

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

## Quarterly Meeting Minutes

March 24, 2011 - 10:00 am

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

### Committee Members in Attendance:

Neal Glomb, Scott Lesiak, Coretta Bedsole, Jonathon Teeter, Valorie Williams, Lynn Stockman, Scott Jones, Via Phone: Michelle Santilli, Kevin Robison

### DHHS Staff Facilitating the Transportation Advisory Committee Meeting:

Vicki Johnson, Mike Benecke, David Giesen, Kendall Quinton, Karen Wright, MuMin AbdulRazzaaq

### Public Attendees:

Lydia Hennick, Nick Licary, Joseph Saleeby, Chuck DeZearn, Steven McDade

- I. Welcome and Introductions
- II. Purpose of Transportation Advisory Committee (TAC)  
Act 172 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. Procurement Update  
The initial hearing with the chief procurement officer was held in January. The awards were upheld. Both existing brokers protested this decision. This will now go to a procurement panel hearing that is scheduled for the end of April.
- IV. Program Monitoring Tools / Activities
  - a. Transportation Broker Performance Reports (October - December 2010) – Valorie Williams, MTM – Looking at the report card for SFY 2011, 2<sup>nd</sup> Qtr totals. In this quarter we ran 159,464 trips. Our average speed of answer was 23 seconds. We are continuing to work on provider no-shows. One way of improving this is bringing more vehicles into the network. Trips for the month of December are low, this is due to the holiday's and some physician's offices being closed.  
Neal Glomb, LogistiCare – The call center stats are staying even with the 1<sup>st</sup> quarter. 1750 average daily calls, speed to answer is 53 seconds. We have been focusing on provider no-shows since August of 2010. We have seen about a 32% decrease from August to December. The Miscellaneous column is for complaints that don't fit in another category. There are several other categories that we list as miscellaneous. We will bring this list to the next meeting.

## South Carolina Department of Health and Human Services

### Transportation Advisory Committee

Trips, Denials, and Complaints By Region (SFY 2011, SFY 2010 Final, SFY 2009 Final, SFY 2008 Restated)

#### b. Transportation Provider Performance Reports

Valorie Williams, MTM – MTM and LogistiCare worked together to try to come up with a uniform measure to ensure the weights we put with the categories are the same. For MTM, looking at the 2<sup>nd</sup> Quarter SFY 2011, Region 1 – Most providers are in the high 90's under the complaint free column. We are working with our providers to improve the on time performance numbers. When the trip is scheduled we assign a pick up time. However, sometimes the providers change the pick up time to fit their schedules and this is not reported back to us. We are meeting one on one with our providers to correct this. We have hired a network area liaison. One of his assignments is to ensure that providers are clear on how to report the pick up times to us. We have added this topic to our agenda for the Transportation Provider Regional Advisory Council Meeting to be held on March 28<sup>th</sup> & 29<sup>th</sup>.

Neal Glomb, LogistiCare – The complaint free percentage for this quarter is 99.9%. In the last month we looked at how we applied the estimated pick up times for the A leg pick up. This has been updated and we are looking at the results for March.

#### c. Transportation Broker Accounts Payable Aging Reports

Valorie Williams, MTM – We have had a provider that had a large outstanding balance past 120 days. This provider has been caught up. We have worked with the provider who wasn't separating our trips from others. We have worked with our legal department as this could possibly be a HIPAA violation. We have asked them to keep a separate log for our trips. This has been an on-going issue but we are working to resolve. This report should be much cleaner at the next TAC meeting.

Neal Glomb, LogistiCare – There aren't any payment issues to date. 84% of trips are paid in 30 days.

#### d. DHHS Internal Complaint Tracking

A large amount of the complaints continue to come from one member.

#### e. Report Of Injuries / Incidents

There were 97 incidents between the two brokers; that is half a million trips in this quarter. Some incidents include the member falling/tripping coming out the front door. Another example is when the driver is dropping of an elderly person who is not able to stay alone and there is no one home. The driver then calls the broker to let them know that they are not able to leave the member as no one is home to care for them. Other incidents could be from a passenger van that has 4 plus members and another vehicle hits

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

them, this would be listed as 4 plus incidents as they are tracked individually. Most of the reported incidents are minor.

f. Report Of Meetings  
See handout.

g. Program Review and Field Observation Site Visits  
These have been on hold due to Holiday's and meetings however we are getting ready to get these started again.

### V. 2011 Transportation Advisory Committee Meeting Schedule

The 2011 meetings have been listed in the Report of meetings to ensure these dates are ok with the committee. The 2011 schedule was accepted by the Committee members.

### VI. Committee Membership

DHHS staff and a couple of the committee members have made several attempts to contact other members to encourage their participation. All parties experienced a difficult time getting in contact with the other members. All agreed to continue with meetings as they are.

### VII. Advisory Committee – Current Issues/Concerns

If there is a new broker in SC we can have them come in and talk with everyone regarding their transition plan.

Next Meeting – Thursday, June 23, 2011 at 10:00am, 1801 Main Street, Columbia, SC

South Carolina Department of Health and Human Services

Broker Report Card - MTM



Transportation Metrics	October 2010 Final	November 2010 Final	December 2010 Final	SFY 2011 Q2 Totals	SFY 2011 Totals
<b>Total trips provided by type of transportation</b>	<b>55,025</b>	<b>54,263</b>	<b>50,176</b>	<b>159,464</b>	<b>325,920</b>
• Non-Emergency Ambulatory Sedan/Van Trips	39,311	38,273	34,703	112,287	229,619
• Wheelchair Trips	6,851	6,877	6,832	20,560	41,806
• Stretcher Trips	1,061	1,001	1,002	3,064	6,014
• Individual Transportation Gas Trip	7,674	7,964	7,487	23,125	47,534
• Non-Emergency Ambulance/BLS (Broker Sponsored)	0	2	1	3	5
• Public Transportation Bus Trip	128	146	151	425	942
• Extra Passenger - Not Added To Total Trips	3,622	3,809	3,700	11,131	23,247
<b>Actual number of calls</b>	<b>19,537</b>	<b>19,269</b>	<b>19,051</b>	<b>57,857</b>	<b>118,418</b>
• Average phone calls daily	630	642	615	629	644
• Average Answer Speed	00:21	00:32	00:17	00:23	00:32
• Average Talk Time	04:09	04:03	03:56	04:03	04:04
• Average Time On Hold	02:39	02:37	02:36	02:37	02:43
• Average time on hold before abandonment	01:38	01:35	02:16	01:50	03:12
• Average number of calls abandoned daily	18	26	17	20	35
<b>Total number of complaints by type</b>	<b>213</b>	<b>222</b>	<b>255</b>	<b>690</b>	<b>1,474</b>
• Provider No-Show	104	110	144	358	706
• Timeliness	47	54	64	165	380
• Internal Complaint	28	21	27	76	178
• Call Center Operator	0	0	0	0	0
• Driver Behavior	26	24	17	67	133
• Provider Service Quality	4	5	2	11	40
• Miscellaneous	0	0	0	0	2
• Rider Injury / Incident	4	8	1	13	35
• Complaints as percentage of total trips	0.39%	0.41%	0.51%	0.43%	0.45%
<b>Total number of denials by type</b>	<b>827</b>	<b>895</b>	<b>780</b>	<b>2,502</b>	<b>5,220</b>
• Non-Urgent / Under Days of Notice	574	628	518	1,720	3,511
• Non-Covered Service	107	105	112	324	675
• Ineligible For Transport	8	8	17	33	74
• Unable to Confirm Medical Appointment w/ Provider	25	41	8	74	186
• Does Not Meet Transportation Protocols	33	38	31	102	243
• Alternate Forms Of Transportation Available	0	0	0	0	0
• Not a Medicaid Enrolled Provider	12	13	22	47	98
• Incomplete Information	0	0	0	0	0
• Wrong Level Of Service And Ambulance	23	17	7	47	86
• Beneficiary Has Medicare Part B	45	45	65	155	347
• Denials as percentage of total trips	1.50%	1.65%	1.55%	1.57%	1.60%

South Carolina Department of Health and Human Services

Broker Report Card - Logisticare



Transportation Metrics	October 2010 Final	November 2010 Final	December 2010 Final	SFY 2011 Q2 Totals	SFY 2011 Totals
<b>Total trips provided by type of transportation</b>	<b>106,841</b>	<b>106,340</b>	<b>103,950</b>	<b>317,131</b>	<b>638,902</b>
• Non-Emergency Ambulatory Sedan/Van Trips	88,629	86,638	85,265	260,532	525,459
• Wheelchair Trips	13,815	14,651	13,891	42,357	85,765
• Stretcher Trips	1,585	1,984	1,994	5,563	10,077
• Individual Transportation Gas Trip	2,498	2,732	2,538	7,768	15,702
• Non-Emergency Ambulance/BLS (Broker Sponsored)	0	0	0	0	0
• Public Transportation Bus Trip	314	335	262	911	1,899
• Extra Passenger - Not Added To Total Trips	0	0	0	0	0
<b>Actual number of calls</b>	<b>45,331</b>	<b>45,770</b>	<b>42,250</b>	<b>133,351</b>	<b>266,583</b>
• Average phone calls daily	1,744	1,831	1,625	1,733	1,732
• Average Answer Speed	00:53	00:57	00:56	00:55	00:53
• Average Talk Time	03:55	03:56	03:54	03:55	03:57
• Average Time On Hold	00:59	01:04	00:58	01:00	01:00
• Average time on hold before abandonment	00:51	01:01	01:04	00:59	00:59
• Average number of calls abandoned daily	62	74	63	66	65
<b>Total number of complaints by type</b>	<b>898</b>	<b>868</b>	<b>666</b>	<b>2,432</b>	<b>5,034</b>
• Provider No-Show	151	142	133	426	910
• Timeliness	578	574	426	1,578	3,204
• Internal Complaint	38	28	32	98	234
• Call Center Operator	4	12	5	21	54
• Driver Behavior	2	4	3	9	20
• Provider Service Quality	7	4	1	12	23
• Miscellaneous	74	79	51	204	428
• Rider Injury / Incident	44	25	15	84	161
• Complaints as percentage of total trips	0.84%	0.82%	0.64%	0.77%	0.79%
<b>Total number of denials by type</b>	<b>3,370</b>	<b>2,899</b>	<b>2,727</b>	<b>8,996</b>	<b>18,375</b>
• Non-Urgent / Under Days of Notice	368	222	129	719	1,827
• Non-Covered Service	400	361	356	1,117	2,319
• Ineligible For Transport	150	130	149	429	791
• Unable to Confirm Medical Appointment w/ Provider	28	28	29	85	218
• Does Not Meet Transportation Protocols	0	3	1	4	6
• Alternate Forms Of Transportation Available	0	0	1	1	3
• Not a Medicaid Enrolled Provider	0	0	0	0	0
• Incomplete Information *	1,096	929	844	2,869	5,896
• Wrong Level Of Service And Ambulance **	1,328	1,226	1,218	3,772	7,315
• Beneficiary Has Medicare Part B	0	0	0	0	0
• Denials as percentage of total trips	3.15%	2.73%	2.62%	2.84%	2.88%

\* The majority of the trips denied for incomplete information, are booked as reservations when the Member calls back with all required information.

\*\* Includes trip denials to facilitate the back up for payment in the event DHHS denies the claim.