

## South Carolina Department of Health and Human Services

### Transportation Advisory Committee

#### Meeting Minutes

June 25, 2015

**Committee Members in Attendance:** Coretta Bedsole, Lydia Hennick, Douglas Wright, Lynn Stockman, Dr. Keith Guest, and Trop Sapp.

**Committee Members via Telephone:** David Elliot and Gloria Provost

**Guests in Attendance:** Krista Martin, Chuck DeZearn, Tamara Mangle, and Dana Jackson

**SCDHHS staff:** Stephen Boucher, Maudra Brown, Courtney Sanders, and Martha Mitchell.

- I. **Welcome and Introductions:** Coretta Bedsole, Chairwoman 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.
- III. **Meeting Space Issue:** Due to an urgent Executive Issue, our reservation for the specific meeting space for this meeting was cancelled, leaving the TAC without a room to conduct the subject meeting. Coretta expressed concern and suggested (motioned) alternate meeting space; Gloria seconded the motion. Stephen to review suggestions, availability of offsite meeting space (AARP, Statehouse Grounds, and etc.), and determine impact of location change to participation of Committee members. Will provide update at next scheduled meeting.
- IV. **Meeting Minutes Approval:** The committee approved the meeting minutes for March 12, 2015. Minutes were amended to reflect Douglas Wright representation of the South Carolina Association Council on Aging Directors not a transportation provider representing Senior Solutions.
- V. **Non-Valid Complaints – Sub-Committee Update:** Non-valid complaint numbers are down drastically due to the qualifying filter on the complaint data. Coretta motioned to resolve Sub-Committee, all seconded; so ordered to resolve Sub-Committee.
- VI. **Stakeholder Input – Procurement Update:** Stephen Boucher spoke about the new RFP; The Department is currently observing the quiet period of the Procurement Process, and Meetings are being scheduled internally to discuss the RFP, answer all questions submitted, and publish an updated timeline for the RFP.

- VII. Program Monitoring Tools / Activities:** Reporting for the TAC has been modified; Reporting is Statewide versus Regional. Provider Retention was added; Report of Injuries/Incidents was modified; removal of DHHS internal Complaint Tracking; Transportation Provider Performance Reports and Summary was modified. TAC was allotted several minutes to review and discussion would follow. Motion to approved new reporting format, all seconded; so ordered. TAC will revisit if necessary.
- a. Transportation Broker Performance Reports (January - April 2015) – Trips, Denials, and Complaints Statewide (SFY 2015, SFY 2014):** Providers would like to see the numbers by Regions; example provided if Ambulance numbers are down in Region 1, Region 2 & 3 can outreach to the distressed Region and provide assistance to increase performance. In the new RFP, Regions no longer exist and the purpose of the TAC is not provider performance, but consumer driven. When the Broker moved from six regions to three there was no consumer feedback.
  - b. Transportation Provider Performance Reports:** The report was summarized into a one pager versus the multiple pages.
  - c. Transportation Broker Accounts Payable Aging Report:** No comments or discussion.
  - d. Transportation Provider Retention:** Only full contracts are qualified in data. TAC members question why data was not quantified by provider type. SCDHHS attempted to redact the information to protect providers. If SCDHHS notices a trend we will bring it to the TAC's attention. Raw data is retained with SCDHHS staff. Mechanical Health of Fleet was discussed; age of vehicle, mileage, status. Coretta motioned Sub-Committee, seconded by TAC, Troy Sapp, Stacey Shull, and Lydia Hennick were appointed and will provide update at next scheduled meeting.
  - e. Report of Injuries / Incidents:** Introduction of Rider Rights and Responsibilities by LogistiCare is hoping to decrease incidents. A Field Monitor was added to LogistiCare staff and is also hoping to notice vehicle and provider issues and ensure safe delivery of members. Qualifiers were discussed, insufficient information is defined as Logisticare attempting to outreach to member(s) through snail mail and phone calls, and after several failed attempts closing the complaint (incident) as invalid to due insufficient information.
  - f. Report of Meetings:** Dana Jackson with LogistiCare stated that field monitors conduct several more observations then what are listed. Stephen moved to summarize by provider and other parameters. Will be discussed at upcoming meeting.
  - g. Program review and Field Observation Site Visits:** No comments or discussion.
- XI Advisory Committee – Current Issues/Concerns:**

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Electronic Claim Submission (ECS) was discussed; Doug and Scott stated ECS was more accurate, more resourceful, and is saving man hours. The ECS website is being developed, upon roll out the website will notify within 30 minutes of issues with trip. The ECS was a huge success, and the collaboration between LogistiCare and Transportation Providers was impressive and appreciated.

Providers are concerned that rural areas will struggle with new RFP rates, Stephen advised to refer to amendment once published.

The internal grievance complaint log was removed for it was a duplication from the number reported in the Broker Performance report.

Suggestion was made to add Grievance Number to TAC website.

The meeting adjourned at 12:00

Quarter Three: September 24, 2015

Quarter Four: December 10, 2015

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.