

# South Carolina Department of Health and Human Services Transportation Advisory Committee

## Quarterly Meeting Minutes

June 25, 2009 - 10:00 am

### Committee Members in Attendance:

Tony Kester, Chuck DeZearn, Kim Matreci, Lynn Stockman, Angel Hechanova, Lewis Stephens, Greg Kitchens, Michelle Santilli

### DHHS Staff Facilitating the Transportation Advisory Committee:

Beverly Hamilton, David Giesen, Deirdra Singleton, Nikole Boland, Mike Benecke, Sheila Platts, Felicity Myers, Kendall Quinton

### Public Attendees:

Paula Pratt, Stan McGill, Nick Licary

#### I. Welcome and Introductions

#### II. Purpose of Transportation Advisory Committee (TAC)

A Proviso was established to create a committee of members that are involved or affected by the transportation services that are offered to Medicaid beneficiaries. This creates a forum to provide input to the Department of Health and Human Services (DHHS) and give advice on how the transportation services are handled.

#### III. Program Review Process

##### a) Program Review Plan -

<http://www.scdhhs.gov/resourcelibrary/default.asp>

Please use the above link to review the check list of program areas that may be evaluated when DHHS performs reviews of the Brokers and/or transportation providers.

##### b) Transportation Broker Report Cards (Jan – Feb 09)

(See handout)

LogistiCare, Chuck DeZearn – Improvements have been made regarding the number of abandoned calls, hold times, and answer times in the call center. LogistiCare will start providing documentation of the number of non emergency trips arranged and provided without adhering to the requested 3-day notice versus the number that are denied.

MTM, Kim Matreci – The transportation total trips decreased for several months, however this trend appears to be reversing.

## South Carolina Department of Health and Human Services Transportation Advisory Committee

- c) DHHS Internal Complaint Tracking  
(See handout) DHHS is tracking all complaints that are received in-house. These are compared to complaints the Brokers receive to compare the number of issues that get resolved at the Broker level versus those that are elevated to DHHS. This information is also used to determine training needs, communication needs and areas/providers needing on-going support.

#### IV. Payment Schedule Changes

(See handout) Implemented as directive from the LAC report.

#### V. Health of the Transportation Network

- a) Transportation Provider Report Cards

(See Handout) The provider report cards are broken down by region/providers. The provider names are not listed. While reviewing please understand that each Broker operates differently, therefore, it would not be appropriate to compare the report cards utilized between the Broker companies. Please keep in mind this is only the second quarter that the providers have been graded and is being used to focus on the quality of service delivery.

LogistiCare, Chuck DeZearn – The format used is not a traditional grading scale. We are working to improve the On-Time Performance (A Leg Pick Up) - the estimated time the member is given that the provider should show up. We are in the process of working with the providers to determine what is taken into consideration when routing a pick up.

If a provider maintains a score that is less than acceptable, we establish a plan of action to correct the issues along with a timeframe to initiate needed service delivery changes.

MTM, Kim Matreci – This has been a learning process for the providers. We have implemented new internal processes to ensure that beneficiaries are getting picked up on time, and that the information is being reported accurately. Still have a work to do to fully implement system.

## South Carolina Department of Health and Human Services Transportation Advisory Committee

- b) Transportation Accounts Payable Aging Reports  
(See handout) The bulk of claims are being paid within the first 30 days. Efforts being made to correct any billing issues with providers as problems are identified.
- c) Transportation Provider Financial Stability  
DHHS staff spent much time trying to determine a method for this. It was decided, however, that DHHS does not have a way to monitor this for any provider in totality (whether transportation, physician or health facility) as Medicaid is the only revenue for most providers. We would welcome more input or ideas on this topic if the TAC members have additional insights in this area.
- d) Analysis of Injuries and Incidents  
(See handout) DHHS is concerned about any injury/accident involving Medicaid beneficiaries; however, the number reported is very small in comparison to total number of riders/trips. The agency will track with the Brokers to ensure on-going education is provided in a targeted way to reduce the accidents resulting from beneficiaries not being properly restrained.

### VI. Stakeholder Input for Next Procurement – Written Feedback Requested

- a. Meaning of “No Other Means of Transportation Available”  
DHHS will research this further to determine if this can be deleted from the RFP. CMS will have to decide what language can be used.
- b. Any other Issues/Specifics Needed in RFP  
If there are any other issues or specifics in your awareness that are needed in the RFP, please submit these items to DHHS in writing. Please send to Mike Benecke at [BENECKE@scdhhs.gov](mailto:BENECKE@scdhhs.gov).

### VII. Report of Meetings attended by DHHS staff regarding Transportation (See handout)

### VIII. Beneficiary Satisfaction Survey The final report will be sent to TAC Members.

**South Carolina Department of Health and Human Services  
Transportation Advisory Committee**

- IX. Election Of Advisory Committee Chairperson  
Members discussed and agreed that the structure should remain as is with DHHS facilitating the TAC meetings. To ensure that all members agree this will remain on the agenda for the next quarterly meeting.
- X. Advisory Committee – Current Issues/Concerns  
For any TAC members who work directly with the beneficiaries, please let us know if you would like us to attend beneficiary/family forums. Both DHHS staff and representatives from the Brokers are available.

Next Meeting – Thursday, September 24, 2009 at 10:00am, 1801 Main Street,  
Columbia, SC

South Carolina Department of Health and Human Services

Broker Report Card - Logisticare



Transportation Metrics	January 2009 Final	February 2009 Final	March 2009 Final	SFY 2009 Totals
<b>Total trips provided by type of transportation</b>	<b>113,403</b>	<b>107,342</b>	<b>120,887</b>	<b>1,017,859</b>
• Non-Emergency Ambulatory Sedan/Van Trips	94,990	89,760	100,663	849,288
• Wheelchair Trips	13,834	13,492	15,208	131,140
• Stretcher Trips	1,892	1,807	2,049	14,772
• Individual Transportation Gas Trip	2,298	2,076	2,633	20,200
• Non-Emergency Ambulance/BLS (Broker Sponsored)	0	0	0	0
• Public Transportation Bus Trip	389	207	334	2,459
• Extra Passenger - Not Added To Total Trips	0	0	0	0
<b>Actual number of calls</b>	<b>39,151</b>	<b>33,382</b>	<b>34,823</b>	<b>330,996</b>
• Average phone calls daily	1,450	1,391	1,339	1,419
• Average Answer Speed	00:28	00:20	00:20	00:47
• Average Talk Time	03:18	03:28	03:36	03:26
• Average Time On Hold	00:41	00:46	00:48	00:43
• Average time on hold before abandonment	00:58	00:46	00:46	01:10
• Average number of calls abandoned daily	45	22	20	62
<b>Total number of complaints by type</b>	<b>637</b>	<b>616</b>	<b>667</b>	<b>5,691</b>
• Provider No-Show	163	175	142	1,604
• Timeliness	311	259	316	2,934
• Internal Complaint	72	78	104	499
• Call Center Operator	19	24	25	141
• Driver Behavior	0	0	6	17
• Provider Service Quality	0	4	1	18
• Miscellaneous	57	58	62	387
• Rider Injury / Incident	15	18	11	91
• Complaints as percentage of total trips	0.56%	0.57%	0.55%	0.56%
<b>Total number of denials by type</b>	<b>606</b>	<b>1,556</b>	<b>1,568</b>	<b>7,176</b>
• Non-Urgent / Under Days of Notice	144	229	378	1,837
• Non-Covered Service	249	208	275	2,593
• Ineligible For Transport	39	34	30	230
• Unable to Confirm Medical Appointment w/ Provider	12	16	18	86
• Does Not Meet Transportation Protocols	0	1	1	3
• Alternate Forms Of Transportation Available	0	0	0	2
• Not a Medicaid Enrolled Provider	0	0	0	0
• Incomplete Information	17	12	127	207
• Wrong Level Of Service And Ambulance	145	1,056	739	2,218
• Beneficiary Has Medicare Part B	0	0	0	0
• Denials as percentage of total trips	0.53%	1.45%	1.30%	0.71%

South Carolina Department of Health and Human Services

Broker Report Card - MTM



Transportation Metrics	January 2009 Final	February 2009 Final	March 2009 Final	SFY 2009 Totals
<b>Total trips provided by type of transportation</b>	<b>53,804</b>	<b>44,367</b>	<b>48,771</b>	<b>427,727</b>
• Non-Emergency Ambulatory Sedan/Van Trips	40,635	32,133	36,743	322,648
• Wheelchair Trips	7,156	6,094	7,186	63,541
• Stretcher Trips	706	644	682	6,091
• Individual Transportation Gas Trip	5,307	5,493	4,155	35,428
• Non-Emergency Ambulance/BLS (Broker Sponsored)	0	1	1	5
• Public Transportation Bus Trip	0	2	4	14
• Extra Passenger - Not Added To Total Trips	3,275	2,833	3,117	22,420
<b>Actual number of calls</b>	<b>17,721</b>	<b>14,063</b>	<b>16,702</b>	<b>141,991</b>
• Average phone calls daily	572	502	539	544
• Average Answer Speed	02:08	00:32	00:26	00:38
• Average Talk Time	04:10	03:32	03:43	03:50
• Average Time On Hold	04:05	03:00	03:06	01:57
• Average time on hold before abandonment	03:34	02:16	01:24	02:26
• Average number of calls abandoned daily	102	28	44	33
<b>Total number of complaints by type</b>	<b>77</b>	<b>84</b>	<b>69</b>	<b>620</b>
• Provider No-Show	18	38	22	164
• Timeliness	35	27	22	265
• Internal Complaint	5	5	12	53
• Call Center Operator	0	0	0	0
• Driver Behavior	9	3	5	68
• Provider Service Quality	6	2	3	34
• Miscellaneous	0	0	1	1
• Rider Injury / Incident	4	9	4	35
• Complaints as percentage of total trips	0.14%	0.19%	0.14%	0.14%
<b>Total number of denials by type</b>	<b>405</b>	<b>306</b>	<b>388</b>	<b>3,447</b>
• Non-Urgent / Under Days of Notice	87	68	152	1,211
• Non-Covered Service	117	127	77	995
• Ineligible For Transport	112	40	102	606
• Unable to Confirm Medical Appointment w/ Provider	40	36	17	278
• Does Not Meet Transportation Protocols	42	25	28	244
• Alternate Forms Of Transportation Available	0	0	0	56
• Not a Medicaid Enrolled Provider	7	8	10	43
• Incomplete Information	0	0	2	2
• Wrong Level Of Service And Ambulance	0	0	0	0
• Beneficiary Has Medicare Part B	0	2	0	12
• Denials as percentage of total trips	0.75%	0.69%	0.80%	0.81%