

Transportation Advisory Committee
Top 10 Recommendations From Transportation Provider Survey

Comment - Recommendation	Number of Occurrences
DHHS should really listen and follow through on patient and provider complaints and hold the Broker accountable for deficiencies	5
Coordination - pick-up time adjustments	4
Not give the broker total control of the rates	4
Pay providers for no shows	4
Allow consumers to choose a provider	3
Use local providers if possible	2
Provide user-friendly website allowing providers to accept/reject trips (to build own manifest)	2
Put some responsibility on clients for no-shows	2
Improve broker staff accountability for documents sent via secure fax	2
Revisit report cards – a lot of the information does not reflect provider work	2
Look at paperwork requirements and streamline if at all possible - in most cases it takes a full time employee just to manage paperwork compliance	2
Coordination - Work to schedule more Medicaid patients during same hours	2
Have yearly cost of living increase for providers	2
Billing system that not only shows a code for reject or under investigation if a claim is not paid, but has a code to tell the provider why	1
Expand hours for the transportation hotline; transportation providers are often transporting outside the traditional 8:00 a.m. to 5:00 p.m. time frame - a better mechanism is needed to troubleshoot problems that arise outside those hours	1
Timely notice; send out letters or memos when changes occur, instead of waiting on next quarterly meeting	1
Have a person assigned to help with specific issues and make that known to providers in a call list format	1
We are on the right track with inspectors, but they need to be more aggressive with regulation enforcement	1
More education for Customer Service staff on service area (maps/locations in relation to provider and facility) customers' needs; provider capacity/ability; have a route manager trained in efficient route management which will improve profitability; train on good customer service (phone etiquette, rudeness)	1
Allow DHEC EMS to oversee ambulances not Logisticare - Logisticare requires drivers on ambulances to meet different standards than those required by DHEC EMS	1
Nursing/rehabilitation facilities have members ready on time	1
Crack down on favoritism	1
Offer training assistance to reduce no-shows (1)	1
Pay providers on a weekly basis	1
Develop pay for performance incentives with input from providers to support improved quality (3)	1
Permit background check conducted by other state agencies (e.g., DSS child care, foster parents) to be used for transportation	1
Grand Total	49