

South Carolina Department of Health and Human Services Transportation Advisory Committee

Quarterly Meeting Agenda

March 25, 2010 - 10:00 am

1801 Main Street, Columbia SC – 11th Floor Conference Room

Committee Members in Attendance:

Michelle Santilli, Lynn Stockman, Tony Kester, Keith Guest, Angel Hechanova, Neal Glomb, Valorie Williams, Scott Lesiak (via phone), Coretta Bedsole (via phone)

DHHS Staff Facilitating the Transportation Advisory Committee:

Beverly Hamilton, Sheila Platts, Mike Benecke, David Giesen, Karen Wright, Vivian Bufford, MuMin AbdulRazzaaq

Public Attendees:

Jonathon Teeter, Nick Licary, Tim Hanlan, Steve McDade (via phone)

- I. Welcome and Introductions
- II. Purpose of Transportation Advisory Committee (TAC)
A Proviso 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
Finalized the draft; this has gone to Executive staff for their review and approval.
- IV. Program Monitoring Tools / Activities
 - a. Transportation Broker Performance Reports (Oct – Dec 09) – Trips, Denials, and Complaints By Region (SFY 2010, SFY 2009 Final, SFY 2008 Restated) – See Handout
MTM, Valorie Williams – Recently we have made some changes in our call center to make the scheduling of trips more efficient with less hold times. This process was started on March 15th and we are hopeful that this will be completed next month. We are working diligently to minimize the number of the provider no-shows by strengthening the provider networks and increasing our outreach efforts.
MTM, Tim Hanlan – We have multiple call centers. We have one in South Carolina and 4 others across the country. We have invested in some significant technology to have the ability to transfer calls to the next available representative. We are currently in a training program to “up train” all of our call center representatives. We are also investing quite a bit in quality management. All calls are recorded. Each customer service representative will have 10 calls scored on a monthly basis.

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LogistiCare, Neal Glomb – We perform monthly calibration calls, partnering with the state, in order to review accuracy and quality of interactive calls. We are constantly striving to get the number of provider no-shows to zero. Quarterly meetings with providers and facilities continue to occur. Field audits are performed. Future audits will be partnered with the state.

b. Transportation Provider Performance Reports

The provider performance reports are broken down by region/providers. Individual provider names are not listed. While reviewing, please understand that each Broker operates differently; therefore, it would not be appropriate to compare the reports utilized between Broker companies.

MTM, Valorie Williams – The on-time performance for all providers is pretty low. We have discovered that some providers are using certain routing software that doesn't match up well with the data we need to report this information. We have outreached to these providers; they will either have to change their software or manually report the information. We are also looking at increasing our provider networks to help improve the on-time performance (pick up & drop off). The phone system has been changed so the members are routed directly to the complaint line without going through reservations. We have increased the complaint department.

LogistiCare, Neal Glomb – On a monthly basis, we establish a file for the regional managers to review with providers that includes the monthly focal areas for performance improvement. We also include a complaint file from the previous month so that problems can be tracked and noted with providers. Assignment of trips has been reduced for one provider in Region 3 due to a lack of responsiveness. This provider has been set up on a corrective action plan and will be monitored closely related to performance.

c. Transportation Accounts Payable Aging Reports

LogistiCare, Neal Glomb – There are two methods of billing: an automated process (web billing) and a manual process. About 80% of our providers are using the web billing.

MTM, Valorie Williams – There is one provider who sent photocopies of the driver logs which delayed payment since the original signatures are needed. This has been communicated to the provider who assures MTM that they have the originals; however, they have not been submitted. This particular provider uses one log for all trips (Medicaid, private pay). When they send their log to us, we have to extract the Medicaid covered trips. We are working with them to help improve their reporting process.

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d. DHHS Internal Complaint Tracking

DHHS is tracking all complaints that are received in-house. These are compared to complaints the Brokers document to determine the number of issues that get resolved at the Broker level versus those that are elevated to DHHS. This information is also used to determine support and training needs as well as communication needs.

e. Report Of Meetings

See Handout

f. Program Review and Field Observation Site Visits

The program review and field observation site visits are included on the report of meetings handout.

V. Broker Coordination With Managed Care Organizations

MTM, Valorie Williams – We have not altered structures for interaction/coordinator at present time.

LogistiCare, Neal Glomb – This is a goal for us. We are going to have a facility meeting twice a year. This month we have one for all facilities and we have invited the managed care entities.

VI. Election Of Advisory Committee Chairperson

The committee members and one person from DHHS will set up a conference call to elect the chairperson. DHHS will send out a few possible dates and arrange logistics for the scheduled call.

VII. Advisory Committee – Current Issues/Concerns

Angel Hechanova – Thanks to MuMin AbdulRazzaaq for coming to our center and speaking with some of the patients.

Michelle Santilli – Regarding the 3-day notification, there are times when a doctor's office schedules appointments for Monday on Friday afternoon.

Valorie Williams – These are difficult to verify on Friday afternoon. We also try on Monday morning to verify. If possible, it would be better to try and have the appointments scheduled for Monday afternoons or even Tuesday mornings to reduce administrative management issues.

Next Meeting – Thursday, June 24, 2010 at 10:00am, 1801 Main Street, Columbia, SC

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Broker Report Card - MTM



Transportation Metrics	October 2009 Final	November 2009 Final	December 2009 Final	SFY 2010 Totals
Total trips provided by type of transportation	51,424	45,677	46,572	292,507
• Non-Emergency Ambulatory Sedan/Van Trips	36,336	33,161	32,528	206,711
• Wheelchair Trips	6,921	6,211	6,499	40,252
• Stretcher Trips	818	719	757	4,613
• Individual Transportation Gas Trip	7,333	5,572	6,764	40,822
• Non-Emergency Ambulance/BLS (Broker Sponsored)	0	4	2	9
• Public Transportation Bus Trip	16	10	22	100
• Extra Passenger - Not Added To Total Trips	3,632	3,429	3,337	20,753
Actual number of calls	19,395	18,785	17,501	107,543
• Average phone calls daily	626	626	565	585
• Average Answer Speed	00:41	00:43	00:54	00:37
• Average Talk Time	03:21	03:10	03:31	03:29
• Average Time On Hold	03:32	03:18	03:39	03:33
• Average time on hold before abandonment	02:30	01:41	04:07	02:43
• Average number of calls abandoned daily	52	87	44	43
Total number of complaints by type	148	126	134	814
• Provider No-Show	54	56	62	298
• Timeliness	60	43	31	302
• Internal Complaint	11	9	19	71
• Call Center Operator	0	0	0	0
• Driver Behavior	16	14	16	92
• Provider Service Quality	3	0	3	18
• Miscellaneous	0	2	1	4
• Rider Injury / Incident	4	2	2	29
• Complaints as percentage of total trips	0.29%	0.28%	0.29%	0.28%
Total number of denials by type	482	351	410	2,620
• Non-Urgent / Under Days of Notice	179	108	154	906
• Non-Covered Service	96	79	64	489
• Ineligible For Transport	41	32	44	364
• Unable to Confirm Medical Appointment w/ Provider	14	19	14	86
• Does Not Meet Transportation Protocols	38	25	43	206
• Alternate Forms Of Transportation Available	0	0	0	0
• Not a Medicaid Enrolled Provider	24	18	21	124
• Incomplete Information	0	0	0	0
• Wrong Level Of Service And Ambulance	20	13	7	76
• Beneficiary Has Medicare Part B	70	57	63	369
• Denials as percentage of total trips	0.94%	0.77%	0.88%	0.90%

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Broker Report Card - Logisticare



Transportation Metrics	Calendar 2010 Final	November 2009 Final	December 2009 Final	2010 Totals
Total trips provided by type of transportation	106,816	95,519	98,784	607,723
• Non-Emergency Ambulatory Sedan/Van Trips	88,245	79,563	81,856	502,717
• Wheelchair Trips	14,530	12,326	13,209	82,496
• Stretcher Trips	1,420	1,142	1,303	7,848
• Individual Transportation Gas Trip	2,252	2,180	2,095	12,557
• Non-Emergency Ambulance/BLS (Broker Sponsored)	0	0	0	0
• Public Transportation Bus Trip	369	308	321	2,105
• Extra Passenger - Not Added To Total Trips	0	0	0	0
Actual number of calls	40,946	37,403	36,212	228,277
• Average phone calls daily	1,517	1,558	1,393	1,484
• Average Answer Speed	00:25	00:24	00:20	00:32
• Average Talk Time	03:42	03:40	03:43	03:45
• Average Time On Hold	00:46	00:46	00:57	00:48
• Average time on hold before abandonment	00:46	00:43	00:47	00:51
• Average number of calls abandoned daily	29	24	18	34
Total number of complaints by type	525	391	571	3,198
• Provider No-Show	110	81	114	685
• Timeliness	270	179	267	1,602
• Internal Complaint	66	47	41	348
• Call Center Operator	17	32	31	120
• Driver Behavior	3	0	7	19
• Provider Service Quality	4	2	34	54
• Miscellaneous	39	38	58	282
• Rider Injury / Incident	16	12	19	88
• Complaints as percentage of total trips	0.49%	0.41%	0.58%	0.53%
Total number of denials by type	2,647	2,604	2,452	16,022
• Non-Urgent / Under Days of Notice	466	430	341	2,658
• Non-Covered Service	355	355	354	2,140
• Ineligible For Transport	114	147	173	954
• Unable to Confirm Medical Appointment w/ Provider	34	60	42	235
• Does Not Meet Transportation Protocols	0	2	1	4
• Alternate Forms Of Transportation Available	0	1	0	3
• Not a Medicaid Enrolled Provider	0	0	0	0
• Incomplete Information	725	670	601	4,458
• Wrong Level Of Service And Ambulance	953	939	940	5,570
• Beneficiary Has Medicare Part B	0	0	0	0
• Denials as percentage of total trips	2.48%	2.73%	2.48%	2.64%