

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

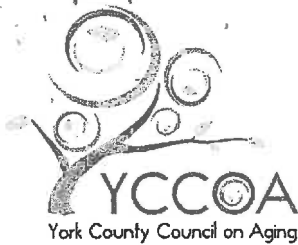
ACTION REFERRAL

Close ✓

TO <i>Giese/Williams/Vaughn</i>	DATE <i>4-8-13</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>000322</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR _____ <i>Cleared 4/22/13, letter attached</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>4-17-13</i> <input type="checkbox"/> FOIA DATE DUE _____ <input type="checkbox"/> Necessary Action

APPROVALS (Only when prepared for director's signature)	APPROVE	* DISAPPROVE (Note reason for disapproval and return to preparer.)	COMMENT
<i>1. [Signature]</i>	<i>4/18/2013</i>		
<i>2. [Signature]</i>	<i>4/22 OK</i>	<i>4/18</i>	
3.			
4.			



RECEIVED

APR 08 2013

Department of Health & Human Services
OFFICE OF THE DIRECTOR

April 2, 2013

Krista Martin
C/o LogistiCare
545 N. Pleasantburg Dr., Suite 202
Greenville, SC 29607

Krista,

I am writing this letter to request a rate increase in the reimbursement we receive from LogistiCare for our non-emergency Medicaid contract for York County. We have tried to provide a quality service but cannot continue to lose money on a service that should complement our other transit services, not drain them. We are supplementing the entire Medicaid transportation contract and will not continue to do so.

LogistiCare's stringent requirements governing passenger's pick-up, drop-off, and travel times require us to operate more like a taxi than a coordinated demand response system. The time restraints make it difficult to multi-load. This has increased our costs as we have had to hire additional drivers and put additional vehicles on the road. It has also increased the costs of fuel and vehicle maintenance.

The fact that we receive no compensation for no-shows only compounds this issue. Logisticare takes no action against habitual no-shows yet we have no choice but to continue to attempt to transport these passengers. One would believe this is an unreasonable complaint if they were to review the monthly reports generated by LogistiCare. For the month of January, LogistiCare's report states we had three no-shows. In actuality, we had over 200. The cause of this radical difference in the no-show count has yet to be determined.

Our administrative costs have also increased considerably. The office staff spends an excessive amount of time completing and submitting reports, verifying mileage, billing trips, balancing payments, updating information, validating trips, and monitoring compliance and performance.

We have tracking units installed on our vehicles that upload data directly into our transportation software. Our software is capable of generating customized reports that include all of the specific information we are required to submit to LogistiCare. However, we cannot use these reports because they are not formatted like LogistiCare's forms. We are forced to either hand write the data or export reports from our software then cut and paste that data onto LogistiCare's forms. Because of the time required to process LogistiCare's reports, it was necessary to hire additional office staff in order to comply with LogistiCare's reporting requirements and continue to maintain our current services.

The revenue we receive from LogistiCare consistently fails to cover the costs of providing the service. We have no choice but to ask for an immediate increase in our reimbursement rate. I would appreciate a response to this request as soon as possible. My direct contact information is listed below.

Sincerely,

A handwritten signature in cursive script, reading "Wendy P. Duda".

Wendy P. Duda
Executive Director
(803) 327-6694, ext 303
wduda@yccoa.com

Cc: Tony Keck



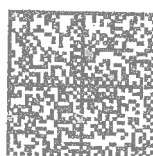
Post Office Box 11519
Rock Hill, SC 29731

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APR 08 2013

Department of Health & Human Services
OFFICE OF THE DIRECTOR

Tony Keck
C/o Health and Human Services
PO Box 8206
Columbia, SC 29202



UNITED STATES POSTAGE
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April 22, 2013

Wendy P. Duda
Executive Director
York County Council on Aging
917 Standard Street
Rock Hill, South Carolina 29731

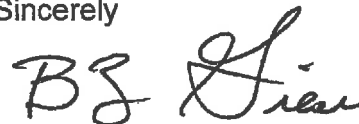
Dear Ms. Duda:

We received a copy of your letter to Ms. Krista Martin with LogistiCare requesting a rate increase to the non-emergency Medicaid contract for York. While the Department of Health and Human Services (DHHS) has complete oversight of the transportation broker contract with LogistiCare, we do not have the authority to interfere with the negotiation of individual provider rate setting. It is the Department's responsibility, however, to ensure that there is an adequate network of providers for each of the regions serviced by the Broker which can guarantee members are getting to and from their appointments safely and on-time.

We encourage your continued communication with LogistiCare in an effort to come to an agreement that is mutually satisfactory and beneficial for everyone involved.

Thank you for your participation in the South Carolina Medicaid program and we look forward to your continued support.

Sincerely



Melanie "Bz" Giese, RN
Deputy Director

MG/vw

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Giuse</i>	DATE <i>4-8-13</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>000322</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>Extend until 4-19-13, see attached e-mail.</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>4-17-13</i>
	<input type="checkbox"/> FOIA DATE DUE _____
	<input type="checkbox"/> Necessary Action

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Executive Director
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wduda@yccoa.com

Cc: Tony Keck



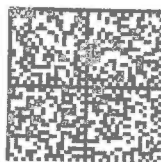
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Columbia, SC 29202



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APR 04 2013
MAILED FROM ZIP CODE 29730

29202820606



Brenda James

From: Zenovia Vaughn
Sent: Wednesday, April 17, 2013 6:22 PM
To: Brenda James; Annmarie McCanne
Cc: Valeria Williams; Alissa Robinson; Audrey Williams; Melanie Giese
Subject: Log 322

This log needs an extension until Friday pls? I'm just getting to it and since the Director was cc'd I will acknowledge receipt and state the agency's position.

Zenovia Vaughn, Program Director

Office of Health Improvements
P.O. Box 8206
Columbia, South Carolina 29202
Phone: (803) 898-2682
Fax: (803) 255-8255
Email: vaughnz@scdhhs.gov