



**South Carolina Department of Health and Human Services  
1801 Main Street, Columbia, South Carolina, 29201-8206  
10<sup>th</sup> Floor Conference Room**

**Transportation Advisory Committee  
Meeting Minutes  
December 12, 2013**

**Committee members in attendance:** Lydia Hennick, Crystal Hart, Lynn Stockman, Rhonda Goodman

**Committee members via telephone:** Coretta Bedsole, Doug Wright, Heath Hill, Jocelyn Boyd, Gloria Prevost

**Others in attendance:** Jonathan Teeter, Kay Medford, Timothy Aiken, Denise Rivers, Krista Martin, Todd Owenby, Kenneth Welch, Bob Pikaart, Charles Sherman, Gonsie Williams, Carolyn Mitchell

**SCDHHS staff:** Michael Benecke, Audrey Williams, Zenovia Vaughn, Lisa Robinson

**I. Welcome and Introductions**

Coretta Bedsole, Chairperson called the meeting to order and thanked everyone for their contributions in 2013.

**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 September 26, 2013.

**Additional Business**

Coretta Bedsole has gone to work full-time with SC AARP. As a result, she is stepping aside as the TAC representative for the Adult Day Coalition, but would like to remain on the TAC. She recommended that Rhonda Goodman represent the Adult Day Coalition on the TAC and the recommendation was approved by the committee. A motion was made and approved for Coretta to remain a committee member representing Medicaid members and also to continue her role as Chairperson of the committee. Coretta excused herself, and Michael Benecke was approved to facilitate the remainder of the meeting.

**IV. Transportation Provider Survey – Review Detailed Recommendations**

During the meeting in September, committee members were asked to send SCDHHS more detailed and specific recommendations based on the consolidated survey recommendations compiled and discussed. The agency has not received any recommendations since the September meeting. TAC members decided to keep this item on the agenda for the next meeting. Mr. Benecke agreed to resend a copy of the consolidated recommendations to the

TAC members within the week and asked that any recommendations with specific actionable tasks be sent to him before the next meeting.

**V. Transportation Provider Reroutes – Sub Committee Update**

Krista Martin provided the committee with an update. Logisticare has implemented a system change that displays a warning message for rerouted trips to ensure those trips are not sent back to the same transportation provider. Doug Wright apologized to the group for his recent absences. He will be working more closely with Krista in the future on trip reroute improvements. This agenda item will be revisited during the next meeting. Michael Benecke asked Logisticare to provide information about the number of reroutes prior to the change vs. the number of reroutes after the change, so we could evaluate the impact of the change. Lydia Hennick agreed to provide this information.

**VI. Member Survey Update**

We are very close to being able to post the member survey results to the website. Michael will send an email notification when the survey has been posted to the SCDHHS website.

**VII. Regional Advisory Committee Updates**

Lydia Hennick provided an update to the committee. Meetings of the Regional Advisory Committees are conducted every quarter in each region. The advisory committees have been focusing on specific issues and identifying possible solutions. The committees in each region have been focusing on provider and member no shows during the last year. Actions taken so far include:

- a. Logisticare has begun to transfer members to the DHHS call center at the end of the call if the member has a change of address within the same county. This has been successful and we will continue to do so. Michael Benecke noted that as of January 1, members can call the member services call center to update their change of address even if it is in a different county. Online changes are still not available at this time. Logisticare will book trips based on the address that members give them.
- b. Due to high turnover at health care facilities, Logisticare is developing a webinar DVD that includes education and training about the program for health care providers.
- c. The cancellation policy verbiage has changed from “a 24 hour notice is required” to “please call if you need to cancel your ride as soon as you know”. This change in the call center script was made in August.
- d. Logisticare is focusing additional training for customer service personnel regarding Urgent Care Transportation so members and health care providers have better information about this service. This information will better assist transportation providers as well as members.
- e. Providers do not need to respond to all complaints. The committee discussed whether complaints close upon payment of claims. Doug Wright will provide Logisticare with specific information for review.

### **VIII. Stakeholder Input-Procurement Update**

Mike Benecke does not have any updated information at this time regarding the procurement. Information will be distributed to committee members as soon as it is available.

### **IX. Program Monitoring Tools/ Activities**

The TAC members were asked to review the reports for question or concerns.

- Region 1 complaints seem to be up. The numbers are double what they were in July 2012. In general, complaints have gone up. Many of the complaints are based on member no-shows, which are now being reported as complaints. In addition, issues and complaints about facilities are also being reported more frequently. At this point the increase is not concerning.
- TAC members discussed the new format of the transportation provider performance report. The new format is more simplified and streamlined. The goal was to create something that a layperson can identify and understand. The most important information for TAC members is included on the reports.
- Members discussed on-time drop-off and pick-up performance.
- Scores on the report are based on the rating that each provider received.
- Members were asked to review and comment on Provider Performance Specifics. Tim Aiken noted that the On-Time performance requirements for "A leg trips" are too high. Ideally, members should be delivered to appointments on time 95% of the time. Bob Pikaart noted that if there were a 10 minute buffer time, the on-time numbers could be much higher. The allowed times do not factor in human factors, perhaps extra time could be allowed for this. It was noted that some of the complaints are for drop-offs that were 1-3 minutes late. Michael suggested that providers review the accountability wall for transportation broker report. Doug Wright said that TAC has been more than lenient in allowing providers some leeway on time constraints. If providers cannot arrive on time, then we need to get new providers.
- A motion was made by Rhonda Goodman and seconded by Crystal Hart to form a sub-committee to discuss on-time performance issues. Rhonda and Crystal will co-chair this sub-committee. If the sub-committee would like, Krista Martin will send out an email blast to all transportation providers. The sub-committee should meet at the earliest date possible. A meeting date of January 9, 2013 from 10:00-12:00 was decided upon.

**X. Advisory Committee- Current Issues/ Concerns**

The new RFP has not been released. SCDHHS is required to provide Non-Emergency Medical Transportation services to Medicaid members.

Lisa Robinson will now be assisting with administrative duties for the TAC. Audrey was thanked by the TAC members for all of her help in the last year. Mike Benecke and Coretta Bedsole expressed their appreciation to the TAC members for their participation and efforts over the last year.

Meeting adjourned at 11:48 am

Next meeting is scheduled for March 27, 2014

1801 Main Street, Columbia, South Carolina, 10:00 a.m.

11<sup>th</sup> Floor Conference Room

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

**Quarterly Meeting Agenda**

December 12, 2013 - 10:00 am

1801 Main Street, Columbia SC – 11<sup>th</sup> Floor Conference Room

- I. Welcome and Introductions
- II. Purpose of Transportation Advisory Committee (TAC)
- III. Meeting Minutes Approval – September 26
- IV. Transportation Provider Survey – Review Detailed Recommendations
- V. Transportation Provider Reroutes – Sub Committee Update
- VI. Member Survey - Update
- VII. Regional Advisory Committee - Update
- VIII. Stakeholder Input – Procurement Update
- IX. Program Monitoring Tools / Activities
  - a. Transportation Broker Performance Reports (July – September 2013) – Trips, Denials, and Complaints By Region (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/Concerns

Next Meeting – Thursday, March 27, 2014 at 10:00am, 1801 Main Street, Columbia, SC

South Carolina Department of Health and Human Services

Broker Performance Report - Region 1 - Logisticare



Transportation Metrics	Performance Goal	July 2013 Final	August 2013 Final	September 2013 Final	SFY 2014 Q1 Totals	SFY 2014 Totals
<b>Unduplicated Beneficiaries</b>		<b>6,832</b>	<b>7,058</b>	<b>6,857</b>		<b>11,065</b>
<b>Total trips provided by type of transportation</b>		<b>41,449</b>	<b>41,586</b>	<b>40,859</b>	<b>123,874</b>	<b>123,874</b>
• Non-Emergency Ambulatory Sedan/Van Trips		29,526	29,787	28,852	88,165	88,165
• Wheelchair Trips		5,239	5,297	5,089	15,625	15,625
• Stretcher Trips		523	533	554	1,610	1,610
• Individual Transportation Gas Trip		5,645	5,454	5,855	16,954	16,954
• Non-Emergency Ambulance ALS		17	15	17	49	49
• Non-Emergency Ambulance BLS		41	52	50	143	143
• Public Transportation Bus Trip		458	428	442	1,328	1,328
<b>Total Over Night Trips Arranged</b>		<b>25</b>	<b>20</b>	<b>11</b>	<b>56</b>	<b>56</b>
<b>Total Extra Passengers</b>		<b>4,906</b>	<b>5,423</b>	<b>4,315</b>	<b>14,644</b>	<b>14,644</b>
• Number of Pickups On Time (A Leg)		16,836	16,845	16,317	49,998	49,998
• Number of Deliveries On Time (A Leg)		15,848	15,641	15,808	47,097	47,097
• Number of Trips Within Ride Time (All Trips)		39,920	40,054	39,480	119,454	119,454
• Percent of Pickups On Time (A Leg)	>= 90%	86.10%	86.00%	85.70%	85.93%	85.93%
• Percent of Deliveries On Time (A Leg)	>= 95%	81.40%	80.00%	81.20%	80.87%	80.87%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.80%	99.80%	99.80%	99.80%	99.80%
<b>Actual number of calls *</b>		<b>100,720</b>	<b>104,601</b>	<b>101,215</b>	<b>306,536</b>	<b>306,536</b>
• Average phone calls daily		4,578	4,755	5,061	4,798	4,798
• Average Answer Speed	< 1:00	00:48	01:05	01:30	01:08	01:08
• Average Talk Time		02:54	03:06	02:59	03:00	03:00
• Average Time On Hold	<= 3:00	01:26	01:39	01:34	01:33	01:33
• Average time on hold before abandonment	< 1:30	00:56	01:12	01:17	01:08	01:08
• Average number of calls abandoned daily		171	234	323	243	243
• Percentage of calls abandoned daily	< 5.0%	3.74%	4.92%	6.38%	5.06%	5.06%
<b>Total number of complaints by type</b>		<b>732</b>	<b>769</b>	<b>859</b>	<b>2,360</b>	<b>2,360</b>
• Provider No-Show		52	56	56	164	164
• Timeliness		394	479	437	1,310	1,310
• Other Stakeholders		243	196	334	773	773
• Call Center Operations		13	12	6	31	31
• Driver Behavior		8	7	1	16	16
• Provider Service Quality		0	1	0	1	1
• Miscellaneous		12	13	22	47	47
• Rider Injury / Incident		10	5	3	18	18
• Provider No-Shows as percentage of total trips	<= 0.25%	0.13%	0.13%	0.14%	0.13%	0.13%
• Complaints as percentage of total trips		1.77%	1.85%	2.10%	1.91%	1.91%
<b>Total number of denials by type</b>		<b>1,284</b>	<b>1,153</b>	<b>1,062</b>	<b>3,499</b>	<b>3,499</b>
• Non-Urgent / Under Days of Notice		216	214	149	579	579
• Non-Covered Service		199	150	162	511	511
• Ineligible For Transport		49	28	41	118	118
• Unable to Confirm Medical Appointment w/ Provider		110	102	86	298	298
• Does Not Meet Transportation Protocols		3	1	2	6	6
• Incomplete Information		613	566	518	1,697	1,697
• Needs Emergency Services		5	2	1	8	8
• Beneficiary Has Medicare Part B or Other Coverage		89	90	103	282	282
• Denials as percentage of total trips		3.10%	2.77%	2.60%	2.82%	2.82%

\* Includes calls for Regions 1-3.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 2 - Logisticare



Transportation Metrics	Performance Goal	July 2013 Final	August 2013 Final	September 2013 Final	SFY 2014 Q1 Totals	SFY 2014 Totals
<b>Unduplicated Beneficiaries</b>		<b>10,289</b>	<b>10,627</b>	<b>10,385</b>		<b>16,618</b>
<b>Total trips provided by type of transportation</b>		<b>60,698</b>	<b>62,438</b>	<b>59,998</b>	<b>183,134</b>	<b>183,134</b>
• Non-Emergency Ambulatory Sedan/Van Trips		46,347	47,664	45,111	139,122	139,122
• Wheelchair Trips		7,838	8,161	7,836	23,835	23,835
• Stretcher Trips		1,089	1,128	1,126	3,343	3,343
• Individual Transportation Gas Trip		5,238	5,280	5,735	16,253	16,253
• Non-Emergency Ambulance ALS		32	27	20	79	79
• Non-Emergency Ambulance BLS		46	26	15	87	87
• Public Transportation Bus Trip		108	152	155	415	415
<b>Total Over Night Trips Arranged</b>		<b>40</b>	<b>30</b>	<b>15</b>	<b>85</b>	<b>85</b>
<b>Total Extra Passengers</b>		<b>7,683</b>	<b>7,651</b>	<b>6,727</b>	<b>22,061</b>	<b>22,061</b>
• Number of Pickups On Time (A Leg)		24,336	25,298	24,438	74,072	74,072
• Number of Deliveries On Time (A Leg)		22,995	24,148	23,444	70,587	70,587
• Number of Trips Within Ride Time (All Trips)		58,617	60,075	57,865	176,557	176,557
• Percent of Pickups On Time (A Leg)	≥ 90%	83.80%	84.70%	85.70%	84.73%	84.73%
• Percent of Deliveries On Time (A Leg)	≥ 95%	79.70%	81.20%	82.20%	81.03%	81.03%
• Percent of Trips Within Ride Time (All Trips)	≥ 99%	99.60%	99.70%	99.60%	99.63%	99.63%
<b>Actual number of calls *</b>						
• 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%					
<b>Total number of complaints by type</b>		<b>810</b>	<b>908</b>	<b>1,004</b>	<b>2,722</b>	<b>2,722</b>
• Provider No-Show		99	101	152	352	352
• Timeliness		470	613	689	1,772	1,772
• Other Stakeholders		181	129	100	410	410
• Call Center Operations		12	12	11	35	35
• Driver Behavior		0	3	2	5	5
• Provider Service Quality		2	10	10	22	22
• Miscellaneous		37	35	34	106	106
• Rider Injury / Incident		9	5	6	20	20
• Provider No-Shows as percentage of total trips	≤ 0.25%	0.16%	0.16%	0.25%	0.19%	0.19%
• Complaints as percentage of total trips		1.33%	1.45%	1.67%	1.49%	1.49%
<b>Total number of denials by type</b>		<b>2,036</b>	<b>1,987</b>	<b>1,867</b>	<b>5,790</b>	<b>5,790</b>
• Non-Urgent / Under Days of Notice		315	312	273	900	900
• Non-Covered Service		316	279	281	876	876
• Ineligible For Transport		73	74	46	193	193
• Unable to Confirm Medical Appointment w/ Provider		203	177	184	564	564
• Does Not Meet Transportation Protocols		2	3	2	7	7
• Incomplete Information		869	796	846	2,511	2,511
• Needs Emergency Services		4	3	1	8	8
• Beneficiary Has Medicare Part B or Other Coverage		254	243	234	731	731
• Denials as percentage of total trips		3.35%	3.02%	3.11%	3.16%	3.16%

\* 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	July 2013 Final	August 2013 Final	September 2013 Final	SFY 2014 Q1 Totals	SFY 2014 Totals
<b>Unduplicated Beneficiaries</b>		<b>9,749</b>	<b>9,923</b>	<b>9,822</b>		<b>15,872</b>
<b>Total trips provided by type of transportation</b>		<b>56,952</b>	<b>57,161</b>	<b>55,097</b>	<b>169,210</b>	<b>169,210</b>
• Non-Emergency Ambulatory Sedan/Van Trips		44,001	44,362	42,571	130,934	130,934
• Wheelchair Trips		7,261	7,157	6,920	21,338	21,338
• Stretcher Trips		1,192	1,198	1,049	3,439	3,439
• Individual Transportation Gas Trip		4,032	4,111	4,205	12,348	12,348
• Non-Emergency Ambulance ALS		5	5	8	18	18
• Non-Emergency Ambulance BLS		50	22	40	112	112
• Public Transportation Bus Trip		411	306	304	1,021	1,021
<b>Total Over Night Trips Arranged</b>		<b>37</b>	<b>29</b>	<b>31</b>	<b>97</b>	<b>97</b>
<b>Total Extra Passengers</b>		<b>6,980</b>	<b>7,377</b>	<b>6,641</b>	<b>20,998</b>	<b>20,998</b>
• Number of Pickups On Time (A Leg)		22,756	23,603	22,345	68,704	68,704
• Number of Deliveries On Time (A Leg)		22,044	22,971	21,964	66,979	66,979
• Number of Trips Within Ride Time (All Trips)		56,157	57,531	54,545	168,233	168,233
• Percent of Pickups On Time (A Leg)	>= 90%	81.50%	82.90%	83.30%	82.57%	82.57%
• Percent of Deliveries On Time (A Leg)	>= 95%	79.00%	80.80%	81.70%	80.50%	80.50%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.60%	99.60%	99.60%	99.60%	99.60%
<b>Actual number of calls *</b>						
• 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%					
<b>Total number of complaints by type</b>		<b>806</b>	<b>728</b>	<b>679</b>	<b>2,213</b>	<b>2,213</b>
• Provider No-Show		87	62	77	226	226
• Timeliness		539	473	451	1,463	1,463
• Other Stakeholders		112	143	98	353	353
• Call Center Operations		4	5	3	12	12
• Driver Behavior		1	6	1	8	8
• Provider Service Quality		3	6	6	15	15
• Miscellaneous		55	23	36	114	114
• Rider Injury / Incident		5	10	7	22	22
• Provider No-Shows as percentage of total trips	<= 0.25%	0.15%	0.11%	0.14%	0.13%	0.13%
• Complaints as percentage of total trips		1.42%	1.27%	1.23%	1.31%	1.31%
<b>Total number of denials by type</b>		<b>2,355</b>	<b>2,151</b>	<b>1,901</b>	<b>6,407</b>	<b>6,407</b>
• Non-Urgent / Under Days of Notice		372	313	277	962	962
• Non-Covered Service		300	265	257	822	822
• Ineligible For Transport		71	68	56	195	195
• Unable to Confirm Medical Appointment w/ Provider		196	167	126	489	489
• Does Not Meet Transportation Protocols		6	9	5	20	20
• Incomplete Information		936	910	824	2,670	2,670
• Needs Emergency Services		8	7	1	16	16
• Beneficiary Has Medicare Part B or Other Coverage		466	412	355	1,233	1,233
• Denials as percentage of total trips		4.14%	3.76%	3.45%	3.79%	3.79%

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