

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

Quarterly Meeting Agenda

June 25, 2015 – 10:00 a.m.

1801 Main Street, Columbia, SC – 11th Floor Large Conference Room

Conference Call Number: (803) 726-9796

Access Code: 823147

- I. Welcome and Introductions – Happy Birthday to Lydia Hennick!
- II. Purpose of Transportation Advisory Committee (TAC)
- III. Meeting Minutes Approval – March 12, 2015
- IV. Pilot Program Updates
 - a. Non-Valid Complaints – Scott Lesiak and Doug Wright
- V. Stakeholder Input – Procurement Update
- VI. Reporting Requirement for TAC Meetings – Stephen Boucher
- VII. Program Monitoring/Tools
 - a. Transportation Broker Performance Reports (January – March 2015)
 - b. Transportation Provider Performance Reports and Summary
 - c. Transportation Broker Accounts Payable Aging Report
 - d. Transportation Provider Retention
 - e. Report of Injuries/Incidents
 - f. Report of Meetings
 - g. Program Review and Field Observation Site Visits
- VIII. Advisory Committee – Current Issues and Concerns
 - a. SCDHHS Internal Grievance Protocol

Next Meeting – September 24, 2015

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), 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.

TAC Quarterly Meeting
March 12, 2015 Meeting Minutes

- 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 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 statute regarding TAC:

“The Department of Health and Human Services shall establish a Medicaid Transportation Advisory Committee composed of Medicaid service providers, local transportation providers, and Medicaid recipients, who require transportation services. At a minimum this advisory committee shall include representatives from the South Carolina Emergency Medical Services Association, South Carolina Hospital Association, South Carolina Health Care Association, South Carolina Nursing Home Association, South Carolina Medical Association, Rural Transportation Association, Office on Aging in the Lieutenant Governor’s Office, Department of Health and Environmental Control, Public Service Commission, two Medicaid recipients or two family members of Medicaid recipients, and a member of the brokering company operating the Medicaid transportation system. The advisory committee shall meet at least quarterly to review issues and complaints concerning the Medicaid Transportation Brokerage System and shall make recommendations for the resolution of these issues and complaints. The advisory committee shall issue a report quarterly to the Governor, Senate, and House of Representatives. The Department of Health and Human Services shall provide the staff for the advisory committee. The advisory committee is abolished when the contract for the operation of the Medicaid Transportation Brokerage System expires or is terminated.”

Based upon the understanding of the Statute, TAC ensured all required Organizations were represented on the Committee. The South Carolina Adult Day Coalition was added shortly after the formation of TAC and Doug Wright with Senior Solutions was appointed by Former Director Keck. TAC members discussed the ability to add non-legislatively mandated Groups and Coalitions; Corretta motioned for the ability to add members and the several TAC members

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seconded, and it was so ordered. Please see below for the list of current TAC Members and the Organization, Group, Association, or Coalition represented:

South Carolina Emergency Medical Services Association – Scott Lesiak
South Carolina Hospital Association – Vacant
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 - Troy Sapp
South Carolina Non-Emergency Medical Coalition – Ken Welch
South Carolina Association Council on Aging Directors - Doug Wright
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.

South Carolina Department of Health and Human Services

Broker Performance Report - LogistiCare

Statewide



Transportation Metrics	Performance Goal	January 2015 Final	February 2015 Final	March 2015 Final	Average Last Three Months	Average SFY 2015	Average SFY 2014	Totals SFY 2015	Totals SFY 2014
Unduplicated Beneficiaries		27,479	26,382	27,214	27,025	27,933	27,167	77,924	76,068
Total trips provided by type of transportation		157,011	141,480	161,285	153,255	168,427	158,298	1,425,846	1,899,581
• Non-Emergency Ambulatory Sedan/Van Trips		116,340	104,797	120,060	113,732	118,257	117,483	1,064,312	1,409,559
• Wheelchair Trips		19,795	17,880	20,275	19,317	19,767	19,988	177,903	239,595
• Stretcher Trips		2,912	2,604	2,858	2,791	2,778	2,678	25,007	34,517
• Individual Transportation Gas Trip		17,235	15,457	17,242	16,845	16,840	17,014	151,561	204,170
• Non-Emergency Ambulance ALS		80	43	71	85	63	50	585	599
• Non-Emergency Ambulance BLS		71	88	115	91	98	101	878	1,212
• Public Transportation Bus Trip		578	621	644	614	624	627	5,620	9,929
Total Over Night Trips Arranged		116	64	100	93	93	71	835	853
Total Extra Passengers		18,888	16,030	18,315	17,744	18,943	18,440	170,464	221,277
• Provider No-Shows as Percentage of Total Trips	<= 0.25%	0.16%	0.19%	0.16%	0.17%	0.21%	0.15%	--	--
• Number of Pickups On Time (A Leg)		73,122	82,110	71,677	68,970	64,927	68,519	584,344	822,227
• Number of Deliveries On Time (A Leg)		71,810	80,579	89,430	67,206	63,101	64,781	587,905	777,375
• Number of Pickups On Time (B Leg)		67,281	60,545	67,808	65,211	60,713	64,315	548,421	771,782
• Number of Trips Within Ride Time (All Trips)		157,202	141,551	181,413	153,889	144,576	180,228	1,301,183	1,922,739
• Percent of Pickups On Time (A Leg)	>= 90%	94.88%	90.01%	90.89%	91.93%	89.82%	88.39%	--	--
• Percent of Deliveries On Time (A Leg)	>= 95%	92.91%	87.68%	87.82%	89.50%	87.36%	83.80%	--	--
• Percent of Pickups On Time (B Leg)	>= 90%	92.15%	91.82%	90.42%	91.46%	90.66%	85.09%	--	--
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.77%	99.76%	99.74%	99.75%	99.67%	99.69%	--	--
Actual number of calls		112,354	86,949	84,489	94,597	109,394	101,346	984,646	1,216,155
• Average phone calls daily		5,350	4,347	4,295	4,664	5,208	4,732	--	--
• Average Answer Speed	< 1:00	0:08:45	0:03:14	0:02:21	0:4:47	4:34	0:0:54	--	--
• Average Talk Time		0:03:39	0:03:43	0:03:43	03:42	3:17	02:58	--	--
• Average Time On Hold	<= 3:00	0:01:33	0:01:36	0:01:35	01:35	1:32	01:37	--	--
• Average time on hold before abandonment	< 1:30	0:04:10	0:02:45	0:02:05	03:00	3:00	01:07	--	--
• Average number of calls abandoned daily		1,609	542	413	855	935	188	--	--
• Percentage of calls abandoned daily	< 5.0%	30.07%	12.47%	0.82%	17.36%	17.73%	3.94%	--	--
Total number of complaints by type - Valid		3,284	2,684	3,599	3,188	3,395	n/a	30,553	n/a
• Provider No-Show		259	221	263	248	264	n/a	2,374	n/a
• Timeliness		1,695	1,221	1,741	1,552	1,850	n/a	16,649	n/a
• Other Stakeholders		1,195	1,139	1,462	1,285	1,154	n/a	10,388	n/a
• Call Center Operations		29	23	21	24	31	n/a	282	n/a
• Driver Behavior		5	6	9	7	9	n/a	80	n/a
• Provider Service Quality		8	5	18	10	11	n/a	99	n/a
• Miscellaneous		69	58	55	61	55	n/a	496	n/a
• Rider Injury / Incident		24	11	20	18	21	n/a	185	n/a
• Valid Complaints as percentage of total trips		2.09%	1.90%	2.23%	2.07%	2.14%	n/a	--	--
Total number of complaints by type - Invalid & Other		135	194	160	180	163	n/a	1,465	n/a
• Provider No-Show		37	49	30	37	34	n/a	308	n/a
• Timeliness		32	63	42	46	50	n/a	446	n/a
• Other Stakeholders		13	29	7	16	14	n/a	128	n/a
• Call Center Operations		14	17	17	16	15	n/a	131	n/a
• Driver Behavior		7	9	9	8	12	n/a	105	n/a
• Provider Service Quality		4	10	7	7	7	n/a	67	n/a
• Miscellaneous		22	15	28	22	22	n/a	194	n/a
• Rider Injury / Incident		6	8	10	8	10	n/a	90	n/a
• Invalid & Other Complaints as percentage of total trips		0.09%	0.14%	0.09%	0.11%	0.10%	n/a	--	--
Total number of denials by type		4,992	4,012	4,925	4,510	5,149	5,500	48,344	65,997
• Non-Urgent / Under Days of Notice		1,157	841	1,231	1,076	1,262	1,011	11,355	12,137
• Non-Covered Service		512	449	582	514	653	727	5,878	6,721
• Ineligible For Transport		252	172	201	208	171	140	1,535	1,878
• Unable to Confirm Medical Appointment w/ Provider		232	133	151	172	328	481	2,948	5,773
• Does Not Meet Transportation Protocols		18	13	13	15	11	13	96	152
• Incomplete Information		1,780	1,821	2,181	1,827	2,144	2,472	19,299	20,684
• Needs Emergency Services		4	10	4	6	9	13	85	159
• Beneficiary Has Medicare Part B or Other Coverage		637	573	562	591	550	642	4,947	7,703
• Denials as percentage of total trips		2.92%	2.84%	3.05%	2.94%	3.23%	3.49%	--	--

Note: Metrics are preliminary until claims resolution process is complete.

-- Indicates that Fiscal Year Totals are inappropriate to calculate for a percentage or time measure.

n/a Indicates that complaints were not calculated separately as Valid and Invalid for FY 2014.

Explanation of Complaint & Denial Categories

COMPLAINTS:

Provider No Show

Timeliness

- o Transportation Provider Early
- o Transportation Provider Late

Other Stakeholders

- o Facility Issues
- o Rider Issues
- o Rider No Show
- o Suspected Rider Fraud & Abuse

Call Center Operations

- o LogistiCare Issues
- o LogistiCare Employee Issues

Driver Behavior

- o Subcontractor Courtesy
- o Transportation Provider Employee

Provider Service Quality

- o Subcontractor Safety
- o Suspected TP Fraud & Abuse
- o Vehicle Issue

Miscellaneous

- o Re-Route
- o Transportation Provider

Rider Injury/Incident

- o Injuries
- o Incident Rider

DENIALS:

Non-Urgent/Under Days of Notice

- o Lacks 2-Day Notice
- o Lacks 3-Day Notice

Non Covered Service

- o Not Covered
- o Breast Reconstruction
- o Dental Care 21 and Over
- o Free Services
- o Gastric Bypass Pre-Auth
- o Orthotic Device Pre Auth
- o Hospital to Hospital (Unless a higher level of hospital service)

Ineligible for Service

- o Not Eligible
- o Crisis or Disaster
- o Recipient Not In Service Area
- o No Primary Care Physician Referral

Unable to Verify Medical Appointment

Does Not Meet Transportation Protocol

- o Minor without Escort
- o Refused Public Transit
- o Uncooperative Behavior, e.g., Abusive, Violent, Safety Risk

Incomplete Information

Needs Emergency Services

- o Needs 9-1-1

Beneficiary Has Medicare Part B



All Regions

Third Quarter SFY 2014 - 2015

January 2015 - March 2015

Trip Summary

January 2015					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	25765	38.25%	97.30%	87.02%	80.83%
Commercial	132210	27.69%	98.39%	90.62%	87.52%
Other	772	0.35%	100.00%	96.32%	94.96%
Private	16268	0.02%	99.99%	87.60%	95.52%
Transit	26306	5.74%	99.47%	84.43%	85.52%
Volunteer	899	11.87%	99.39%	80.68%	74.63%

February 2015					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	24275	52.66%	98.05%	91.76%	83.84%
Commercial	126439	16.52%	99.21%	91.33%	87.54%
Other	788	0.12%	100.00%	97.30%	97.52%
Private	15564	0.01%	99.99%	87.89%	90.69%
Transit	23928	5.97%	99.69%	83.45%	84.61%
Volunteer	919	6.95%	99.65%	80.00%	80.49%

March 2015					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	26051	53.89%	98.98%	90.33%	80.81%
Commercial	138071	16.27%	98.88%	91.20%	87.72%
Other	863	1.01%	99.87%	96.97%	97.19%
Private	16858	0.01%	100.00%	86.83%	88.37%
Transit	26970	5.30%	99.08%	83.41%	84.01%
Volunteer	946	7.29%	99.11%	82.39%	74.28%

3rd Quarter SFY 2015					
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	76091	48.15%	98.10%	89.68%	81.81%
Commercial	397199	20.06%	98.82%	90.67%	87.23%
Other	2423	0.49%	99.96%	96.87%	96.59%
Private	48924	0.01%	99.99%	87.48%	91.09%
Transit	77204	5.69%	99.43%	83.78%	84.75%
Volunteer	2764	8.67%	99.39%	81.01%	76.54%

Prompt Payment Aging Report By Invoice Received Date

01/01/2015 to 03/31/2015

Some Broker Clients, Some Transportation Providers

* May include invoices with future check dates *

Broker Client: SC DHHS

**Provider Payments
Days To Pay**

Days From Invoice Submission To AP	Average Days	Number Of Trips Billed	Percent	Trips Denied	Denied As Percent Of Billed
0-30 Days	19	448,854	99.98%	3,972	0.88%
31-60 Days	39	105	0.02%	0	0.00%
61-90 Days	0	0	0.00%	0	0.00%
> 90 Days	109	4	0.00%	0	0.00%
	19	448,963	100.00%	3,972	

**Provider Billing
Days To Invoice**

Days From Date Of Service To Invoice Submission	Average Days	Number Of Trips Billed	Percent	Number Of Transportation Providers
0-30 Days	11	401,050	89.33%	168
31-60 Days	41	34,009	7.58%	111
61-90 Days	73	8,346	1.86%	46
91-120 Days	103	2,763	0.62%	29
121-150 Days	134	991	0.22%	14
> 150 Days	218	1,804	0.40%	15
	16	448,963	100.00%	

Prompt Payment Aging Report By Invoice Received Date

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Report Totals

**Provider Payments
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> 150 Days	218	1,804	0.40%	15
	16	448,963	100.00%	

LogistiCare Provider Retention

Month	Total Active Provider Sites at Beginning of Month (a)	# of New Sites Added (b)	# of Terminated Sites		# of Active Provider Sites at End of Month (e)	% Provider Sites Terminated ((c+d)/a)	% Provider Sites Added (b/a)
			Broker Initiated (c)	Provider Initiated (d)			
Quarter 3, 2015	154	12	5	1	160	3.90%	7.79%
Quarter 4, 2015							
TOTAL	n/a				n/a	n/a	n/a

* Number of active sites at the end of a given quarter is the total active sites for the beginning of the next quarter.

NEMT Incidents and Injuries by Provider Contribution

		Provider Contributed Yes	Provider Contributed No	Total
Injury Occurred	Frequency	25	19	44
	Overall Percent	28.09	21.35	49.44
	Row Percent	56.82	43.18	100.00
	Column Percent	50.00	48.72	-----
Incident only/No Injury	Frequency	25	20	45
	Overall Percent	28.09	22.47	50.56
	Row Percent	55.56	44.44	100.00
	Column Percent	50.00	51.28	-----
Total	Frequency	50	39	89
	Overall Percent	56.18	43.82	100.00
	Row Percent	-----	-----	-----
	Column Percent	100.00	100.00	-----

Injury Severity

	Provider Contributed Yes	Provider Contributed No	Total
Injury - 1 (most severe)	0	0	0
Injury - 2	9	7	16
Injury - 3 (least severe)	16	12	28
	25	19	44

Injury Severity Criteria:

- 1 – Severe: Traumatic injury or loss of life
- 2 – Moderately Severe: Hospital visit without stay; Ambulance called to scene; Went to ER within 72 hours
- 3 – Not Severe: Bumps or bruises; First Aid; Member notified Broker within 72 hours of injury

Incident Criteria:

- Accident without bodily injury; or
- Law enforcement involvement; or
- Non-severe injury reported to broker past 72 hours.

Note: In Quarter Three of 2015 the Broker and DHHS three member panel determined 9 incidents to have insufficient information or lack of communication from the member, member’s family, or authorized representative. The aforementioned incidents are not included in the total count for the specific Quarter.

**Report of Meetings
As of June 2015
Transportation Broker Contract**

Agency / Broker

January 22, 2014	Agency meeting with LogistiCare
February 19, 2014	Agency meeting with LogistiCare
March 19, 2014	Agency meeting with LogistiCare
April 16, 2014	Agency meeting with LogistiCare
May 21, 2014	Agency meeting with LogistiCare
June 18, 2014	Agency meeting with LogistiCare
July 16, 2014	Agency meeting with LogistiCare
August 20, 2014	Agency meeting with LogistiCare
September 21, 2014	Agency meeting with LogistiCare
October 15, 2014	Agency meeting with LogistiCare
November 19, 2014	Agency meeting with LogistiCare
December 17, 2014	Agency meeting with LogistiCare
January 21, 2015	Agency meeting with LogistiCare
February 18, 2015	Agency meeting with LogistiCare
March 18, 2015	Agency meeting with LogistiCare
April 15, 2015	Agency meeting with LogistiCare
May 20, 2015	Agency meeting with LogistiCare
June 17, 2015	Agency meeting with LogistiCare

Agency / Broker Regional Advisory Meetings

August 12, 2014	Region 1 Quarterly Meeting - Greenville
August 13, 2014	Region 2 Quarterly Meeting - Columbia
August 28, 2014	Region 3 Quarterly Meeting - Florence
August 29, 2014	Region 3 Quarterly Meeting - North Charleston
December 9, 2014	Region 1 Quarterly Meeting - Greenville
December 3, 2014	Region 2 Quarterly Meeting - Columbia
December 4, 2014	Region 3 Quarterly Meeting - Florence
December 5, 2014	Region 3 Quarterly Meeting - North Charleston
February 24, 2015	Region 3 North Quarterly Meeting – Myrtle Beach
February 25, 2015	Region 3 South Quarterly Meeting – North Charleston
February 26, 2015	Region 2 Quarterly Meeting – Columbia
March 6, 2015	Region 1 Quarterly Meeting - Greenville
June 04, 2015	Region 1 Quarterly Meeting – Greenville
June 09, 2015	Region 3 Quarterly Meeting – North Charleston
June 10, 2015	Region 3 Quarterly Meeting – Myrtle Beach
June 11, 2015	Region 2 Quarterly Meeting – Columbia

Transportation Advisory Committee Meetings

March 27, 2014	Quarterly TAC Meeting
June 26, 2014	Quarterly TAC Meeting

September 25, 2014	Quarterly TAC Meeting
December 11, 2014	Quarterly TAC Meeting
March 12, 2015	Quarterly TAC Meeting
June 25, 2015	Quarterly TAC Meeting – Scheduled
September 24, 2015	Quarterly TAC Meeting – Scheduled
December 10, 2015	Quarterly TAC Meeting – Scheduled

LogistiCare / Healthcare Community Individual Meetings

March 4, 2015	Dorchester Community Mental Health Center- Summerville
March 4, 2015	Dorchester Counseling Services- Summerville
March 4, 2015	Dorchester County Mental Health - Palmetto Place- Summerville
March 4, 2015	Focus Day Treatment - Summerville
March 4, 2015	Star LLC Ste B- Summerville
March 4, 2015	Dorchester County Drug & Alcohol Program- Summerville
March 4, 2015	Ocean Sun Counseling- Charleston
March 4, 2015	Phoenix Counseling Center- Charleston
March 4, 2015	St Andrews Psychiatric Service- Charleston
March 4, 2015	Charleston Center- Charleston
March 5, 2015	Piedmont Mental Health - Simpsonville
March 5, 2015	DSI- Powderhorn- Simpsonville
March 5, 2015	Visions of Greatness- Greenville
March 5, 2015	Center of Developmental Services- Greenville
March 5, 2015	Davita- Fountain Inn- Fountain Inn
March 10, 2015	Three Rivers- Columbia
March 10, 2015	FMC- Meadowlake Dialysis- Columbia
March 10, 2015	FMC- South Columbia- Columbia
March 10, 2015	FMC- Columbia- Columbia
March 10, 2015	FMC- North Star- Columbia
March 10, 2015	Hopebridge- Hollies- Columbia
March 10, 2015	Richland Hospital- Columbia
March 12, 2015	Chappell Adult Day Care- Winnsboro
March 12, 2015	Precious Adult Care- Winnsboro
March 12, 2015	Winnsboro Active Day Center - Winnsboro
March 12, 2015	Davita - Winnsboro Dialysis - Winnsboro
March 13, 2015	FMC- Lexington Dialysis- Lexington, SC
March 14, 2015	Adult Day Care Association- Columbia, SC
March 16, 2015	Davita- Pamplico- Florence, SC
March 16, 2015	FMC - Church Street Dialysis- Florence, SC
March 16, 2015	FMC - Freedom Dialysis Center- Florence, SC
March 16, 2015	Lake City Adult Day Care- Lake City, SC
March 16, 2015	Lake City Community Day Services Inc- Lake City, SC
March 16, 2015	Melva's Adult And Children's Day Care- Lake City, SC
March 16, 2015	FMC - Pee Dee Dialysis Center- Lake City, SC
March 16, 2015	Access Community Center- Lake City, SC
March 16, 2015	Pee Dee Mental Health- Lake City, SC
March 16, 2015	New Dimensions (Club House) - Lake City, SC

March 18, 2015	Kershaw County Adult Day Center- Camden, SC
March 18, 2015	FMC - Camden Dialysis- Camden, SC
March 18, 2015	Kershaw County Mental Health- Camden, SC
March 18, 2015	Kershaw County Psychiatry - Camden, SC
March 18, 2015	Alpha Center- Camden, SC
March 20, 2015	Access Community Center- Lexington, SC
March 26, 2015	Active Day In-service- Columbia, SC
April 1, 2015	Lexington County Community MH- Lexington, SC
April 1, 2015	FMC- Lexington Dialysis-Lexington, SC
April 1, 2015	FMC- West Columbia- West Columbia, SC
April 2, 2015	Midway Residential Care Facility- Moore, SC
April 3, 2015	Caring Hands- Columbia
April 3, 2015	Columbia Area Mental Health Ste B- Columbia
April 3, 2015	Columbia Counseling Center- Columbia
April 3, 2015	Columbia area Mental Health- Columbia
April 3, 2015	Comprehensive Behavioral Care Ste B- Columbia
April 3, 2015	Connecting Dots Ste 320- Columbia
April 3, 2015	Connections- Columbia
April 3, 2015	Friendship Center-Rosewood Dr- Columbia
April 3, 2015	Medogun Psychiatric Associates SteB- Columbia
April 3, 2015	Crossroads Treatment Center of Columbia
April 3, 2015	Sunshine Camp
April 3, 2015	LRC - Substance Abuse & Behavioral Program
April 3, 2015	LRC Counseling Ste 107
April 3, 2015	New Beginnings Recovery
April 8, 2015	Davita- Gaston- Gaston, SC
April 8, 2015	Bridges Clubhouse- Cayce, SC
April 8, 2015	Helping Hands Adult Day Care- Cayce, SC
April 23, 2015	Columbia Area Mental Health- Columbia, SC
April 23, 2015	LRADAC- Columbia, SC
April 29, 2015	Active Day of Liberty- Liberty, SC
April 30, 2015	ARA- Northeast Columbia Kidney- Columbia, SC
April 30, 2015	ARA- Central Columbia Kidney- Columbia, SC
April 30, 2015	ARA- North Main Kidney Center- Columbia, SC
April 30, 2015	Dents Adult Day Care- Columbia, SC
April 30, 2015	Independence House- Columbia, SC
May 5, 2015	New Hope Adult Day Care- Anderson, SC
May 5, 2015	FMC- Anderson- Anderson, SC
May 5, 2015	Horizon Adult Day Care Unit 17- Anderson, SC
May 5, 2015	Anderson Behavioral Health Services- Anderson, SC
May 5, 2015	Market Place Cinema ADC- Anderson, SC
May 6, 2015	Circle Park- Florence, SC
May 6, 2015	Counseling Center of Florence- Florence SC
May 6, 2015	Florence Counseling Center- Florence, SC
May 6, 2015	New Horizons- Florence, SC
May 6, 2015	Psychological Associates- Florence, SC

May 12, 2015	FMC- Irmo- Irmo, SC
May 12, 2015	FMC- Batesburg Leesville- Leesville, SC
May 14, 2015	FMC- Summerville- Summerville, SC
May 14, 2015	FMC- N Charleston- North Charleston, SC
May 14, 2015	DCI- Magnolia- Charleston, SC
May 15, 2015	FMC- Aiken- Aiken, SC
May 15, 2015	FMC- Irmo- Irmo, SC
May 19, 2015	Davita- Myrtle Beach- Myrtle Beach
May 19, 2015	Active Day Grand Strand- Myrtle Beach, SC
May 19, 2015	FMC- Myrtle Beach- Myrtle Beach, SC
May 21, 2015	FMC- Georgetown- Georgetown
May 21, 2015	FMC- Murrells Inlet- Murrells Inlet
May 21, 2015	Georgetown Active Day- Georgetown, SC
May 21, 2015	Oasis Adult Day Care Center- Georgetown, SC
May 22, 2015	FMC- Andrews, Andrews
May 22, 2015	Ruth Louis Adult Day Care- Andrews, SC
May 22, 2015	FMC- Winyah- Georgetown, SC
May 22, 2015	Waccamaw Center Mental Health - Choppee
May 27, 2015	DCI- Gaffney- Gaffney, SC
May 27, 2015	Cherokee Mental Health- Gaffney, SC
May 27, 2015	Gaffney Mental Health- Gaffney, SC
May 27, 2015	Cherokee County A & D Abuse-Gaffney, SC
May 28, 2015	FMC- Rock Hill- Rock Hill, SC
May 29, 2015	Active Day of Greenwood- Greenwood, SC
May 29, 2015	Davita- Greenwood- Greenwood, SC
May 29, 2015	Greenwood Mental Health-Greenwood, SC
May 29, 2015	Beckman Mental Health- Greenwood Clinic Ste200- Greenwood,
May 29, 2015	South Regional Health Ste 220- Greenwood, SC
May 29, 2015	Western Carolina Psychiatric Associates- Greenwood, SC
May 29, 2015	Cornerstone Drug And Alcohol Abuse- Greenwood, SC
May 29, 2015	Sexual Trauma and Counseling Center- Greenwood, SC
June 2, 2015	Chappell Adult Day- Winnsboro, SC
June 2, 2015	Precious Adult Care- Winnsboro, SC
June 2, 2015	Winnsboro Active Day Center- Winnsboro, SC
June 2, 2015	Davita- Winnsboro- Winnsboro, SC
June 2, 2015	FMC- Fairfield County Dialysis- Ste A- Winnsboro, SC
June 2, 2015	Fairfield Behavioral Health Services- Winnsboro, SC
June 2, 2015	Fairfield County Mental Health-Winnsboro, SC
June 5, 2015	Helping Hands Adult Day Care- Cayce, SC

Agency / Other Stakeholder Meetings

March 4, 2014	TASC Conference – Myrtle Beach
May 1, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, LogistiCare - Columbia
June 4, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, LogistiCare - Columbia

July 16, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, LogistiCare - Columbia
August 13, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, LogistiCare – Columbia
August 21, 2014	Piedmont Health Foundation – Greenville
September 23, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, LogistiCare, OAG – Columbia
October 15, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, LogistiCare, OAG – Columbia
November 4, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, DSS, SCDDSN - Columbia
December 09, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, DSS, SCDDSN – Columbia
December 17, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, LogistiCare, OAG – Columbia-
March 10, 2015	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, DSS, SCDDSN – Columbia
June 17, 2015	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, DSS, SCDDSN – Columbia

Agency / LogistiCare / Other Stakeholder Meetings

February 1, 2014 TAC Transportation Provider Sub Committee - Columbia

Program Review Site Visits

February 7, 2014	SCDHHS and LogistiCare Unannounced - Charleston
March 24, 2014	SCDHHS and LogistiCare Unannounced - Seneca
April 22, 2014	SCDHHS and LogistiCare Unannounced - Florence
April 23, 2014	SCDHHS and LogistiCare Unannounced – Sumter
June 12, 2014	SCDHHS and LogistiCare Unannounced-Greenville
August 7, 2014	SCDHHS and LogistiCare Unannounced-Williamsburg/Kingstree
August 19, 2014	SCDHHS and LogistiCare Unannounced-Columbia
September 9, 2014	SCDHHS and LogistiCare Unannounced-Anderson
October 17, 2014	SCDHHS and LogistiCare Unannounced-Myrtle Beach
November 12, 2014	SCDHHS and LogistiCare Unannounced-Orangeburg
November 21, 2014	SCDHHS and LogistiCare Unannounced-Cherokee
January 28, 2015	SCDHHS and LogistiCare Unannounced-Easley, Pickens
February 23, 2015	SCDHHS, LogistiCare and DHEC Unannounced-Myrtle Beach
March 27, 2015	SCDHHS and LogistiCare Unannounced-Newberry
April 14, 2015	SCDHHS LogistiCare and DHEC Unannounced-Greenville
May 7, 2015	SCDHHS and LogistiCare Unannounced-Florence
May 13, 2015	SCDHHS and LogistiCare Unannounced-Sumter