

South Carolina Department of Health and Human Services
Transportation Advisory Committee
Quarterly Meeting Agenda
March 27, 2014 - 10:00 am

1801 Main Street, Columbia SC – 10th Floor Conference Room

- I. Welcome and Introductions
- II. Purpose of Transportation Advisory Committee (TAC)
- III. Meeting Minutes Approval – December 12
- IV. Transportation Provider Survey – Detailed Recommendations Update
- V. Transportation Provider Reroutes – Sub Committee Update
- VI. Member Survey – Update
- VII. Transportation Provider On-Time Performance – Sub Committee Update
- VIII. Stakeholder Input – Procurement Update
- IX. Program Monitoring Tools / Activities
 - a. Transportation Broker Performance Reports (October – December 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, June 26, 2014 at 10:00am, 1801 Main Street, Columbia, SC

South Carolina Department of Health and Human Services

Transportation Advisory Committee

Meeting Minutes

March 27, 2014

Committee Members in Attendance: Lydia Hennick, Coretta Bedsole, Lynn Stockman, Rhonda Goodman, Troy Sapp, Ken Welch, Susan Bowers, Dr. Patrick Goldsmith, Wendy Moore, Denise Rivers, Scott Lesiak, Keith Guest, MD, Lynn Bailey, Krista Martin, George Parker

Committee Members via Telephone: Crystal Hart, Gloria Prevost

Guests in Attendance:

SCDHHS staff: Michael Benecke, Martha Mitchell, Lisa Robinson

- I. **Welcome and Introductions:** Coretta Bedsole, Chairperson 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 12, 2013.
- IV. **Other Business:** There was a slight deviation from the agenda when it was learned that there are two vacancies for Transportation Provider Area Representatives on the committee. Motions were made and accepted to nominate Ken Welch and Troy Sapp to fill these positions. At the next meeting, Michael Benecke will go through committee members to ensure that proper representation on the committee is achieved.
- V. **Transportation Provider Survey – Detailed Recommendations Update:** The surveys were distributed to the TAC members after the December meeting. No responses or recommendations were received from committee members. The comments that were made were not detailed enough for there to create any actionable items.

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Michael Benecke recommended that the survey detailed comments be tabled until the procurement is posted and we are able to have a better understanding of any additional detailed recommendations. The recommendation was accepted by the committee.

- VI. Transportation Provider Reroutes – Sub Committee Update:** As requested by Doug Wright, Lydia Hennick and Scott Lesiak have been meeting, but have not been able to follow up on the concerns that Doug raised, nor have they been able to meet with Doug. The sub-committee was created to take a look at what was causing these concerns. The main issue seemed to be that trips that had been rerouted by the provider were being rerouted back to the same provider. Logisticare has created a pop-up window display showing the trip re-routes and that has improved the systemic process significantly. Coretta asked meeting attendees whether this has been an issue for their providers. There has been a decrease in instances of trip re-routes.
- VII. Member Survey – Update:** The member survey has been posted to the DHHS website. Kathy Smith did a presentation to the committee a few meetings ago. Recommended changes to the consumer survey were made. There is a link to the survey under the TAC meeting webpage. Coretta noted that she has been having a difficult time finding any links associated with transportation and questioned how we can make the links more user friendly. The concern is that if Coretta is having a difficult time finding it, the consumers will also have a hard time. Michael will resend a direct link to the TAC website. Coretta suggested that Gloria Prevost form a sub-committee to look at the SCDHHS TAC webpage and get with Michael with ideas on how to make it more user friendly.
- VIII. Transportation Provider On-Time Performance – Sub-Committee Update:** Rhonda Goodman gave an overview of the first meeting. There was a great turnout, with 68 people signing in for the meeting. Crystal Hart suggested everyone to break up into smaller groups for the next meeting. Attendees were comprised of both new and veteran providers. People had concerns which were based on several issues, including wrong routes, consumers not being home, dialysis appointments being difficult to pinpoint pick-up times, illegible names and incorrect contact information. One of the biggest issues for providers is arriving at consumer's homes and learning that they are not going to their appointment. A recommendation has been made for an alert that will be created to inform the provider when a consumer is deceased. The sub-committee would like to continue to meet and will present recommendations to the committee at the next meeting. Michael reminded the sub-committee to walk through and to vet and recommendations prior to presenting them to the committee. We want to make sure that the recommendation will ultimately make sense. Crystal will forward any recommendation documents to Michael and Coretta. Rhonda and Crystal are working to coordinate a date and time for the next sub-committee meeting. Coretta thanked Rhonda and Crystal for their work on the sub-committee.
- IX. Stakeholder Input – Procurement Update:** SCDHHS is continuing to evaluate all of the stakeholder input received in the last few months. SCDHHS is taking due diligence on all of the recommendations.

Michael indicated there is no imminent announcement, but SCDHHS is very close to being able to post the procurement. The committee members will get an email with a link to the RFP once it has been posted. There was some discussion among the committee members who have heard rumors concerning brokerage and transportation systems. Nothing is definite until the RFP is posted. The significant mission of the agency is to get Medicaid patients to their appointments on time. At this time, it's probably not likely that the agency will begin booking appointments. Michael is unaware of any cost assessments that may have been done specifically for transportation related to the Affordable Care Act (ACA). Michael recommended that everyone go to the website and review the ACA information presented. There was some discussion concerning the 3 regions that Logisticare is covering and the existing contracts in those areas. Regions 2 and 3 are under emergency procurement contracts. These contracts end May 25, 2014. Medicaid is required by law to provide transportation to its beneficiaries, regardless of the status of the contracts. Region 1 is a three year contract with two one year options. This contract expires in May, but has a one year option available at that time. Coretta asked members of the audience for any input they have regarding the broker system. Coretta reminded the committee members that it is part of their job to answer questions about transportation from the groups they represent. If there are questions that you cannot answer, ask Michael so we can ensure accurate information is given.

X. Program Monitoring Tools / Activities:

- a. Transportation Broker Performance Reports (October – December 2013) – Trips, Denials, and Complaints by Region (SFY 2014, SFY 2013):** There was some discussion about pick up issues. We are down to single trip level on pickups. Hospital discharges are usually where the issues lie. Dr. Guest discussed some of the issues that his provider office is having. A large number of issues are with same day appointments. Another concern is that Logisticare has issued drop off and pick up times at the same time. These are treated the same as the B leg drop off rules. Dr. Guest does not have complaints about the service level. A large percentage of clients are with adult day care centers. Sometimes, a client may have 3 or 4 appointments scheduled for the same day. These clients should fall into a different category. If trips could be measured by "somewhat early, but not late", percentages would increase significantly. Some of the Liquidated damages are based on on-time performance measures. Transportation providers cannot be more than 45 minutes early, or more than 1 minute late.
- b. Transportation Provider Performance Reports:** Daily performance expectations are not put into the contract Logisticare has with transportation providers. Logisticare measures on time performance monthly. Making slight changes to the expectations would change the measurements. This may or may not be in the best interest of clients.
- c. Transportation Broker Accounts Payable Aging Report:** No comments or discussion.
- d. DHHS Internal Complaint Tracking:** No comments or discussion.

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- e. Report of Injuries / Incidents:** There was a significant increase in the last three month period. A lot of the incidents/injuries were with slip and falls by clients. Safety requirements were re-emphasized. The drivers need to be able to assist clients at all times. This number cannot continue to increase. There were 16 incidents with members who are in wheelchairs. In those instances, Logisticare required drivers to retake safety training and passenger sensitivity training. Logisticare has disqualified 4 drivers in recent months due to driver courtesy complaints. Dr. Guest expressed his appreciation for the information, but noted that more detailed injury information is needed so the committee can look into trends.
- 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:

The meeting adjourned at 12:00

The next Meeting will be held on Thursday, June 26, 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	October 2013 Final	November 2013 Final	December 2013 Final	SFY 2014 Q2 Totals	SFY 2014 Totals
Unduplicated Beneficiaries		7,217	6,649	6,549		14,545
Total trips provided by type of transportation		45,546	38,499	37,284	121,329	245,203
• Non-Emergency Ambulatory Sedan/Van Trips		32,278	27,376	26,744	86,398	174,563
• Wheelchair Trips		5,457	5,027	4,790	15,274	30,899
• Stretcher Trips		560	571	459	1,590	3,200
• Individual Transportation Gas Trip		6,611	4,983	4,897	16,491	33,445
• Non-Emergency Ambulance ALS		15	17	13	45	94
• Non-Emergency Ambulance BLS		49	37	31	117	260
• Public Transportation Bus Trip		576	488	350	1,414	2,742
Total Over Night Trips Arranged		16	18	15	49	105
Total Extra Passengers		4,835	4,043	3,958	12,836	27,480
• Number of Pickups On Time (A Leg)		18,655	15,890	15,531	50,076	100,074
• Number of Deliveries On Time (A Leg)		17,976	15,370	14,847	48,193	95,290
• Number of Trips Within Ride Time (All Trips)		44,957	38,037	36,075	119,069	238,523
• Percent of Pickups On Time (A Leg)	>= 90%	85.80%	86.60%	88.30%	86.90%	86.42%
• Percent of Deliveries On Time (A Leg)	>= 95%	82.50%	83.40%	84.30%	83.40%	82.13%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.80%	99.90%	99.80%	99.83%	99.82%
Actual number of calls *		112,587	90,621	91,050	294,258	600,794
• Average phone calls daily		4,895	4,531	4,336	4,587	4,693
• Average Answer Speed	< 1:00	01:02	00:36	00:49	00:49	00:58
• Average Talk Time		03:10	03:04	03:00	03:05	03:02
• Average Time On Hold	<= 3:00	01:46	01:35	01:34	01:38	01:36
• Average time on hold before abandonment	< 1:30	01:04	00:53	00:58	00:58	01:03
• Average number of calls abandoned daily		200	112	170	161	202
• Percentage of calls abandoned daily	< 5.0%	4.09%	2.47%	3.92%	3.50%	4.30%
Total number of complaints by type		1,094	863	699	2,656	5,018
• Provider No-Show		98	72	61	231	395
• Timeliness		637	464	452	1,553	2,863
• Other Stakeholders		319	288	147	754	1,527
• Call Center Operations		5	5	4	14	45
• Driver Behavior		5	5	5	15	31
• Provider Service Quality		2	1	9	12	13
• Miscellaneous		20	12	9	41	88
• Rider Injury / Incident		8	16	12	36	54
• Provider No-Shows as percentage of total trips	<= 0.25%	0.22%	0.19%	0.16%	0.19%	0.16%
• Complaints as percentage of total trips		2.40%	2.24%	1.87%	2.19%	2.05%
Total number of denials by type		1,222	1,216	1,263	3,701	7,200
• Non-Urgent / Under Days of Notice		215	250	230	695	1,274
• Non-Covered Service		184	156	165	505	1,016
• Ineligible For Transport		25	23	33	81	199
• Unable to Confirm Medical Appointment w/ Provider		84	122	185	391	689
• Does Not Meet Transportation Protocols		1	3	1	5	11
• Incomplete Information		612	579	562	1,753	3,450
• Needs Emergency Services		4	3	2	9	17
• Beneficiary Has Medicare Part B or Other Coverage		97	80	85	262	544
• Denials as percentage of total trips		2.68%	3.16%	3.39%	3.05%	2.94%

* Includes calls for Regions 1-3.

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Broker Performance Report - Region 2 - Logisticare



Transportation Metrics	Performance Goal	October 2013 Final	November 2013 Final	December 2013 Final	SFY 2014 Q2 Totals	SFY 2014 Totals
Unduplicated Beneficiaries		10,931	10,046	9,877		22,024
Total trips provided by type of transportation		66,840	55,987	55,852	178,679	361,813
• Non-Emergency Ambulatory Sedan/Van Trips		50,415	42,266	42,048	134,729	273,851
• Wheelchair Trips		8,582	7,265	7,400	23,247	47,082
• Stretcher Trips		1,309	1,037	1,119	3,465	6,808
• Individual Transportation Gas Trip		6,304	5,190	5,139	16,633	32,886
• Non-Emergency Ambulance ALS		9	19	6	34	113
• Non-Emergency Ambulance BLS		24	34	25	83	170
• Public Transportation Bus Trip		197	176	115	488	903
Total Over Night Trips Arranged		18	14	20	52	137
Total Extra Passengers		7,480	6,216	6,264	19,960	42,021
• Number of Pickups On Time (A Leg)		27,425	22,715	23,800	73,940	148,012
• Number of Deliveries On Time (A Leg)		26,917	22,137	23,040	72,094	142,681
• Number of Trips Within Ride Time (All Trips)		65,107	53,326	54,714	173,147	349,704
• Percent of Pickups On Time (A Leg)	>= 90%	85.90%	86.90%	88.40%	87.07%	85.90%
• Percent of Deliveries On Time (A Leg)	>= 95%	84.10%	84.50%	85.60%	84.73%	82.88%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.70%	99.60%	99.60%	99.63%	99.63%
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		1,176	741	618	2,535	5,257
• Provider No-Show		132	104	92	328	680
• Timeliness		848	459	392	1,699	3,471
• Other Stakeholders		130	114	78	322	732
• Call Center Operations		9	14	9	32	67
• Driver Behavior		6	3	3	12	17
• Provider Service Quality		8	8	7	23	45
• Miscellaneous		27	29	20	76	182
• Rider Injury / Incident		16	10	17	43	63
• Provider No-Shows as percentage of total trips	<= 0.25%	0.20%	0.19%	0.16%	0.18%	0.19%
• Complaints as percentage of total trips		1.76%	1.32%	1.11%	1.42%	1.45%
Total number of denials by type		2,083	1,925	2,000	6,008	11,798
• Non-Urgent / Under Days of Notice		307	355	369	1,031	1,931
• Non-Covered Service		280	257	263	800	1,676
• Ineligible For Transport		82	44	49	175	368
• Unable to Confirm Medical Appointment w/ Provider		161	215	295	671	1,235
• Does Not Meet Transportation Protocols		4	4	4	12	19
• Incomplete Information		989	859	792	2,640	5,151
• Needs Emergency Services		5	2	7	14	22
• Beneficiary Has Medicare Part B or Other Coverage		255	189	221	665	1,396
• Denials as percentage of total trips		3.12%	3.44%	3.58%	3.36%	3.26%

* 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	October 2013 Final	November 2013 Final	December 2013 Final	SFY 2014 Q2 Totals	SFY 2014 Totals
Unduplicated Beneficiaries		10,479	9,724	9,365		21,308
Total trips provided by type of transportation		81,757	52,551	52,877	167,185	336,395
• Non-Emergency Ambulatory Sedan/Van Trips		47,638	40,237	40,280	128,155	259,089
• Wheelchair Trips		7,604	6,847	7,079	21,530	42,868
• Stretcher Trips		1,302	1,095	928	3,325	6,764
• Individual Transportation Gas Trip		4,823	4,041	4,283	13,147	25,495
• Non-Emergency Ambulance ALS		4	5	7	16	34
• Non-Emergency Ambulance BLS		36	22	23	81	193
• Public Transportation Bus Trip		350	304	277	931	1,952
Total Over Night Trips Arranged		29	28	26	83	180
Total Extra Passengers		7,451	6,182	5,678	19,311	40,309
• Number of Pickups On Time (A Leg)		26,220	22,502	22,880	71,602	140,306
• Number of Deliveries On Time (A Leg)		25,485	21,962	22,213	69,660	136,639
• Number of Trips Within Ride Time (All Trips)		61,482	52,587	52,443	166,512	334,745
• Percent of Pickups On Time (A Leg)	>= 90%	86.70%	86.80%	89.00%	87.50%	85.03%
• Percent of Deliveries On Time (A Leg)	>= 95%	84.20%	84.90%	86.50%	85.20%	82.85%
• Percent of Trips Within Ride Time (All Trips)	>= 98%	99.60%	99.60%	99.60%	99.60%	99.60%
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		901	709	601	2,211	4,424
• Provider No-Show		100	90	85	275	501
• Timeliness		623	484	367	1,474	2,937
• Other Stakeholders		106	82	95	283	636
• Call Center Operations		5	3	2	10	22
• Driver Behavior		5	1	4	10	18
• Provider Service Quality		7	3	7	17	32
• Miscellaneous		42	37	27	106	220
• Rider Injury / Incident		13	9	14	36	58
• Provider No-Shows as percentage of total trips	<= 0.25%	0.16%	0.17%	0.16%	0.16%	0.15%
• Complaints as percentage of total trips		1.46%	1.35%	1.14%	1.32%	1.32%
Total number of denials by type		2,428	2,150	2,133	6,711	13,118
• Non-Urgent / Under Days of Notice		308	405	376	1,089	2,051
• Non-Covered Service		303	220	246	769	1,591
• Ineligible For Transport		71	52	66	189	384
• Unable to Confirm Medical Appointment w/ Provider		190	182	287	659	1,148
• Does Not Meet Transportation Protocols		11	8	14	33	53
• Incomplete Information		1,101	960	862	2,923	5,593
• Needs Emergency Services		3	6	12	21	37
• Beneficiary Has Medicare Part B or Other Coverage		441	317	270	1,028	2,261
• Denials as percentage of total trips		3.93%	4.09%	4.03%	4.01%	3.90%

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