

South Carolina Department of Health and Human Services Transportation Advisory Committee

Quarterly Meeting Minutes

June 23, 2011 – 10:00 a.m.

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

Committee Members in Attendance:

Lynn Stockman, Dr. Keith Guest, Valorie Williams, Chuck DeZearn

Committee Members Attending via Conference Call:

Angel Hechanova, Michelle Santilli, Steven McDade

Department of Health and Human Services (DHHS) Staff Facilitating the Transportation Advisory Committee Meeting: David Giesen, Vicki Johnson, Mike Beneke,

Public Attendees:

Namon Huddleson, Krista Martin,
Janet Steele, Steve Buckner, Mike Hite, Shawn Seawald, Neal Glomb

Welcome and Introductions given by Dr. Guest

I. Purpose of Transportation Advisory Committee (TAC)

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

II. Procurement Update

Final Awards: Logisticare- New Region 1, AMR- New Region 2 and New Region 3. The final award was posted May 24, 2011. Operation Start Date for both brokers is August 22, 2011. DHHS will send information regarding the new regions with meeting minutes. Also a bulletin is to go out within the next two weeks. Brokers are scheduled to begin taking reservations August 8, 2011. Operational start date is August 22, 2011.

Per Vicki Johnson, Brokers have 30-days to file further appeals. DHHS will move forward with new contracts in the meantime. MTM has filed a lawsuit against DHHS in the Circuit Court. If court were to uphold MTM's appeal, SCDHHS will appeal.

III. Program Monitoring Tools / Activities

- a. Transportation Broker Performance Reports (January – March 2011) –
Valorie Williams, MTM – 150,000 trips in this quarter. Actual number of calls this quarter 63,431, total number of complaints- 797, types of complaints- No shows 447, timeliness- 164 (working to bring this number down), Driver behavior- 55, rider injury/incident- 22; total number of denials- 2,944- to include non-urgent/under days of notice- 1,604; non-covered service- 902, ineligible for transport- 35 incomplete information-18,

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Chuck DeZern, LogistiCare –Total trips this quarter (Jan2011 – March 2011) - 314,644; Actual number of calls- 139,009 to include phone calls daily-1,804;

Total number of complaints this quarter- 2,336 to include- No-shows- 409; timeliness- 1,539 (working to decrease this number); Internal complaints- 91; Driver behavior- 7; Provider service quality- 11, rider injury/incident- 85

b. Transportation Provider Performance Reports

c. Transportation Broker Accounts Payable Aging Reports

d. DHHS Internal Complaint Tracking

Beneficiary Complaints -2009- 57; 2010-268; 2011- 215

Transportation Provider- 2009- 24; 2010- 18; 2011- 4

Health Care Provider- 2009- 5; 2010- 8; 2011- 4

Other Stakeholders- 2009- 9; 2010- 4; 2011- 4

97 of the 227 complaints logged for state fiscal year 2011 are from one member.

e. Report of Injuries/Incidents

During the third quarter of state fiscal year 2011, 107 incidents and injuries were reported by the brokers as occurring during the 463,776 trips taken. There were 81 incidents and 26 injuries. Each incident and injury was reviewed by SCDHHS program staff members independently to determine the level of severity of each occurrence.

f. Report of Meetings-Mike Beneke

This is MTM's final meeting with the Advisory Committee. No other comments were made.

g. Program Review and Field Observation Site Visits (David Giesen)

Program does site visits for multiple reasons- to validate what the brokers are doing; to monitor any trips for ambulance services that are emergency or any trips that involve ongoing medical treatment, because we pay these bills on the fee for service side. A lot of times it is an education visit to assist with training new provider staff. This is an effort to reduce the number of Ambulance claims the program area forced to deny and return because of incorrect billing practices. Once new systems/brokers are in place, we will be doing a lot of site reviews. DHHS transportation staff will be assigned different areas and will monitor these areas closely. We would like to work collaboratively with the brokers.

V. Committee Membership (Dr. Guest)

VI. Advisory Committee- Current Issues/Concerns-

New phone numbers will be issued in next bulletin.

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Broker Report Card - Logisticare



Transportation Metrics	April 2011 Final	May 2011 Final	June 2011 Final	SFY 2011 Q4 Totals	SFY 2011 Totals
Total trips provided by type of transportation	104,671	106,351	113,697	324,719	1,278,265
• Non-Emergency Ambulatory Sedan/Van Trips	86,684	87,631	92,934	267,249	1,053,371
• Wheelchair Trips	13,794	14,021	15,685	43,500	169,486
• Stretcher Trips	1,839	1,840	2,166	5,845	21,505
• Individual Transportation Gas Trip	2,094	2,537	2,578	7,209	30,260
• Non-Emergency Ambulance/BLS (Broker Sponsored)	0	0	0	0	0
• Public Transportation Bus Trip	260	322	334	916	3,643
• Extra Passenger - Not Added To Total Trips	0	0	0	0	0
Actual number of calls	44,581	49,250	50,255	144,086	549,678
• Average phone calls daily	1,715	1,894	1,933	1,847	1,779
• Average Answer Speed	00:51	01:21	00:53	01:02	00:52
• Average Talk Time	03:54	03:53	04:05	03:57	03:56
• Average Time On Hold	00:58	00:55	00:53	00:55	00:57
• Average time on hold before abandonment	00:54	01:22	01:13	01:10	01:01
• Average number of calls abandoned daily	70	110	82	87	68
Total number of complaints by type	715	611	647	1,973	9,343
• Provider No-Show	130	114	118	362	1,681
• Timeliness	468	379	400	1,247	5,990
• Internal Complaint	41	26	34	101	426
• Call Center Operator	9	13	6	28	120
• Driver Behavior	16	27	24	67	94
• Provider Service Quality	5	17	21	43	77
• Miscellaneous	19	17	18	54	638
• Rider Injury / Incident	27	18	26	71	317
• Complaints as percentage of total trips	0.68%	0.57%	0.57%	0.61%	0.73%
Total number of denials by type	3,228	3,152	3,098	9,478	37,819
• Non-Urgent / Under Days of Notice	197	249	275	721	3,162
• Non-Covered Service	883	736	658	2,277	7,026
• Ineligible For Transport	84	86	48	218	1,318
• Unable to Confirm Medical Appointment w/ Provider	42	35	50	127	441
• Does Not Meet Transportation Protocols	0	0	1	1	8
• Alternate Forms Of Transportation Available	0	1	1	2	5
• Not a Medicaid Enrolled Provider	0	0	0	0	0
• Incomplete Information *	897	932	905	2,734	11,472
• Wrong Level Of Service And Ambulance **	1,125	1,113	1,160	3,398	14,387
• Beneficiary Has Medicare Part B	0	0	0	0	0
• Denials as percentage of total trips	3.08%	2.96%	2.72%	2.92%	2.96%

* The majority of the trips denied for incomplete information, are booked as reservations when the Member calls back with all required information.

** Includes trip denials to facilitate the back up for payment in the event DHHS denies the claim.

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Broker Report Card - MTM



Transportation Metrics	April 2011 Final	May 2011 Final	June 2011 Final	SFY 2011 Q4 Totals	SFY 2011 Totals
Total trips provided by type of transportation	47,771	52,560	54,410	154,741	629,793
• Non-Emergency Ambulatory Sedan/Van Trips	35,473	37,155	37,416	110,044	445,816
• Wheelchair Trips	6,661	7,080	7,319	21,060	82,809
• Stretcher Trips	980	910	916	2,806	11,601
• Individual Transportation Gas Trip	4,573	7,299	8,595	20,467	87,954
• Non-Emergency Ambulance/BLS (Broker Sponsored)	2	5	1	8	17
• Public Transportation Bus Trip	82	111	163	356	1,596
• Extra Passenger - Not Added To Total Trips	3,461	3,456	3,687	10,604	44,550
Actual number of calls	19,420	19,998	16,327	55,745	237,594
• Average phone calls daily	647	645	544	612	651
• Average Answer Speed	00:46	00:41	00:55	00:47	00:42
• Average Talk Time	04:02	04:00	04:09	04:04	04:03
• Average Time On Hold	03:04	03:22	01:18	02:35	02:48
• Average time on hold before abandonment	01:08	01:02	01:23	01:11	02:23
• Average number of calls abandoned daily	46	47	45	46	44
Total number of complaints by type	242	211	200	653	2,924
• Provider No-Show	99	97	91	287	1,440
• Timeliness	83	54	47	184	728
• Internal Complaint	27	29	23	79	349
• Call Center Operator	0	0	0	0	0
• Driver Behavior	25	27	31	83	271
• Provider Service Quality	0	0	3	3	60
• Miscellaneous	0	0	0	0	2
• Rider Injury / Incident	8	4	5	17	74
• Complaints as percentage of total trips	0.51%	0.40%	0.37%	0.42%	0.46%
Total number of denials by type	846	831	908	2,585	10,749
• Non-Urgent / Under Days of Notice	439	414	513	1,366	6,481
• Non-Covered Service	256	276	242	774	2,351
• Ineligible For Transport	14	9	8	31	140
• Unable to Confirm Medical Appointment w/ Provider	15	13	8	36	266
• Does Not Meet Transportation Protocols	29	30	36	95	422
• Alternate Forms Of Transportation Available	0	0	0	0	0
• Not a Medicaid Enrolled Provider	10	12	6	28	163
• Incomplete Information	1	1	0	2	20
• Wrong Level Of Service And Ambulance	1	2	2	5	98
• Beneficiary Has Medicare Part B	81	74	93	248	808
• Denials as percentage of total trips	1.77%	1.58%	1.67%	1.67%	1.71%