

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

Quarterly Meeting Minutes  
December 10, 2009 - 10:00 am

## Committee Members in Attendance:

Scott Lesiak, Lynn Stockman, Jonathon Teeter, Keith Guest, Greg Kitchens, Angel Hechanova, Chuck DeZearn, Kim Matreci (via phone), Michelle Santilli (via phone)

## DHHS Staff Facilitating the Transportation Advisory Committee:

Beverly Hamilton, Sheila Platts, Mike Benecke, Nikole Boland, David Giesen, Karen Wright, Vivian Bufford, MuMin AbdulRazzaaq

## Public Attendees:

Paula Bundy, Neal Glomb, Valorie Williams

- 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. Questions From Last Meeting
  - a. FTA Drug Screening Program Requirements – Minimum Standards (49 CFR 655, 49 CFR 40) Both sections give additional information regarding the minimum standards. There are different requirements. The agency has reviewed and did not see a conflict with what is being required by the brokers.
  - b. Clarification On First Aid and CPR Certification Requirements  
All drivers must be certified in First Aid and CPR. Online training will not be accepted.
- IV. Program Monitoring Tools / Activities
  - a. Transportation Broker Report Cards (Jul – Sep 09)  
(See Handout)  
LogistiCare, Chuck DeZearn – The average answer speed continues to improve. Also, explanation was given related to “Wrong Level of Service” specifically related to Ambulance transports; this is the documentation within the LogistiCare system that enables them to process and pay ambulance providers when trips are delivered that do not meet the 216 standard for payment.  
MTM, Kim Matreci – There is a spike in August, which is common with kids going back to school. You will notice an increase under complaints

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

as we are now capturing all complaints. In the past the beneficiaries/providers were asked if they wanted to make a formal complaint.

- b. Trips, Denials, and Complaints By Region (SFY 08 Restated, SFY 09 Final, SFY 10)  
(See Handout) The agency has worked with the Brokers to make sure that they are identifying and documenting data in a uniform fashion.
- c. Transportation Provider Report Cards  
(See Handout) The provider report cards are broken down by region/providers. Individual 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 Broker companies.  
LogistiCare, Chuck DeZearn – The on time performance (A Leg P/U) has improved. We are working with providers to continue improving the pick up performance.  
MTM, Kim Matreci – Paula Bundy has met with individual providers to help them understand the importance of reporting. We expect to see an increase in the overall performance.
- d. Transportation Accounts Payable Aging Reports  
(See Handout) Both brokers have improved in this area. As a result, the staff members at the agency are rarely called to assist providers who are having difficulties with payments issues.  
LogistiCare, Chuck DeZearn – A large portion of invoices are received and paid in 30 days.  
MTM, Kim Matreci – There a couple of providers with outstanding invoices. By the next report, the majority of these should be cleared up.
- e. DHHS Internal Complaint Tracking  
(See handout) DHHS is tracking all complaints that are received in-house. These are compared to complaints the Brokers document to determine 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 support and training needs as well as communication needs.
- f. Field Observation Review - Pilot  
The pilot consisted of 4 site visits in Columbia with teams made up of 2-3 DHHS staff members. Each review took about 5 minutes. Team members inspected the vehicle, talked with drivers and beneficiaries, checked for first aid kits, fire extinguishers, etc. The agency is adjusting the review, adding questions and re-writing existing questions. Letters have been sent to all providers informing them of the process. Some visits will be in

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

conjunction with the Brokers while others will be DHHS staff only. Some visits will be unannounced; others will be scheduled with the provider. Just as other medical providers are inspected related to state and federal policies, it is appropriate that transportation providers on contract for service delivery to Medicaid beneficiaries be inspected periodically to ensure compliance and high quality service delivery. We are confident that this will enhance the overall program.

g. Program Review Site Visits

(See handout) In 2009, the agency performed 21 Program review site visits.

h. Report Of Meetings

(See handout)

V. SC Medicaid Transportation Program - 2009 Accomplishments

a. 216 Process Changes

Implemented a process for the non emergency ambulance providers to receive a denial number from the brokers and later request payment from the broker if the medical necessity component of the 216 process is not met. Special thanks to staff within the agency and with each of the brokers who helped make this happen!

The electronic 216 form does have a statement that says: You certify electronically that you authorize these services.

b. 216 Payments Current

c. Customer Service Improvements

d. Staff Additions

David Giesen and Deborah Bates joined the Transportation department. The Transportation department also had assistance from an intern over the summer.

e. Streamline For Effective Management

Implemented a tracking system for 216 claims received and processed.

f. DHHS Program Reviews - Brokers, Transportation Providers, Field Observations

g. IFS Customer Satisfaction Survey

VI. SC Medicaid Transportation Program - 2010 Goals

a. More Comprehensive Program Oversight

b. Beneficiary and Family Member Focus Groups

c. Service Delivery Reporting

d. Overall Reduction in Injury and Incidents

