



South Carolina Department of Health and Human Services  
1801 Main Street: 11<sup>th</sup> 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 8<sup>th</sup> and the 22<sup>nd</sup>.

**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	Performance Goal	July 2011 Final	August 2011 Final	September 2011 Final	SFY 2012 Q1 Totals	SFY 2012 Totals
<b>Unduplicated Beneficiaries</b>			4,176	6,698		7,684
<b>Total trips provided by type of transportation</b>			17,143	50,772	67,915	67,915
• Non-Emergency Ambulatory Sedan/Van Trips			13,384	38,180	51,564	51,564
• Wheelchair Trips			1,984	6,000	7,984	7,984
• Stretcher Trips			320	803	1,123	1,123
• Individual Transportation Gas Trip			1,422	5,480	6,902	6,902
• Non-Emergency Ambulance ALS			2	1	3	3
• Non-Emergency Ambulance BLS			5	82	87	87
• Public Transportation Bus Trip			26	226	252	252
<b>Total Over Night Trips Arranged</b>			1	8	9	9
<b>Total Extra Passengers</b>			3,047	4,854	7,901	7,901
• Number of Pickups On Time (A Leg)			5,018	13,830	18,848	18,848
• Number of Deliveries On Time (A Leg)			3,911	11,732	15,643	15,643
• Number of Trips Within Ride Time (All Trips)			10,510	29,418	39,928	39,928
• Percent of Pickups On Time (A Leg)	>= 90%		91.28%	92.10%	91.69%	91.69%
• Percent of Deliveries On Time (A Leg)	>= 95%		71.15%	78.20%	74.68%	74.68%
• Percent of Trips Within Ride Time (All Trips)	>= 99%		99.79%	99.70%	99.75%	99.75%
<b>Actual number of calls</b>			18,684	26,512	45,196	45,196
• Average phone calls daily			1,038	1,205	1,122	1,122
• Average Answer Speed	< 1:00		02:39	01:01	01:50	01:50
• Average Talk Time			04:53	04:11	04:32	04:32
• Average Time On Hold	<= 3:00		01:30	01:50	01:40	01:40
• Average time on hold before abandonment	< 1:30		02:35	01:16	01:56	01:56
• Average number of calls abandoned daily			140	88	114	114
• Percentage of calls abandoned daily	< 5.0%		13.49%	7.30%	10.40%	10.40%
<b>Total number of complaints by type</b>			350	436	786	786
• Provider No-Show			184	166	350	350
• Timeliness			125	196	321	321
• Other Stakeholders			4	19	23	23
• Call Center Operations			17	24	41	41
• Driver Behavior			1	6	7	7
• Provider Service Quality			2	2	4	4
• Miscellaneous			14	16	30	30
• Rider Injury / Incident			3	7	10	10
• Provider No-Shows as percentage of total trips	<= 0.25%		1.07%	0.33%	0.52%	0.52%
• Complaints as percentage of total trips			2.04%	0.86%	1.16%	1.16%
<b>Total number of denials by type</b>			263	688	951	951
• Non-Urgent / Under Days of Notice			76	181	257	257
• Non-Covered Service			58	100	158	158
• Ineligible For Transport			9	44	53	53
• Unable to Confirm Medical Appointment w/ Provider			5	13	18	18
• Does Not Meet Transportation Protocols			0	1	1	1
• Incomplete Information			87	266	353	353
• Needs Emergency Services			0	2	2	2
• Beneficiary Has Medicare Part B or Other Coverage			28	81	109	109
• Denials as percentage of total trips			1.53%	1.36%	1.40%	1.40%

\*\* Includes data starting from August 22 due to contract turnover.

South Carolina Department of Health and Human Services  
 Broker Performance Report - Region 3 - Access2Care



Transportation Metrics	Performance Goal	July 2011 Final	August 2011 Final **	September 2011 Final	SFY ** 2012 Q1 Totals	SFY ** 2012 Totals
<b>Unduplicated Beneficiaries</b>			3,371	7,126		8,103
<b>Total trips provided by type of transportation</b>			12,993	49,212	62,205	62,205
• Non-Emergency Ambulatory Sedan/Van Trips			10,893	41,951	52,844	52,844
• Wheelchair Trips			1,543	5,276	6,819	6,819
• Stretcher Trips			68	323	391	391
• Individual Transportation Gas Trip			231	803	1,034	1,034
• Non-Emergency Ambulance ALS			7	44	51	51
• Non-Emergency Ambulance BLS			251	811	1,062	1,062
• Public Transportation Bus Trip			0	4	4	4
<b>Total Over Night Trips Arranged</b>			0	3	3	3
<b>Total Extra Passengers</b>			678	2,626	3,304	3,304
• Number of Pickups On Time (A Leg)			5,491	20,695	26,186	26,186
• Number of Deliveries On Time (A Leg)			4,146	16,048	20,194	20,194
• Number of Trips Within Ride Time (All Trips)			12,611	47,869	60,480	60,480
• Percent of Pickups On Time (A Leg)	>= 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%		97.07%	97.22%	97.15%	97.15%
<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>			156	288	444	444
• Provider No-Show			135	89	224	224
• Timeliness			7	57	64	64
• Other Stakeholders			5	14	19	19
• Call Center Operations			1	12	13	13
• Driver Behavior			5	103	108	108
• Provider Service Quality			3	5	8	8
• Miscellaneous			0	6	6	6
• Rider Injury / Incident			0	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			1.20%	0.59%	0.71%	0.71%
<b>Total number of denials by type</b>			276	583	859	859
• Non-Urgent / Under Days of Notice			9	62	71	71
• Non-Covered Service			32	136	168	168
• Ineligible For Transport			82	37	119	119
• Unable to Confirm Medical Appointment w/ Provider			22	6	28	28
• Does Not Meet Transportation Protocols			1	4	5	5
• Incomplete Information			127	276	403	403
• Needs Emergency Services			0	0	0	0
• Beneficiary Has Medicare Part B or Other Coverage			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



Transportation Metrics	Performance Goal	July 2011 Final	August** 2011 Final	September 2011 Final	SFY** 2012 Q1-Totals	SFY** 2012 Totals
<b>Unduplicated Beneficiaries</b>			3,585	7,644		8,606
<b>Total trips provided by type of transportation</b>			14,254	53,090	67,344	67,344
• 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 BLS			268	989	1,257	1,257
• Public Transportation Bus Trip			0	0	0	0
<b>Total Over Night Trips Arranged</b>			4	8	12	12
<b>Total Extra Passengers</b>			762	2,745	3,507	3,507
• Number of Pickups On Time (A Leg)			6,050	22,540	28,590	28,590
• Number of Deliveries On Time (A Leg)			4,114	16,546	20,660	20,660
• Number of Trips Within Ride Time (All Trips)			13,760	51,485	65,245	65,245
• Percent of Pickups On Time (A Leg)	>= 90%		82.98%	83.14%	83.06%	83.06%
• Percent of Deliveries On Time (A Leg)	>= 95%		56.43%	61.03%	58.73%	58.73%
• Percent of Trips Within Ride Time (All Trips)	>= 99%		96.87%	96.99%	96.93%	96.93%
<b>Actual number of calls *</b>			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%
<b>Total number of complaints by type</b>			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
• Driver 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%
<b>Total number of denials by type</b>			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			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			0	1	1	1
• Beneficiary Has Medicare Part B or Other Coverage			112	46	158	158
• Denials as percentage of total trips			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.