%	80.00%	80.03%	80.03%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	98.90%	98.70%	99.70%	99.10%	99.10%
Actual number of calls *		98,519	107,965	99,182	305,666	305,666
• Average phone calls daily		4,478	4,694	4,959	4,710	4,710
• Average Answer Speed	< 1:00	00:57	00:59	01:16	01:04	01:04
• Average Talk Time		03:17	03:10	03:05	03:11	03:11
• Average Time On Hold	<= 3:00	01:36	01:38	01:39	01:38	01:38
• Average time on hold before abandonment	< 1:30	01:10	01:09	01:19	01:13	01:13
• Average number of calls abandoned daily		197	214	313	241	241
• Percentage of calls abandoned daily	< 5.0%	4.40%	4.56%	6.31%	5.12%	5.12%
Total number of complaints by type		490	478	459	1,427	1,427
• Provider No-Show		76	54	53	183	183
• Timeliness		123	121	125	369	369
• Other Stakeholders		243	274	235	752	752
• Call Center Operations		14	2	14	30	30
• Driver Behavior		7	13	11	31	31
• Provider Service Quality		7	5	4	16	16
• Miscellaneous		10	6	9	25	25
• Rider Injury / Incident		10	3	8	21	21
• Provider No-Shows as percentage of total trips	<= 0.25%	0.19%	0.13%	0.14%	0.15%	0.15%
• Complaints as percentage of total trips		1.22%	1.14%	1.19%	1.18%	1.18%
Total number of denials by type		647	831	824	2,302	2,302
• Non-Urgent / Under Days of Notice		62	150	161	373	373
• Non-Covered Service		149	191	151	491	491
• Ineligible For Transport		49	82	56	187	187
• Unable to Confirm Medical Appointment w/ Provider		21	28	34	83	83
• Does Not Meet Transportation Protocols		1	0	0	1	1
• Incomplete Information		270	277	304	851	851
• Needs Emergency Services		0	0	1	1	1
• Beneficiary Has Medicare Part B or Other Coverage		95	103	117	315	315
• Denials as percentage of total trips		1.61%	1.98%	2.13%	1.90%	1.90%

* Includes calls for Regions 1-3.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 2 - Logisticare



Transportation Metrics	Performance Goal	July 2012 Final	August 2012 Final	September 2012 Final	SFY 2013 Q1 Totals	SFY 2013 Totals
Unduplicated Beneficiaries		9,735	10,334	9,671		15,877
Total trips provided by type of transportation		58,180	63,814	56,119	178,113	178,113
• Non-Emergency Ambulatory Sedan/Van Trips		45,299	49,692	43,914	138,905	138,905
• Wheelchair Trips		7,431	8,210	6,844	22,485	22,485
• Stretcher Trips		1,282	1,267	1,064	3,613	3,613
• Individual Transportation Gas Trip		4,099	4,604	4,246	12,949	12,949
• Non-Emergency Ambulance ALS		9	1	8	18	18
• Non-Emergency Ambulance BLS		58	40	39	137	137
• Public Transportation Bus Trip		2	0	4	6	6
Total Over Night Trips Arranged		16	32	33	81	81
Total Extra Passengers		7,554	7,309	8,193	23,056	23,056
• Number of Pickups On Time (A Leg)		22,131	23,707	21,248	67,086	67,086
• Number of Deliveries On Time (A Leg)		21,559	22,410	20,106	64,075	64,075
• Number of Trips Within Ride Time (All Trips)		58,558	62,032	54,405	174,995	174,995
• Percent of Pickups On Time (A Leg)	>= 90%	75.30%	76.00%	77.60%	76.30%	76.30%
• Percent of Deliveries On Time (A Leg)	>= 95%	71.10%	71.80%	73.40%	72.10%	72.10%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	98.10%	98.00%	99.61%	98.57%	98.57%
Actual number of calls *						
• Average phone calls daily						
• Average Answer Speed	< 1:00					
• Average Talk Time						
• Average Time On Hold	<= 3:00					
• Average time on hold before abandonment	< 1:30					
• Average number of calls abandoned daily						
• Percentage of calls abandoned daily	< 5.0%					
Total number of complaints by type		547	496	619	1,662	1,662
• Provider No-Show		81	55	87	223	223
• Timeliness		187	177	168	532	532
• Other Stakeholders		217	185	299	701	701
• Call Center Operations		12	7	13	32	32
• Driver Behavior		3	9	3	15	15
• Provider Service Quality		2	6	5	13	13
• Miscellaneous		35	47	35	117	117
• Rider Injury / Incident		10	10	9	29	29
• Provider No-Shows as percentage of total trips	<= 0.25%	0.14%	0.09%	0.16%	0.13%	0.13%
• Complaints as percentage of total trips		0.94%	0.78%	1.10%	0.93%	0.93%
Total number of denials by type		1,135	1,337	1,336	3,808	3,808
• Non-Urgent / Under Days of Notice		91	251	260	602	602
• Non-Covered Service		263	282	246	791	791
• Ineligible For Transport		53	65	124	242	242
• Unable to Confirm Medical Appointment w/ Provider		38	67	55	160	160
• Does Not Meet Transportation Protocols		1	0	2	3	3
• Incomplete Information		462	389	415	1,266	1,266
• Needs Emergency Services		1	4	1	6	6
• Beneficiary Has Medicare Part B or Other Coverage		226	279	233	738	738
• Denials as percentage of total trips		1.95%	2.10%	2.38%	2.14%	2.14%

* Call center data for Region 2 is included on the Region 1 report.

South Carolina Department of Health and Human Services
Broker Performance Report - Region 3 - Logisticare



Transportation Metrics	Performance Goal	July 2012 Final	August 2012 Final	September 2012 Final	SFY 2013 Q1 Totals	SFY 2013 Totals
Unduplicated Beneficiaries		9,538	10,085	9,607		15,659
Total trips provided by type of transportation		56,017	61,281	53,678	170,976	170,976
• Non-Emergency Ambulatory Sedan/Van Trips		44,359	48,625	42,488	135,472	135,472
• Wheelchair Trips		7,331	7,888	6,720	21,939	21,939
• Stretcher Trips		1,058	1,087	991	3,136	3,136
• Individual Transportation Gas Trip		2,959	3,353	3,107	9,419	9,419
• Non-Emergency Ambulance ALS		7	4	10	21	21
• Non-Emergency Ambulance BLS		34	51	52	137	137
• Public Transportation Bus Trip		269	273	310	852	852
Total Over Night Trips Arranged		10	39	41	90	90
Total Extra Passengers		7,029	6,811	7,640	21,480	21,480
• Number of Pickups On Time (A Leg)		20,642	22,861	20,545	64,048	64,048
• Number of Deliveries On Time (A Leg)		19,356	20,876	18,905	59,137	59,137
• Number of Trips Within Ride Time (All Trips)		57,426	61,253	53,954	172,633	172,633
• Percent of Pickups On Time (A Leg)	>= 90%	70.50%	74.60%	76.20%	73.77%	73.77%
• Percent of Deliveries On Time (A Leg)	>= 95%	66.10%	68.20%	70.50%	68.27%	68.27%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	98.40%	98.10%	99.70%	98.73%	98.73%
Actual number of calls *						
• Average phone calls daily						
• Average Answer Speed	< 1:00					
• Average Talk Time						
• Average Time On Hold	<= 3:00					
• Average time on hold before abandonment	< 1:30					
• Average number of calls abandoned daily						
• Percentage of calls abandoned daily	< 5.0%					
Total number of complaints by type		360	337	322	1,009	1,009
• Provider No-Show		43	47	67	157	157
• Timeliness		120	108	117	345	345
• Other Stakeholders		132	117	82	331	331
• Call Center Operations		13	10	10	33	33
• Driver Behavior		6	4	1	11	11
• Provider Service Quality		6	0	1	7	7
• Miscellaneous		22	37	33	92	92
• Rider Injury / Incident		8	14	11	33	33
• Provider No-Shows as percentage of total trips	<= 0.25%	0.08%	0.08%	0.12%	0.09%	0.09%
• Complaints as percentage of total trips		0.62%	0.55%	0.60%	0.59%	0.59%
Total number of denials by type		1,397	1,514	1,569	4,480	4,480
• Non-Urgent / Under Days of Notice		106	255	270	631	631
• Non-Covered Service		226	256	228	710	710
• Ineligible For Transport		37	76	109	222	222
• Unable to Confirm Medical Appointment w/ Provider		28	51	52	131	131
• Does Not Meet Transportation Protocols		6	2	4	12	12
• Incomplete Information		548	405	479	1,432	1,432
• Needs Emergency Services		2	1	4	7	7
• Beneficiary Has Medicare Part B or Other Coverage		444	468	423	1,335	1,335
• Denials as percentage of total trips		2.49%	2.47%	2.92%	2.62%	2.62%

* Call center data for Region 2 is included on the Region 1 report.