

Report of the Medicaid Transportation Advisory Committee First Quarter, SFY 2008-2009

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, August 26, 2008, at the DHHS Conference Room. Committee members in attendance included:

Chuck DeZearn
LogistiCare

Scott Lesiak
South Carolina EMS Association

Gerry Dickinson
Lt. Governor's Office on Aging

Kim Matreci
Medical Transportation Management, Inc. (MTM)

Lynn Stockman
Transportation Association of South Carolina

Jonathan Teeter
Office of Regulatory Staff

Alonzo Smith
DHEC

Greg Kitchens
DHEC

Dr. Keith Guest
SC Medical Association

Angel Hechanova
Georgetown Dialysis

SCDHHS Staff facilitating the advisory committee meeting:

Felicity Costin-Myers
Deputy Director – Medical Programs

Deirdra Singleton
General Counsel

Beverly Hamilton
Care Management

The committee handled business from the agenda, and the following items were discussed:

Committee members were updated on the various agency, broker, and healthcare provider meetings. DHHS is continuing regular meetings with MTM and LogistiCare, as well as various provider groups as needed. DHHS has also provided four non-emergency transportation trainings during the first quarter of the fiscal year. The two broker companies are continuing their regional meetings, as well as participating in healthcare community meetings.

Each broker company presented the fourth quarter Broker Report Cards for State Fiscal Year 2008, which ended in June. The total trips for both companies for all of SFY 2008 exceeded two million. For fourth quarter, Logisticare reported that there were about 115,000 trips per month on average, and that complaints were static. Level of denials is running about the same. The company is also having some issues with one provider in Region VI.

Members of the Committee then discussed the number of calls versus trips for Logisticare, as well as the trends for “on hold” calls and calls abandoned. In response, Logisticare is going to report back on staffing levels versus workload.

The MTM fourth quarter report card showed that June had a drop in the number of trips, and that the denials in April were up some. The company also told the Committee about the new call center which opened in Anderson.

Next the committee discussed the Form 216 claims review process. Beverly Hamilton explained how DHHS has been working to catch up on 216 suspended claims, and has developed some strategies to streamline “problem” claims.

Ms. Hamilton also updated the Committee on the transportation trainings, saying the first round is complete. Many issues have come up at the trainings, and DHHS is working with providers to help them transition to the broker system. DHHS is also offering technical assistance to providers, as requested.

The committee then heard from Mr. Teeter for an update on the stretcher van regulations. He said the Public Service Commission held a hearing on the issue, and no opposition was presented. The PSC has closed the comment period, but there has been a request for another hearing.

Felicity Myers then updated the Committee on an issue that has arisen regarding nursing facilities, and what transportation costs are covered by Medicaid versus those billable to Medicare. DHHS, using feedback from providers, developed the 216 form based on Medicare criteria, and Medicaid’s 216 requirements are even more stringent than those of Medicare. So when a patient does not meet the Medicare ambulance requirements, the nursing facilities are to utilize the brokers for transportation.

Members of the committee raised the following topics during open forum, some of which were discussed further:

- The possible effects of the state agency mid-year budget cuts – DHHS does not anticipate any immediate effect on the transportation broker system
- Providers in the upstate were not aware of transportation training event held back in July; requested it be repeated so that more could attend
- Concern regarding the Region VI provider that may no longer serve beneficiaries, and a possible void in the provider network
- Logisticare’s trip denials process – the alteration of trip numbers that can make it hard to bill

- The effects of rising gas prices, and whether certain providers can continue to serve the Medicaid program
- The difficulties facing private providers – insurance and gas costs, the inconsistency of trips, and lack of coordination of trip scheduling
- The impact of volunteer drivers on the providers' business
- The release of the Legislative Audit Council's report on the Medicaid non-emergency transportation broker system
- The effect of the hold time when calling the broker companies

The meeting adjourned. The Transportation Advisory Committee will next meet December 2, 2008.

South Carolina Department of Health and Human Services

Broker Report Card - Logisticare



Transportation Metrics	April 2008 Final	May 2008 Final	June 2008 Final	SFY 2008 Totals
Total trips provided by type of transportation	116,279	108,193	110,193	1,346,927
• Non-Emergency Ambulatory Sedan/Van Trips	96,416	89,089	91,133	1,107,839
• Non-Emergency Ambulance/BLS (Broker Sponsored)	0	0	0	868
• Extra Passenger	0	0	0	50
• Individual Transportation Gas Trip	1,696	1,643	1,810	16,114
• Stretcher Trips	1,712	1,430	1,468	25,629
• Wheelchair Trips	16,455	16,031	15,782	196,427
Actual number of calls	35,566	40,381	36,423	401,208
• Average phone calls daily	1,368	1,553	1,457	16,660
• Average Answer Speed (minutes)	0:41	1:05	0:58	:48
• Average Talk Time (minutes)	3:29	3:34	3:29	3:39
• Average "On Hold" Time (minutes)	1:11	1:19	2:26	1:27
• Average number of calls abandoned daily	63	80	89	68
Total number of complaints by type	472	389	513	3,538
• Call Center Operation	4	4	5	60
• Driver Behavior	3	3	1	36
• Eligibility Issue	0	0	0	1
• Internal Complaints	82	18	36	223
• Miscellaneous	22	20	23	275
• Provider No Show	126	146	166	1,165
• Provider Service Quality	3	5	2	26
• Rider Injury/Incident	5	5	2	84
• Timeliness	227	188	278	1,668
Complaints as percentage of total trips	0.41%	0.36%	0.47%	0.26%
Total number of denials by type**	679	657	614	10573
• Adult Day Care - Less Than 15 Miles	2	2	4	45
• Alternate Forms of Transportation Available	0	0	0	2
• Does Not Meet Transportation Protocol	15	14	0	144
• Incomplete Information	14	23	10	2138
• Ineligible for Service	15	20	18	428
• Non-Covered Service	359	344	344	3386
• Non-Urgent Under Days of Notice	230	206	204	3456
• Uncooperative Behavior, e.g., Violent, Safety Risk	2	2	2	18
• Wrong Level of Service	42	46	32	956
Denials as percentage of total trips	0.58%	0.61%	0.56%	0.78%

South Carolina Department of Health and Human Services

Broker Report Card - MTM



Transportation Metrics	April 2008 Final	May 2008 Final	June 2008 Final	SFY 2008 Totals
Total trips provided by type of transportation	52,702	51,870	48,696	586,523
• Non-Emergency Ambulatory Sedan/Van Trips	41,865	41,516	39,416	467,007
• Non-Emergency Ambulance/BLS (Broker Sponsored)	4	0	0	260
• Wheelchair Trips	7,912	7,665	7,185	91,267
• Stretcher Trips	918	849	837	10700
• Individual Transportation Gas Trip	1,995	1,840	1,256	17,157
• Public Transportation Bus Trip	8	0	2	132
Actual number of calls	15,476	15,037	15,067	181,013
• Average phone calls daily	516	485	502	5933
• Average Answer Speed (minutes)	0:12	0:13	0:21	0:32
• Average Talk Time (minutes)	3:51	3:55	3:54	3:55
• Average "On Hold" Time (minutes)	1:15	1:06	0:56	1:49
• Average number of calls abandoned daily	6	9	12	26
Total number of complaints by type	71	67	61	1,515
• Provider No-Show	20	16	15	716
• Timeliness	13	24	27	494
• Provider Service Quality	4	6	3	88
• Driver Behavior	16	5	5	111
• Internal Complaint	15	3	6	40
• Miscellaneous	0	0	0	8
• Call Center Operator	3	13	5	58
• Complaints as percentage of total trips	0.13%	0.13%	0.13%	0.26%
Total number of denials by type	609	311	435	6,333
• Non-Urgent / Under Days of Notice	259	128	128	2,656
• Not Eligible For Transport	98	22	108	987
• Unable to Confirm Medical Appointment w/ Provider	43	12	19	365
• Request for Transport To Non-Covered Service	126	76	77	1,485
• No vendor available	17	12	54	447
• Not a Medicaid enrolled provider	0	0	2	20
• Doesn't meet Transportation Protocols	12	21	22	141
• Beneficiary has Medicare Part B	0	3	0	8
• Friend/Relative available for transportation	51	29	24	202
• Beneficiary has own car	2	7	1	18
• Ambulance Claim - misc. denied	1	0	0	2
• Not closest provider	0	1	0	2
• Denials as percentage of total trips	1.16%	0.60%	0.89%	1.08%