

**Medicaid Transportation Advisory Committee
Third Quarter Meeting, SFY 2007-2008
February 26, 2008**

Joint Resolution H. 4178 required the Department of Health and Human Services (DHHS) to establish a Medicaid Transportation Advisory Committee composed of Medicaid service providers, local transportation providers, and Medicaid recipients, who require non-emergency transportation services. The advisory committee was required to have representatives from the South Carolina Emergency Medical Services Association, South Carolina Hospital Association, South Carolina Health Care Association, South Carolina Nursing Home Association, South Carolina Medical Association, Rural Transportation Association, Office on Aging in the Lieutenant Governor's Office, Department of Health and Environmental Control, Public Service Commission, two Medicaid recipients or two family members of Medicaid recipients, and a member of the brokering company operating the Medicaid transportation system.

Per resolution, the advisory committee is to do the following:

1. Meet at least quarterly to review issues and complaints concerning the Medicaid Transportation Brokerage System
2. Make recommendations for the resolution of these issues and complaints
3. Issue a report quarterly to the Governor, Senate, and House of Representatives.

The following report includes information and discussion topics relevant to the committee's mission and scope as expressed in Joint Resolution H.4178.

Meeting Date – Tuesday, February 26, 2008, at the DHHS Conference Room.

Committee members in attendance included:

Coretta Bedsole
SC Adult Day Services Association

Chuck DeZearn
LogistiCare

Dr. Keith Guest
SC Medical Association

Scott Jones
SC Nursing Home Association

Randy Lee
SC Health Care Association

Scott Lesiak

SC EMS Association

Alaina Macia
Medical Transportation

Lynn Stockman
Transportation Association of SC

Jonathan Teeter
Office of Regulatory Staff

Alonzo Smith
DHEC

Angel Hechanova

SCDHHS Staff facilitating the advisory committee meeting:

Emma Forkner
Director

Felicity Constin-Myers
Deputy Director, Medical Services

The committee handled business from the agenda, including the following:

DHHS Director Forkner provided an overview of the Transportation Broker System, noting that the system is nearing one year of operation. DHHS has been having regular meetings with the broker companies, and has such meetings scheduled through May.

The Broker Report Cards were presented, with new data from October-December, 2007. Alaina Macia of MTM noted that complaints to the company are down, and that MTM is meeting “speed to answer” requirements. Chuck DeZearn of LogistiCare also noted that complaints are down, as reflected in the Broker Report Cards. Director Forkner pointed out that more than one million trips have been managed by the new broker model.

The group was reminded that the Legislative Audit Council will be issuing a report on the Non-Emergency Transportation Broker System. DHHS has been working with LAC staff as this report is compiled.

Rod Davis of DHHS next informed the Committee about upgrades to DHHS’ call center. Mr. Davis explained how the agency learned that its call center was inadequate to meet Medicaid beneficiaries’ needs. After a complete review by a consultant with expertise in this field, the agency has adopted improvements including more phone lines, extended training for staff, and improvements in scheduling of workers to handle call center business.

Kendall Quinton of DHHS next reported on nursing facility issues and concerns. There have been fewer issues surfacing, and DHHS stands ready to respond to any situations that may come forth. The agency is still working to educate nursing facility staff on procedures to ensure proper and efficient services.

Felicity Myers then updated the Committee on 216 forms, and the process that has been developed to ensure the appropriate use of transports involving 216 forms. DHHS is working with the USC College of Nursing to provide medically-appropriate determinations on issues related to 216 trips. The agency is monitoring the 216 trips, and is offering technical assistance as necessary to improve this process. Also, criteria have been set for level of care determinations, and the agency is updating the 216 signature process, adding LPNs as authorized personnel to sign 216s. Conversation about the 216 process followed, and Dr. Guest asked about the timeliness of 216 decisions, and the clinical experience of those who handle this process. Director Forkner said the agency can review this process, and utilize physician personnel to verify the decisions being made during execution of this process.

Jonathan Teeter of the Office of Regulatory Staff presented an update on the stretcher van issue. He said that the Public Service Commission has the information from ORS. He said this information can be viewed online.

The Transportation Advisory Committee then held an open forum to handle any current issues or concerns. The following matters were discussed:

Mr. Lesiak of the SC EMS Association expressed concerns regarding the stretcher van issue. Discussion followed about the dynamic of providing transportation at this service level. The issues of family-provided rides was discussed, as well as the discretion and proper documentation required to properly access stretcher van services.

Mr. Lesiak went on to say that payment issues are getting better. Randy Lee of the SC Health Care Association wanted to verify that timeliness of payments were not a problem. Mr. Lesiak clarified that payment timeliness is improving, but the broker system still pays providers slower than the prior system. (45-60 day turnaround compared to 25-50 days before the broker system.) Mr. Lee asked MTM why payments were late. Ms. Macia explained that MTM was in the midst of a reorganization and that was the source of the payment issue. Mr. Lee wanted assurance that the company was not having financial difficulties. He was assured that the company finances are well, and this payment turnaround issue is being managed and should improve now that systems are settled and people are growing accustomed to processes.

Coretta Bedsole of SC Adult Day Services Association said she has only heard about two complaints in 2008. She thanked both MTM and LogistiCare for their work.

Scott Jones of the SC Nursing Home Association indicated his members are using the brokers less, but that the process to acquire rides seems to be working. Mr. Jones indicated that his members are mostly using the support network.

Alaina Macia of MTM said that the Anderson customer service center opens April 1. All call center operations will gradually move to the Anderson center over time.

Chuck DeZearn of LogistiCare said that the company's electronic billing process will streamline pay and verification issues. LogistiCare will be signing more and more providers up for electronic billing.

Mr. Lee said that the broker system is getting better. His recent survey of nursing facilities indicated a higher level of satisfaction. He thanked both companies for coming to a December training for SC Health Care Association members.

Mr. Teeter indicated that Region Five seems to have a shortage of providers. He wondered if the area would be better served if there was a RTA in Georgetown.

Angel Hechanova said she works in Georgetown, and that the broker system is getting better.

Alonzo Smith of DHEC said he just wants to be sure that the safety and care of patients is top priority. He said it is important for drivers to be able to correctly assess patients' conditions, and to properly coordinate with EMS.

Lynn Stockman of the Transportation Association of SC said she has polled the local Councils on Aging. She said there are still some payment issues to work through. She echoed Mr. Lesiak's statement that payments are slower under the broker system. She asked about an issue some of the drivers in MTM's regions have heard about – involving a delay in payments. Ms. Macia of MTM told her the company is working on that issue. Mr. Lee asked if there was any problem with MTM, and Ms. Macia responded that the company was restructuring debt and this was a one-time event.

Ms. Stockman went on to say that the challenge for Councils on Aging is the coordination of funding sources, as her members provide rides from people representing multiple pay sources.

The meeting concluded, and members were thanked for their work. The Committee will have the next quarterly meeting on May 13.

**LOGISTICARE AND MTM TRIPS,
DENIALS AND COMPLAINTS BY REGION - SOUTH CAROLINA
MAY THROUGH DECEMBER 2007**

	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Totals
Region 1									
Number of Trips	29,185	27,910	27,012	29,923	26,708	30,841	27,307	25,355	224,241
Denials	257	241	276	318	391	432	356	302	2,573
Complaints	326	180	138	127	108	66	56	27	1,028
Region 2									
Number of Trips	18,367	18,398	19,190	20,786	18,732	22,244	19,425	18,019	155,161
Denials	189	229	183	167	207	315	238	228	1,756
Complaints	173	125	150	186	124	89	58	23	928
MTM Totals									
Number of Trips	47,552	46,308	46,202	50,709	45,440	53,085	46,732	43,374	379,402
Denials	446	470	459	485	598	747	594	530	4,329
Complaints	499	305	288	313	232	155	114	50	1,956
Region 3									
Number of Trips	25,367	24,026	23,960	25,551	21,195	24,677	21,881	20,736	187,393
Denials	57	102	255	335	345	285	159	147	1,685
Complaints	51	30	41	37	37	43	31	34	304
Region 4									
Number of Trips	25,737	25,638	25,663	27,611	23,561	27,483	24,457	22,178	202,328
Denials	61	144	193	338	412	374	190	198	1,910
Complaints	88	31	41	18	24	39	31	34	306
Region 5									
Number of Trips	41,130	39,665	39,253	42,740	36,719	41,929	37,053	34,301	312,790
Denials	62	160	200	477	524	435	210	172	2,240
Complaints	41	22	29	39	70	110	85	59	455
Region 6									
Number of Trips	28,898	27,713	26,984	30,465	26,040	29,214	25,574	24,313	219,201
Denials	42	97	120	294	326	285	135	116	1,415
Complaints	95	60	63	72	119	112	64	57	642
LogistiCare Totals									
Number of Trips	121,132	117,042	115,860	126,367	107,515	123,303	108,965	101,528	921,712
Denials	222	503	768	1,444	1,607	1,379	694	633	7,250
Complaints	275	143	174	166	250	304	211	184	1,707
State Totals									
Number of Trips	168,684	163,350	162,062	177,076	152,955	176,388	155,697	144,902	1,301,114
Denials	668	973	1,227	1,929	2,205	2,126	1,288	1,163	11,579
Complaints	774	448	462	479	482	459	325	234	3,663