

South Carolina Department of Health and Human Services

Transportation Advisory Committee

Meeting Minutes

September 24, 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, Ken Welch, Alfton Ellison, and Scott Bagwell

Guests in Attendance: Krista Martin and Michael Egan

SCDHHS staff: Stephen Boucher, Maudra Brown, Courtney Sanders, Stacey Shull, and Timothy Hartnett.

- 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 Minutes Approval:** he committee approved the meeting minutes for June 25, 2015.
- IV. **Fleet Mechanical Health – Sub-Committee Update:** During the June 25, 2015, meeting the Sub Committee was formed to capture the vehicle health of all credentialed vehicles with full transportation contracts in the State of South Carolina. The chart presented by LogistiCare presented the Fleet Mechanical Health by vehicle mileage and age; data was as current as September 14, 2015. Doug advised the committee that in some markets 10 year old vehicles are prohibited and a maximum mileage is issued for vehicles. The committee agreed that age and mileage are a concern, but maintenance is key, and noting the committee understand these vehicle run every day for a minimum of 8 to 10 hours. Stephen discussed specific parameters of the chart, mainly that 13.36% of fleet in its upper life and questioned the reliability. Doug and Lynn stated that the DOT states that Goshen vans need to be replaced at 250,000 miles. Gloria stated the simplicity of the chart is amazing; questioned if data was available that compares high mileage vs. maintenance issues. LogistiCare stated the maintenance is handled internally; if a trend is noticed conversations between broker and provider are initiated, corrective action plan are issued, audits conducted, and re-inspection of specific vehicle or entire fleet are mandated. Coretta seconded Gloria's request for data, but it is simply not available.

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Stephen discussed that 50% of vehicles in the fleet have up to 250,000 miles on its vehicles; in 6 months those vehicles may not be viable, we need a plan from the providers. Doug pointed out that replacement vehicle and general maintenance is expensive, and correlates to the financial stability of the provider. Ken pointed out that the mileage on the odometer may not be the actual mileage due to engine replacement. Stephen stated that ties back to the vehicle maintenance and not be considered in this data. The committee recommended that the chart be broken down into two year increments to better capture the vehicle mechanical health. A revised chart will be presented at the December 10, 2015, and once approved the Fleet Mechanical Health report will be an annual document for the TAC to review.

- V. **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. Amendment Number Two rewrote the RFP and Amendment Number Four answered questions related to Amendment Number Two; budget, rates, air ambulance, and fixed rates are reflected in Amendment Number Four. Lynn raised a question of recurring (standing) trips vs. regular (non-standing) rates, and why recurring was less; Stephen advised Lynn the answer is in Amendment Number Four.
- VI. **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 - June 2015) – Trips, Denials, and Complaints Statewide (SFY 2015, SFY 2014):** No comments or discussion.
 - b. **Transportation Provider Performance Reports:** The report was summarized into a one pager versus the multiple pages.
 - c. **Transportation Broker Accounts Payable Aging Report:** SCDHHS and the TAC have requested to have the information contained in the two page document to be compressed into one page; the TAC approved. Doug commended LogistiCare on their payment methodology and efficiency; he continued by also commending the Electronic Claim System, highlighting the accuracy and efficiency the system has allotted his company.
 - d. **Transportation Provider Retention:** No comments or discussion.

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- e. **Report of Injuries / Incidents:** 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. Incident criteria was modified to include medical episode not caused by injury. The medical episode is defined as a type of episode that the member experiences on the provider's vehicle due to a medical condition that is not a result from an injury caused by the provider. The committee approved the criteria addition.
- f. **Report of Meetings:** During the June 25, 2015 meeting, Stephen moved to summarize by provider and other parameters; the draft was presented by Lydia and the committee approved the template and parameter of fiscal year vs. calendar year. The finalized document with valid data will be presented at the December 10, 2015 TAC meeting.
- g. **Program review and Field Observation Site Visits:** No comments or discussion.

XI Advisory Committee – Current Issues/Concerns:

Coretta will be working with the Office of Aging to secure representation to fill the mandate vacancy on the TAC.

TAC members voiced their opinion on the TAC website being a forum for Public Outreach.

The meeting adjourned at 11:00

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.