

South Carolina Department of Health and Human Services 1801 Main Street: 11th Floor Conference Room Columbia, South Carolina 29202-8206 **Transportation Advisory Committee**

Quarterly Meeting Minutes December 15, 2011- 10:00 a.m.

Committee Members in Attendance: Scott Jones – Chairman, Coretta Bedsole, Jonathan Teeter, Dwayne Hodges, Lydia Hennick, Shawn Seewald, and Lynn Stockman.

DHHS Staff: Michael Benecke, Zenovia Vaughn, Ja`Melle Smith, Deirdra Singleton, Vicki Johnson

I. Welcome and Introductions

II. Purpose of Transportation Advisory Committee

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 DHHS and give advice on how the transportation services are being handled.

Bedsole had specific questions related to the approval of minutes and making sure that the minutes accurately reflect what transpired in the meeting. She mentioned that she had corrections to the minutes from the November 17 meeting. Benecke recommended that minutes be sent to the advisory committee for review and correction and an agenda item be added at the beginning of each meeting to allow the committee to approve minutes.

III. Contract Transition and Implementation Update

a. Payment to Transportation Providers

Jim Burr, of Mobi Care has had difficulty with receiving payment from Access2Care and communicating with their primary contact to resolve issues with payment. Burr stated his company is in the tough situation of considering termination of their contract with Access2Care due to this non-payment.

Troy Sapp, representing Spartanburg Regional, has not received payment from AMR for four (4) months and has not been able to contact their representative.

Brad Cooper from Regional Ambulance Service has a relationship with both Logisticare and Acces2Care. His problem with Access2Care is that they are receiving payment, but for the incorrect level of service. They have also tried to resolve issues with trips dating back to August 22.

Seewald from Access2Care stated that communication was sent to providers requesting that they notify Access2Care of any specific payment problems that needed to be addressed so they could track all outstanding issues. Access2Care is working diligently to resolve all issues. Access2Care expects by next week that all payment problems will be corrected and the checks will be released the following week.

b. Service Delivery

Scott Jones stated that some problems his organization is experiencing are related to the type of transportation provider running trips from nursing home facilities. Also, Access2Care is requiring the receiving physician to approve stretcher level transports.

Seewald responded by stating that the level of service provided to patients is determined by the member's requirements (needs). If they need ambulatory, they will receive an ambulatory level of service, but if the patient requires medical attention to include an EMT during the transport, then the provider will be given ambulance level of service trip request. Benecke stated that if the request is not an emergency then AMR has three (3) hours to respond. The transportation level of service required for the patient is based on the decision of the appropriate medical professional. Benecke requested Seewald review the AMR process to determine who will provide signatures for the levels of service required.

c. Communications

No additional issues were discussed regarding communications.

IV. Program Monitoring Tool/Activities

a. Transportation Broker Performance Reports

Hodges from A2C described some of the highlights from the performance reports for Regions 2 and 3. The Call Center statistics are for Regions 2 and 3. The average speed of answer was 11 minutes and 32 seconds in August and was down to 1 minute and 39 seconds in October. The abandoned calls percentage was 61.41% in August and 10.53% in September. In Region 2, the provider no show complaints were at 230 in August and were down to 95 in September and the percentage dropped from 1.61% to 0.18%. In Region 3 complaints for no shows decreased from 135 to 89, but there was an increase in driver behavior complaints from 5 to 103. Overall, when reviewing the statistics of provider no-shows as percentage of total trips it shows a decrease from August to September of 1.04% to 0.18%. Total complaints decreased from 1.20% to 0.59%.

Mr. Nicholes from New Medicaid Transportation initiated additional conversation about non-payment to his company by Access2Care. To resolve some of the problems that Mr. Nicholas has, Benecke requested Mr. Nicholas speak with Seewald to set up a meeting with AMR. Benecke noted SCDHHS would be glad to sit in on the conversation to make certain the agency understands the problem and the appropriate resolution. Seewald indicated that all documentation from this provider has been received, and that he should not be running any trips that are not authorized by AMR. If there are any additional issues, AMR is happy to address them.

Mr. Nicholas also had concerns about clearing trips from the Access2Care website because of frequent system downtime. Bedsole asked Seewald to explain the situation that took place when the website was down causing payment issues with the web based payment system. Seewald stated that there is an internal problem with the payment report, which is not showing the correct payment deposited. He indicated AMR is working quickly to fix the web portal problem and they expect it to be corrected by the end of the week.

Hennick from Logisticare discussed some of the highlights of the performance report for Region1. There was an increased volume in September because of the implementation date of August 22, 2011, which only gave two weeks to capture the numbers for August and a full month in September. Public transportation trips increased from 26 in August to 226 in September. Timeliness continues to be a focus for both A leg and B leg trips, but more effort is being spent on A leg trips right now. One of the challenges that transportation providers are stressing is that the patients are not ready for the appointment or available at the place of pick up. Denials have increased mostly because members do not have all the information necessary to fulfill the trip request when they call. Any patient that is dually eligible will fall under the Medicare Part B or Other Coverage denial code.

b. Transportation Provider Performance Reports

No specific issues or points were covered under provider performance reports.

c. Transportation Broker Accounts Payable Aging Reports

AMR pays the providers on Wednesday of every week. Payments for some trips take longer to process because they are under review or additional documentation has been requested by Access2Care for the internal audit process. Logisticare pays providers twice a month: the 8th and the 22nd.

d. DHHS Internal Complaint Tracking

These are complaints that come into DHHS from various sources including members, facilities, transportation providers, or other stakeholders. It is clear by looking at the number of internal complaints for August there were problems with the implementation.

e. Report of Injuries / Incidents

No report was given at the meeting. This will be covered in the next quarterly meeting.

f. Report of Meetings

Both brokers will continue to have the regional advisory committee meetings quarterly. Logisticare has held their meeting and AMR's meetings are scheduled for December 16, 2011 for Region 2 and December 20 for Region 3. These meetings include representatives from mental health hospitals, adult day, dialysis, and transportation providers and are similar to the transportation advisory committee meetings.

g. Program Review and Field Observation Site Visits

There were not very many site visits conducted over the last few months due to the implementation. The intention is to continue visits to the broker call centers at least once quarterly.

V. Transportation Provider Survey

The sub-committee is still working on developing the questions for this survey. Once the questions are developed, SCDHHS will forward them to the University of South Carolina for review.

VI. Committee Membership

The current committee members are:

- Emergency Medical Association- Scott Leziak
- · Hospital Association- Jimmy Walker
- Healthcare Association- Michelle Santilli
- Nursing Home Association- Scott Jones
- · Medical Association- Dr. Keith Guest
- Rural Transportation Association- Lynn Stockman
- Lieutenant Governor 's Office on Aging Tony Kester
- Department of Health and Environmental Control- Kevin Robinson
- Advocates: Angel Hechanova and Barbara Haley
- Brokers: Lydia Hennick and Shawn Seewald
- South Carolina Adult Coalition- Coretta Bedsole
- Commercial Transportation Provider- Doug Wright

60% Active, DHHS will contact those participants that are not active.

VII. Advisory Committee- Current Issues/Concerns

Both brokers agree that all payments will be current by the end of 2011. Bedsole requested that an agenda item be added to the next meeting to report on progress of the sub-committees established to develop the transportation provider survey questions.

Singleton announced that AMR will transition out of the state and will no longer be performing non-emergency medical transportation services on behalf of South Carolina effective February 21, 2012. The state will make sure that there is no lapse in services during the transition for Medicaid recipients and health care providers. The new broker will be in contact with transportation providers to make sure an adequate transportation network is in place. SCDHHS is in discussion with Logisticare about taking over operations in the additional regions, however nothing has been finalized.

Meeting Adjourned at 11:23 p.m.

Next Regularly Meeting Scheduled for March 22, 2012, 1801 Main Street, Columbia, SC at 10:00 a.m.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 1 - Logisticare



Transportation Metrics Peromanica 2011 2013 2013 2015 201			July	August **	September	SFY."	SFY**
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Beneficiary Has Medicare Part B or Other Coverage 28 81 109 109				_			2
		<u> </u>	1				109
	Denials as percentage of total trips		1-			1.40%	1.40%

^{**} Includes data starting from August 22 due to contract turnover.

Source: Logisticare Monthly Report File Name: Logisticare SFY12 Q1 Region 1 - Performance Report With Annual Totals

South Carolina Department of Health and Human Services

Broker Performance Report - Region 3 - Access2Care



		July	August**	September	SFY**	SFY **
Transportation Metrics	Performance	2011	2011	2011	2012	2012
11. 4. 15. 4. 45	Goal	Final	Final	Final	Q1 Totals	Totals
Unduplicated Beneficiaries	3000000 0 200000000000000000000000000000		3,371	7,126	Joseph City Milayna arrydnan	8,103
	200 COLUMN COLUM	Account of the second of the s	44.000	40.040	700000000000000000000000000000000000000	63.205
Total trips provided by type of transportation			12,993	49,212	62,205	62,205 52,844
Non-Emergency Ambulatory Sedan/Van Trips Wheelchair Trips			10,893	41,951	52,844	6,819
Wheelchair Trips Stretcher Trips			1,543 68	5,276 323	6,819 391	391
Ottorior Times			231	803	1,034	1,034
Individual Transportation Gas Trip Non-Emergency Ambulance ALS			231	44	51	51
Non-Emergency Ambulance ALS Non-Emergency Ambulance BLS			251	811	1,062	1,062
			0	4	1,002	1,002
Table Transportation Buo Trip			0	3		4
Total Over Night Trips Arranged					2 204	3,304
Total Extra Passengers	A A Para Properties Commence of the Commence o	unano recruira de versa de en la secución de la composición del composición de la composición del composición de la composición de la composición de la composición del composición de la composición del composición del composició	678	2,626	3,304	3,304
N			5 404	00.005	20.400	20,400
Number of Pickups On Time (A Leg)			5,491	20,695	26,186 20,194	26,186 20,194
Number of Deliveries On Time (A Leg)			4,146	16,048		60,480
Number of Trips Within Ride Time (All Trips) Percent of Pickups On Time (All en)	- 0001	· · · · · · · · · · · · · · · · · · ·	12,611	47,869	60,480	
. siesti si tattabo cit timo bi Logi	>= 90%		82.40%	82.43%	82.42%	82.42%
Percent of Deliveries On Time (A Leg)	>= 95%		62.21%	63.92%	63.07%	63.07%
Percent of Trips Within Ride Time (All Trips)	>= 99%	(1000000) 00 (2000000000000000000000000000	97.07%	97.22%	97.15%	97.15%
A CONTROL OF THE PROPERTY OF T		Constitution of the consti	PACEFAULDED 677-11-245 (1-)	Control Control Control Control	100000000000000000000000000000000000000	
Actual number of calls *		CONTRACTOR OF THE PROPERTY OF	20000000000000000000000000000000000000		12-12-12-12-12-12-12-12-12-12-12-12-12-1	1 Annual Control of the Control of t
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Average Time On Hold	<= 3:00		Andrew parent from the control of th	. Promoter topological	and the second s	With the second second second second
Average time on hold before abandonment	< 1:30	The state of the s	The second secon			Service of the programme of the programm
Average number of calls abandoned daily	. 5 00/	The state of the s	AND THE RESERVE OF THE PROPERTY OF THE PROPERT	A CONTROL OF THE CONTROL OF T	And the second s	And the service of th
Percentage of calls abandoned daily	< 5.0%	21.07.1000.0000.0000.0000.0000.0000.000	22 (and 5 (b) 17 (c) 18 (c) 18 (c) 1	ARCONING BEILD		The state of the s
The formation community as some formation of the first hand and the formation of the first hand and the firs	Processor Control Control		450			444
Total number of complaints by type		-	156	288 89	224	444
Provider No-Show The older no-Show			135		64	224 64
Timeliness Other Stakeholders			7	57	19	
- Children Charles				14		19
Call Center Operations Drive Bakes for			. 1	12	13	108
Driver Behavior Provider Service Quality			3	103		
Trottagr borner areasty				5	8	8
Miscellaneous		 	0	6	2	6
Rider Injury / Incident		-	0	2		2 2 2 2 2 2
Provider No-Shows as percentage of total trips	<= 0.25%	-	1.04%	0.18%	0.36%	0.36%
Complaints as percentage of total trips	The second secon	V-01782715503-1-22	1.20%	0.59%	0.71%	0.71%
		200000000000000000000000000000000000000	(P) (135 H000) 1880. T		05000000000000000000000000000000000000	
Total number of denials by type	-	-	276	583	859	859
Non-Urgent / Under Days of Notice		 	9	62	71	71
Non-Covered Service Non-Covered Service	1		32	136	168	168
Ineligible For Transport			82	37	119	119
Unable to Confirm Medical Appointment w/ Provider		1	22	6	28	28
Does Not Meet Transportation Protocols	ļ	<u> </u>	1	4	5	5
Incomplete Information	ļ	 	127	276	403	403
Needs Emergency Services	 	 	0	0	0	0
Beneficiary Has Medicare Part B or Other Coverage	<u> </u>	 	3	62	65	65
Denials as percentage of total trips			2.12%	1.18%	1.38%	1.38%

^{*} Call center data for Region 3 is included on the Region 2 report only.
** Includes data starting from August 22 due to contract turnover.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 2 - Access2Care



THIS STATE OF THE		July	August**	September	SFY"	SFY**
	Performance	2011	2011	2011	2012	2012
Transportation Metrics	Goal			The state of the s	A STATE OF THE PARTY OF THE PAR	Totals
Unduplicated Beneficiaries	GOBI	Final	Final 3,585	Final 7,644	Q1 Totals	8,606
Ondupicated Beneficiaries	And the second s		3,565	7,044		0,000
to the program of the program of the contract			14,254	53,090	67.344	67,344
Total trips provided by type of transportation Non-Emergency Ambulatory Sedan/Van Trips			11,791	44,223	56,014	56,014
Wheelchair Trips			1,802	6,382	8,184	8,184
Stretcher Trips			12	232	244	244
Individual Transportation Gas Trip			371	1,211	1,582	1,582
Non-Emergency Ambulance ALS			10	53	63	63
Non-Emergency Ambulance ALS Non-Emergency Ambulance BLS			268	989	1,257	1,257
Public Transportation Bus Trip			200	969	1,257	1,201
			4	8	12	12
Total Over Night Trips Arranged			762	2,745	3,507	3,507
Total Extra Passengers			/ DZ	2,743	3,307	3,007
Number of Birlings On Time (Aller)			6,050	22,540	28,590	28,590
Number of Pickups On Time (A Leg)				22,540 16,546	20,660	20,660
Number of Deliveries On Time (A Leg)			4,114	51.485	65,245	65,245
Number of Trips Within Ride Time (All Trips)			13,760			83.06%
Percent of Pickups On Time (A Leg)	>= 90%		82.98%	83.14%	83.06%	58.73%
Percent of Deliveries On Time (A Leg)	>= 95%		56.43%	61.03%	58.73%	
Percent of Trips Within Ride Time (All Trips)	>= 99%		96.87%	96.99%	96.93%	96.93%
	A COMPLETE OF COMP	The second secon		7777977778	35,000,000	444
Actual number of calls *			58,503	62,883	121,386	121,386
Average phone calls daily			2,786	2,734	2,760	2,760
Average Answer Speed	< 1:00		11:32	01:39	06:35	06:35
Average Talk Time			08:07	05:31	06:49	06:49
Average Time On Hold	<= 3:00		02:40	01:37	02:08	02:08
Average time on hold before abandonment	< 1:30		05:29	01:04	03:17	03:17
Average number of calls abandoned daily			1711	288	1,000	1,000
Percentage of calls abandoned daily	< 5.0%		61.41%	10.53%	35.97%	35.97%
27 x 1512 dans for the structure of the structure and an animal of the structure of the str	The state of the s		773.76 (4) 757 A 777 A 7		Secretary Control Cont	
Total number of complaints by type			270	242	512	512
Provider No-Show			230	95	325	325
Timeliness			13	65	78	78
Other Stakeholders			4	4	8	8
Call Center Operations			13	11	24	24
Oriver Behavior			8	55	63	63
Provider Service Quality			_ 2	1	3	3
Miscellaneous			0	8	8	8
Rider Injury / Incident			0	3	3	3
Provider No-Shows as percentage of total trips	<= 0.25%		1.61%	0.18%	0.48%	0.48%
Complaints as percentage of total trips			1.89%	0.46%	0.76%	0.76%
	ji di garan		27. 27. 27. 27. 27. 27. 27. 27. 27. 27.	Company Carlot Action		
Total number of denials by type			370	747	1,117	1,117
Non-Urgent / Under Days of Notice			14	41	55	55
Non-Covered Service			30	138	168	168
Ineligible For Transport	I		42	189	231	231
Unable to Confirm Medical Appointment w/ Provider			6	9	15	15
Does Not Meet Transportation Protocols			1	6	7	7
Incomplete Information			165	317	482	482
Needs Emergency Services		1	0	1	1	1
Beneficiary Has Medicare Part B or Other Coverage			112	46	158	158
Denials as percentage of total trips	1	<u> </u>	2.60%	1.41%	1.66%	1.66%

^{*} Includes call center data for Regions 2 and 3.
** Includes data starting from August 22 due to contract turnover.