

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

Quarterly Meeting Agenda

September 25, 2014 – 10:00 a.m.

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

- I. Welcome and Introductions
- II. Purpose of Transportation Advisory Committee (TAC)
- III. Meeting Minutes Approval – June 26, 2014
- IV. RouteMatch Technology
- V. Transportation Provider Reroutes – Sub Committee Update
- VI. Transportation Provider On-Time Performance – Sub Committee Update
- VII. Transportation Advisory Committee Website – Update
- VIII. Stakeholder Input – Procurement Update
- IX. Program Monitoring/Tools
 - a. Transportation Broker Performance Reports (April 2014 – June 2014) – Trips, Denials, and Complaints by Regions (SFY 2014, SFY 2013)
 - b. Transportation Provider Performance Reports
 - c. Transportation Broker Accounts Payable Aging Report
 - d. DHHS Internal Complaint Tracking
 - e. Report of Injuries/Incidents
 - f. Report of Meetings
 - g. Program Review and Field Observation Site Visits
- X. Advisory Committee – Current Issues and Concerns

Next Meeting – December 11, 2014 - 1801 Main Street, Columbia, SC

South Carolina Department of Health and Human Services

Transportation Advisory Committee

Meeting Minutes

June 26, 2014

Committee Members in Attendance: Lydia Hennick, Douglas Wright, Lynn Stockman, Troy Sapp, Keith Guest, MD, Denise Rivers

Committee Members via Telephone: Crystal Hart, Gloria Prevost, Scott Lesiak, Ken Welch, Afton Ellison

Others in Attendance: Krista Martin

SCDHHS staff: Michael Benecke, Martha Mitchell, and Courtney Sanders

- I. **Welcome and Introductions:** Michael Benecke, South Carolina Department of Health and Human Services called the meeting to order. Lisa Robinson no longer assists with Quarterly TAC Meetings; Courtney Sanders will replace her effective June 26, 2014.
- 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 March 17, 2014.
- IV. **Transportation Provider Reroutes – Sub Committee Update:** All current issues have been resolved. The Transportation Provider Reroutes Sub-Committee is no longer needed.
- V. **Transportation Provider On-Time Performance – Sub-Committee Update:** No update to report. The sub-committee is struggling with availability of all members. Michael suggested the sub-committee continue on initiatives with the available sub-committee members.
- VI. **Transportation Advisory Committee Website – Update:** Contact information for the TAC members has been posted to the SCDHHS meeting website. Michael has submitted the request to post meeting materials on the website.

VII. Stakeholder Input – Procurement Update: As of the June 26, 2014, Regions 2 and 3 are operating under an Emergency Procurement and Region 1 is operating on the available option year under the existing contract. Medicaid is required by law to provide transportation to its beneficiaries to and from medical appointments. SCDHHS is continuing to evaluate all of the stakeholder input received in the last eighteen (18) months. Michael stated that the procurement will include some differences from the current contract based on stakeholder input. SCDHHS is expecting significant performance improvements and positive impacts for clients.

VIII. Program Monitoring Tools / Activities:

- a. **Transportation Broker Performance Reports (January – March 2014) – Trips, Denials, and Complaints by Region (SFY 2014, SFY 2013):** Doug Wright questioned the accuracy of the February On-time Reports due to the snow days during the reporting period. Based on Doug's internal reports his organization met some performance standards, but the Logisticare reports showed compliance was not achieved. Liquidated damages were not assessed for the month in question and the reports for the month have not been published. The Committee agreed to publish the reports for January and February with a caveat for possible inaccuracies due to the inclement weather days.
- b. **Transportation Provider Performance Reports:** Lynn Stockman raised a concern about the reporting of provider no-shows on the reports stating that the provider no-shows is not always accurate. In some cases, when transportation arrives the beneficiary is not there, then the beneficiary reports that transportation never arrived. The committee will consider adjustments to the reports to negate any misinterpretation of data reporting provider no shows.
- 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:** For the Third Quarter there was a combined 85 incidents for the 439,549 trips taken; 49 incidents and 36 injuries. The driver was primarily responsible for the majority of the incidents, regardless of severity. The driver is responsible for ensuring the proper usage of all safety equipment. Drivers are required to get recertified when a complaint involves the failure to ensure the proper usage of safety equipment.
- f. **Report of Meetings:** No comments or discussion.
- g. **Program review and Field Observation Site Visits:** No comments or discussion.

- XI. Advisory Committee – Current Issues/Concerns:** Committee members discussed the options for moving to paperless processes. One of the current issues is the trip log must be signed so the beneficiary can attest to the accuracy of the times and the delivery of the service. Doug would like the capability to electronically upload trip log information and provide signatures on a single sheet; again the issue of the signatures and the purpose of attesting times is raised. Several committee members using the Route Match trip scheduling software indicated they are working on an electronic signature capture feature, but no estimated date for the availability of the function was provided. Route Match also contracts the SCDOT. The committee may be able to solicit assistance from SCDOT to get the date the electronic signature capture feature will be available. Michael will contact SCDOT to ask for their assistance.

Michael asked committee members to think about possible solutions to an issue that was discussed in one of Logisticare's Regional Advisory Committee meetings regarding transportation providers that are being asked to wait with patients until they are seen. Sometimes up to two hours. Michael is asking for recommendations from the committee to address the waiting times and not postponing care to the beneficiary.

Dr. Keith Guest asked about the impact on the NEMT program of the introduction of the Uber rideshare / taxi cab application. The current mileage reimbursement rate to friends and family is \$0.32 per mile. It is not likely that would cover the cost of a ride using the Uber application. Afton from the Public Service Commission (PSC) indicated they are evaluating the company and the service for the State of South Carolina.

The meeting adjourned at 12:00

The next Meeting will be held on Thursday, September 25, 2014 at 10:00am, 1801 Main Street, Columbia, South Carolina.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 1 - Logisticare



Transportation Metrics	Performance Goal	April 2014 Final	May 2014 Final	June 2014 Final	SFY 2014 Q4 Totals	SFY 2014 Totals
Unduplicated Beneficiaries		6,710	6,718	6,922		19,758
Total trips provided by type of transportation		40,533	39,682	39,260	119,475	475,338
• Non-Emergency Ambulatory Sedan/Van Trips		28,925	28,552	27,692	85,169	339,164
• Wheelchair Trips		4,987	4,957	5,093	15,037	59,790
• Stretcher Trips		598	576	600	1,774	6,641
• Individual Transportation Gas Trip		5,659	5,275	5,513	16,447	64,496
• Non-Emergency Ambulance ALS		19	21	20	60	237
• Non-Emergency Ambulance BLS		17	47	46	110	470
• Public Transportation Bus Trip		328	254	296	878	4,540
Total Over Night Trips Arranged		30	26	15	71	225
Total Extra Passengers		4,145	4,193	4,678	13,016	56,669
• Number of Pickups On Time (A Leg)		17,521	17,170	16,577	51,268	198,436
• Number of Deliveries On Time (A Leg)		16,539	16,399	15,652	48,590	188,817
• Number of Trips Within Ride Time (All Trips)		35,552	35,481	35,915	106,948	450,465
• Percent of Pickups On Time (A Leg)	>= 90%	92.10%	91.50%	91.00%	91.53%	88.77%
• Percent of Deliveries On Time (A Leg)	>= 95%	87.00%	87.50%	85.80%	86.77%	84.41%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.90%	99.90%	99.90%	99.90%	99.84%
Actual number of calls *		103,121	103,964	106,113	313,198	1,216,155
• Average phone calls daily		4,687	4,726	5,053	4,822	4,732
• Average Answer Speed	< 1:00	00:41	00:56	00:57	00:51	00:54
• Average Talk Time		02:48	02:49	02:50	02:49	02:57
• Average Time On Hold	<= 3:00	01:37	01:36	01:38	01:37	01:36
• Average time on hold before abandonment	< 1:30	01:07	01:11	01:19	01:12	01:07
• Average number of calls abandoned daily		133	201	229	188	188
• Percentage of calls abandoned daily	< 5.0%	2.84%	4.25%	4.53%	3.89%	3.97%
Total number of complaints by type		1,013	1,354	1,480	3,847	11,029
• Provider No-Show		75	106	135	316	864
• Timeliness		544	620	818	1,982	5,902
• Other Stakeholders		335	583	459	1,377	3,731
• Call Center Operations		6	3	5	14	86
• Driver Behavior		4	10	10	24	78
• Provider Service Quality		9	3	6	18	45
• Miscellaneous		27	24	41	92	217
• Rider Injury / Incident		13	5	6	24	106
• Provider No-Shows as percentage of total trips	<= 0.25%	0.19%	0.27%	0.34%	0.26%	0.18%
• Complaints as percentage of total trips		2.50%	3.41%	3.77%	3.22%	2.32%
Total number of denials by type		1,371	1,244	1,369	3,984	15,036
• Non-Urgent / Under Days of Notice		262	281	263	806	2,908
• Non-Covered Service		191	184	199	574	2,137
• Ineligible For Transport		38	28	33	99	388
• Unable to Confirm Medical Appointment w/ Provider		89	89	110	288	1,233
• Does Not Meet Transportation Protocols		5	1	5	11	28
• Incomplete Information		690	573	647	1,910	7,215
• Needs Emergency Services		2	4	7	13	40
• Beneficiary Has Medicare Part B or Other Coverage		94	84	105	283	1,087
• Denials as percentage of total trips		3.38%	3.13%	3.49%	3.33%	3.16%

* Includes calls for Regions 1-3.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 2 - Logisticare



Transportation Metrics	Performance Goal	April 2014 Final	May 2014 Final	June 2014 Final	SFY 2014 Q4 Totals	SFY 2014 Totals
Unduplicated Beneficiaries		10,305	9,937	10,543		29,834
Total trips provided by type of transportation		62,668	62,733	62,439	187,840	718,976
• Non-Emergency Ambulatory Sedan/Van Trips		48,195	47,739	47,721	143,655	546,603
• Wheelchair Trips		7,513	8,078	7,781	23,372	91,341
• Stretcher Trips		1,039	1,098	1,144	3,281	13,224
• Individual Transportation Gas Trip		5,803	5,732	5,692	17,227	65,886
• Non-Emergency Ambulance ALS		16	7	11	34	177
• Non-Emergency Ambulance BLS		32	25	28	85	334
• Public Transportation Bus Trip		70	54	62	186	1,411
Total Over Night Trips Arranged		20	33	15	68	258
Total Extra Passengers		7,077	6,549	7,671	21,297	83,836
• Number of Pickups On Time (A Leg)		26,670	25,701	25,973	78,344	297,936
• Number of Deliveries On Time (A Leg)		26,087	25,460	25,233	76,780	289,124
• Number of Trips Within Ride Time (All Trips)		55,452	57,380	57,659	170,491	680,202
• Percent of Pickups On Time (A Leg)	>= 90%	89.50%	88.00%	88.90%	88.80%	87.55%
• Percent of Deliveries On Time (A Leg)	>= 95%	87.50%	87.10%	86.30%	86.97%	84.98%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.60%	99.70%	99.70%	99.67%	99.65%
Actual number of calls *						
• Average phone calls daily						
• Average Answer Speed	< 1:00					
• Average Talk Time						
• Average Time On Hold	<= 3:00					
• Average time on hold before abandonment	< 1:30					
• Average number of calls abandoned daily						
• Percentage of calls abandoned daily	< 5.0%					
Total number of complaints by type		1,092	1,079	1,227	3,398	10,834
• Provider No-Show		95	90	90	275	1,188
• Timeliness		706	682	770	2,158	7,011
• Other Stakeholders		217	225	286	728	1,853
• Call Center Operations		7	7	4	18	115
• Driver Behavior		12	8	3	23	60
• Provider Service Quality		12	8	8	28	91
• Miscellaneous		29	56	49	134	383
• Rider Injury / Incident		14	3	17	34	133
• Provider No-Shows as percentage of total trips	<= 0.25%	0.15%	0.14%	0.14%	0.15%	0.17%
• Complaints as percentage of total trips		1.74%	1.72%	1.97%	1.81%	1.51%
Total number of denials by type		2,063	2,022	2,211	6,296	24,284
• Non-Urgent / Under Days of Notice		400	440	439	1,279	4,516
• Non-Covered Service		260	260	278	798	3,330
• Ineligible For Transport		31	36	43	110	622
• Unable to Confirm Medical Appointment w/ Provider		195	196	203	594	2,323
• Does Not Meet Transportation Protocols		1	2	3	6	32
• Incomplete Information		985	906	1,017	2,908	10,829
• Needs Emergency Services		3	3	7	13	50
• Beneficiary Has Medicare Part B or Other Coverage		188	179	221	588	2,582
• Denials as percentage of total trips		3.29%	3.22%	3.54%	3.35%	3.38%

* Call center data for Region 2 is included on the Region 1 report.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 3 - Logisticare



Transportation Metrics	Performance Goal	April 2014 Final	May 2014 Final	June 2014 Final	SFY 2014 Q4 Totals	SFY 2014 Totals
Unduplicated Beneficiaries		9,992	9,937	10,121		28,987
Total trips provided by type of transportation		58,412	57,677	57,070	173,159	669,120
• Non-Emergency Ambulatory Sedan/Van Trips		44,440	44,206	43,551	132,197	513,103
• Wheelchair Trips		7,624	7,169	7,008	21,801	84,935
• Stretcher Trips		1,149	1,147	1,111	3,407	13,329
• Individual Transportation Gas Trip		4,812	4,757	5,025	14,594	53,296
• Non-Emergency Ambulance ALS		16	24	32	72	158
• Non-Emergency Ambulance BLS		39	40	20	99	384
• Public Transportation Bus Trip		332	334	323	989	3,915
Total Over Night Trips Arranged		34	35	28	97	370
Total Extra Passengers		7,057	6,521	7,050	20,628	80,772
• Number of Pickups On Time (A Leg)		25,573	25,233	24,895	75,701	285,335
• Number of Deliveries On Time (A Leg)		25,329	24,697	24,163	74,189	278,721
• Number of Trips Within Ride Time (All Trips)		52,884	54,529	53,695	161,108	649,633
• Percent of Pickups On Time (A Leg)	>= 90%	89.80%	89.90%	90.20%	89.97%	87.54%
• Percent of Deliveries On Time (A Leg)	>= 95%	88.90%	88.00%	87.50%	88.13%	85.52%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.60%	99.60%	99.60%	99.60%	99.58%
Actual number of calls *						
• Average phone calls daily						
• Average Answer Speed	< 1:00					
• Average Talk Time						
• Average Time On Hold	<= 3:00					
• Average time on hold before abandonment	< 1:30					
• Average number of calls abandoned daily						
• Percentage of calls abandoned daily	< 5.0%					
Total number of complaints by type		793	799	941	2,533	8,639
• Provider No-Show		75	72	77	224	903
• Timeliness		528	532	622	1,682	5,704
• Other Stakeholders		138	133	171	442	1,370
• Call Center Operations		7	11	9	27	64
• Driver Behavior		11	16	9	36	72
• Provider Service Quality		9	9	6	24	71
• Miscellaneous		17	9	18	44	322
• Rider Injury / Incident		8	17	29	54	133
• Provider No-Shows as percentage of total trips	<= 0.25%	0.13%	0.12%	0.13%	0.13%	0.13%
• Complaints as percentage of total trips		1.36%	1.39%	1.65%	1.46%	1.29%
Total number of denials by type		2,232	2,261	2,225	6,718	26,667
• Non-Urgent / Under Days of Notice		431	444	387	1,262	4,713
• Non-Covered Service		269	271	267	807	3,254
• Ineligible For Transport		61	35	32	128	668
• Unable to Confirm Medical Appointment w/ Provider		169	205	191	565	2,217
• Does Not Meet Transportation Protocols		4	5	5	14	92
• Incomplete Information		999	982	1,064	3,045	11,620
• Needs Emergency Services		4	2	9	15	69
• Beneficiary Has Medicare Part B or Other Coverage		295	317	270	882	4,034
• Denials as percentage of total trips		3.82%	3.92%	3.90%	3.88%	3.99%

* Call center data for Region 3 is included on the Region 1 report.