

## **South Carolina Department of Health and Human Services**

### **Transportation Advisory Committee**

#### **Meeting Minutes**

**March 12, 2015**

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

**Committee Members via Telephone:** David Elliot, Rhonda Goodman, Trop Sapp, Ken Welch and Krista Martin

**Guests in Attendance:** None

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

- I. **Welcome and Introductions:** Coretta Bedsole, Chairwoman of the TAC called the meeting to order.
- II. **Purpose of the Transportation Advisory Committee (TAC):** 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:** The committee approved the meeting minutes for December 11, 2014.
- IV. **Transportation Advisory Committee Website – Update:** Courtney Sanders debuted the website; some discussion was conducted regarding listing the TAC email address ([tac@scdhhs.gov](mailto:tac@scdhhs.gov)), verbiage regarding creation, and updating list of Members.
- V. **Electronic Claim Submissions – Sub-Committee Update:** Doug Wright with Senior Solutions was the first provider to test the pilot program. Senior Solutions, Route Match, and LogistiCare of Atlanta worked very diligently to work out all ‘kinks’ related to the 837 file format of submissions. Daily emails are still being exchanged to ensure proper operation. The micromanaging of the program from LogistiCare will end in a couple of weeks and will function as a stand only program. Mr. Wright stated LogistiCare handled the technology well, and the pilot program rollout will be updated in the future. LogistiCare Provider Newsletter will update all Providers on rollout to other Providers.
- VI. **Non-Valid Complaints – Sub-Committee Update:** Doug Wright with Senior Solutions and Lydia Hennick with LogistiCare agreed February would be the first month of the pilot. Policy and Procedures regarding non-valid complaints will be sent to the State for review.

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- VII. 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. TAC members requested a conference call prior to the next scheduled TAC Meeting to discuss any progress of the RFP. Mr. Boucher stated we would have to respond at a later date and time to the request.

**VIII. Program Monitoring Tools / Activities:**

- a. Transportation Broker Performance Reports (October – December 2014) – Trips, Denials, and Complaints by Region (SFY 2015, SFY 2014):** Call Answered Speed, Call Abandonment, and Hold Times are becoming an increasing concern for the TAC. LogistiCare is currently expanding their operations in Greenville to hire, train, and house new Customer Service Representatives. Additionally, online booking is being offered with the assistance of veteran Customer Service Representatives when volume is low. The recording when members or providers are on hold reminds them of the online booking functionality. Answer Speed, Call Abandonment, and Hold Times are due to an increase in eligible Medicaid population and unduplicated beneficiaries; LogistiCare is working very closely with the State to correct these issues.

Same Day and Urgent hospital discharges were discussed regarding the three hour window allotted for pickup. Some providers are considered late, if they arrive too early. LogistiCare stated Providers will not be considered late if they arrive early.

- b. Transportation Provider Performance Reports:** No comments or discussion.
- c. Transportation Broker Accounts Payable Aging Report:** No comments or discussion.
- d. DHHS Internal Complaint Tracking:** No comments or discussion.
- e. Report of Injuries / Incidents:** Summary of Reported Injury and Incidents dating back to April of 2014 will be reported to the TAC Members when the Department finalized its new Policy and Procedure.
- f. Report of Meetings:** No comments or discussion.
- g. Program review and Field Observation Site Visits:** No comments or discussion.

- IX. Reporting Requirements for TAC Meetings:** The TAC Members were polled to determine what they wanted most from the TAC reporting, please see the list below:

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1. Quality of Transportation for Member
2. Complaints
  - a. Valid
3. Summary of Injuries – Provider Responsibility
4. Fraud and Abuse Reporting
5. Safety and Delivery
  - a. Report Provider complaint numbers to ensure a trend isn't occurring

Mr. Boucher addressed the TAC Members and informed them the reporting will be changed to better reflect the needs and outcomes of the TAC and will be presented during the next TAC Meeting on June 25, 2015. Ms. Bedsole and Courtney Sanders will schedule a meeting to discuss the new reporting requirements and recommendations for TAC.

**XI Advisory Committee – Current Issues/Concerns:** As discussed in the December 11, 2014 TAC Meeting, the creation of an email address where TAC Members would have priority and access to Stephen Boucher, Martha Mitchell, Ervin Yarrell, Maudra Brown, and Courtney Sanders was created and operational by March 12, 2015. The purpose of the email address [tac@scdhhs.gov](mailto:tac@scdhhs.gov) is to negate lack of communication and ensure availability of SCDHHS Staff to TAC Members. TAC Members requested that Deirdra Singleton, Deputy Director of Health Programs at the South Carolina Department of Health and Human Services be advised of all Transportation and TAC concerns, disparities, and advancements to ensure Stakeholders satisfaction.

Due to the new RFP being indefinitely extended the current Contract will continue and extensions be requested.

Ms. Coretta Bedsole discussed the membership requirement as mandated by the Legislation; please see below for the member and Organization they represent:

South Carolina Emergency Medical Services Association – Scott Lesiak  
South Carolina Hospital Association – Vacant (Troy Sapp)  
South Carolina Health Care Association – Heath Hill  
South Carolina Nursing Home Association – Scott Jones  
South Carolina Medical Association – Dr. Keith Guest  
Rural Transportation Association – Lynn Stockman  
Office on Aging in the Lieutenant Governor's Office – Marie Waller  
Department of Health and Environmental Control – David Elliott  
Public Service Commission -- Afton Ellison, Jocelyn Boyd and Dr. James Spearman  
Two Medicaid recipients or two family members of Medicaid recipients (or consumer representatives) -- Gloria Prevost and Coretta Bedsole  
SC Adult Day Coalition – Rhonda Goodman  
Member of the brokering company operating the Medicaid transportation system – Lydia Hennick  
Transportation Providers: Doug Wright-Senior Solutions

The meeting adjourned at 12:00

Quarter Two: June 25, 2015

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.