

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

**ACTION REFERRAL**

TO <i>Giese</i>	DATE  <i>9-7-11</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER  <i>101111</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR  <i>cc: Mr. Fuch, Singkhan, Supara David 10/10/11, letter attached.</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>9-16-11</i>  <input type="checkbox"/> FOIA DATE DUE _____  <input type="checkbox"/> Necessary Action

APPROVALS <small>(Only when prepared for director's signature)</small>	APPROVE	* DISAPPROVE <small>(Note reason for disapproval and return to preparer.)</small>	COMMENT
1.			
2.			
3.			
4.			

# **BOWERS** **Emergency Services** &



September 5, 2011

**RECEIVED**

SEP 07 2011

David Giesen, Manager  
Transportation Department  
Department of Health and Human Services  
POB8206  
Columbia SC 29202

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

To Whom It May Concern:

Bowers Emergency Services and Bowers Signature Services entered into a contract with LogistiCare to provide non-emergent, stretcher, and BLS transports effective August 22, 2011. We went through all of the implementation process of providing credentials for drivers, buses, cars, and ambulances and began transporting call that were assigned to us. We had asked for an estimated number of calls that we might expect so we would be sure that we were prepared for the implementation. However, it became very evident when the manifests began coming in that there were MANY more transports being assigned than we were expecting. Our concerns were expressed immediately because there was NO WAY for us to provide the level of service to these patients that our standard provides (no patient waits longer than 10 minutes). We were not even able to stay within their guidelines of thirty minutes. We were told that they would rather us take the calls even if it meant being late. We added two additional cars to our fleet during the 2<sup>nd</sup> week and still could not support the number of transports that we were being assigned. We were re-routing calls back to them (outside the 24 hour window) because of the geographic distance from our location and MANY of these were not getting re-routed. Therefore, we would end up trying to squeeze them back in and this created a domino effect of making everyone late for appointments.

First week of service – Their field inspector approached one of our drivers that was at one of the facilities that we provide transport for under a totally different contract and began telling her what she was doing wrong. When we expressed our concern about her interfering with one of our buses that is not under the LogistiCare contract, she said that she had authority to monitor any vehicle that she desired.

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Location:

301 E A Ave  
Easley, SC 29640

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Contact Info:

Phone: (864) 269-7888  
Toll Free: (877) 757-4330  
Fax: (864) 859-9227

# **BOWERS** **Emergency Services** &



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Department of Health and Human Services

Second week of service – It became very hard for our dispatchers to dispatch calls and provide timely transports because they were receiving NUMEROUS calls from LogistiCare staff that became almost harassing inquiring about ETA time, etc. When we would try to call in to their Provider Line, there was always at least a 15 minute wait time which also kept our dispatchers from continuing to do dispatch because they were on-hold with LogistiCare.

This same field inspector appears at another facility and watches from a distance one of our drivers loading a patient. The driver then noticed that she was taking her picture from behind. The field inspector never identified herself to our driver until the driver approached her and asked who she was. She then presented her badge and told her that she was with LogistiCare.

With the accumulation of these experiences and others, we began calling and emailing Krista Martin, our contact with our concerns about some things that were happening. When there was no response, we then contacted Gordon McInnis because we thought that he was the next in line to call. He advised that Lydia Hennick was the one that we should contact so we did immediately. She returned our call and a meeting was set for Thursday, September 1<sup>st</sup> @ 9 a.m. at the LogistiCare Office. The meeting consisted of Randy and Marilyn Bowers, Krista Martin, Lydia McInnis and Dawn (Inspector). We left this meeting with the agreement that we would provide a list of zip codes that we would provide service for and that if their field inspectors observed something on a NON-LogistiCare vehicle that they would contact our dispatch, our Coordinator or Randy/Marilyn Bowers via cell phone to report the incident instead of approaching the NON-LogistiCare vehicle/driver.

However, it had become very evident that the contract with LogistiCare had done nothing but hurt the reputation that we have spent 25+ years to establish with the facilities, patients, and clients that serve. Therefore, on the morning of Friday, September 2, 2011 the decision was made to terminate the contract with LogistiCare effective at Noon, September 2, 2011. A letter was hand delivered to the LogistiCare Office at which point we were told that Providers were only seen by appointment. The letter was left with the receptionist and told that it was time sensitive. At this point, the receptionist took the letter and went toward Krista Martin's office. Our dispatchers were told to make sure that every patient that we had delivered was picked up following their appointment but not to dispatch anymore calls after the Noon deadline.

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Location:

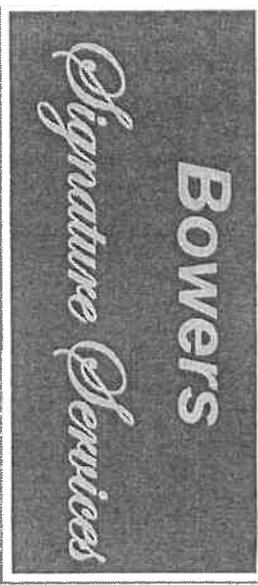
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Department of Health and Human Services

We have a very dedicated staff that was determined to make the implementation of this contract successful but they were everyone feeling so beat up by the end of the second week that they could not take anymore. They came up with the slogan of "WIT" (Whatever It Takes) but it became every evident that no matter how many hours they worked we could not hold to LogistiCare's thirty minute window of time much less our ten minute standard with the number of calls that we were being assigned. The office staff was working around the clock to route and or dispatch the calls that we were being assigned and the drivers were starting at 4 a.m. and working late hours every day. Saturday and Sunday was not as bad but we still had to staff buses/cars on these days as well. The sad part was that even with transporting this many calls, the income is not enough to support the expenditures required for fuel and staff. Therefore, we decided that it was better to forfeit the \$7,500+ income generated from the first week of service and whatever was generated by the second week of service that getting deeper in with more incurred expenses than we could pay with the income.

Please do not hesitate to contact us if we can ever be of service to the Department of Health and Human Services or if you have further questions and/or concerns about our decision to terminate this contact. Even clients/patients that require the services of Medicaid transports deserve a higher level of service than can be provided under this type of Brokerage contract.

Sincerely,

A handwritten signature in black ink, appearing to read "Randy Bowers".

Randy Bowers  
Bowers Emergency Services, LLC

A handwritten signature in black ink, appearing to read "Marilyn Bowers".

Marilyn Bowers  
Bowers Signature Services, LLC

CC: Governor Nikki Haley  
Anthony E. Keck, Director  
Pickens County Legislative Delegation

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301 E A Ave  
Easley, SC 29640

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BOWERS EMERGENCY SERVICES  
BOWERS SIGNATURE SERVICES LLC  
301 E A AVE  
EASLEY SC 29640



Anthony E Keck, Director  
Department of Health and Human Services  
POB8206  
Columbia sc 29202

2920288206 8044



  
South Carolina Department of  
**Health & Human Services**



*Log # 111*  
Anthony E. Keel, Director  
Nikki R. Haley, Governor

October 10, 2011

Randy and Marilyn Bowers  
Bowers Emergency Services  
Bowers Signature Services, LLC  
301 E. A. Avenue  
Easley, South Carolina 29640

Dear Mr. and Mrs. Bowers:

Thank you for sending the South Carolina Department of Health and Human Services (SCDHHS) the letter regarding the termination of your contract with LogistiCare. It is clear that there were specific reasons that led to your decision.

I understand that you have had several conversations with Mr. David Geisen, Program Manager for the Medicaid transportation division. He has contacted LogistiCare and addressed all of your complaints with one of their managers present during the discussions. Although it is our desire to retain the services of dedicated providers, our involvement in the negotiation process of the broker and provider is very limited due to contract requirements. However, we understand your frustration and apologize for the poor customer service you received from LogistiCare.

We thank you for your service to our beneficiaries and hope that you will consider serving the Medicaid population in the future. If you have further questions or concerns please contact Ms. Zenovia Vaughn, Program Director of Hospitals, Dental, Transportation, and Durable Medical Equipment at 803-898-2665.

Sincerely,

Melanie "BZ" Giese, RN  
Deputy Director

MGMS

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Grise/Vaughn</i>	DATE <i>9-7-11</i>
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<i>[Signature]</i>	<i>9/13/11</i>		
<i>[Signature]</i>	<i>9/18/11</i>	<i>10/3</i>	
		<i>10/5</i>	