



## South Carolina Department of Health and Human Services Transportation Advisory Committee

### Quarterly Meeting Agenda

September 27, 2012 - 10:00 am

1801 Main Street, Columbia SC – 11<sup>th</sup> Floor Conference Room

- I. Welcome and Introductions
- II. Purpose of Transportation Advisory Committee (TAC)
- III. Meeting Minutes Approval – June 28
- IV. Sub-Committee Report On Transportation Provider Survey
- V. Report On Committee Membership Contacts
- VI. Recommendations For Next Procurement
- VII. Program Monitoring Tools / Activities
  - a. Transportation Broker Performance Reports (April – June 2012) – Trips, Denials, and Complaints By Region (SFY 2012, SFY 2011)
  - b. Transportation Provider Performance Reports
  - c. Transportation Broker Accounts Payable Aging Reports
  - d. DHHS Internal Complaint Tracking
  - e. Report Of Injuries / Incidents
  - f. Report Of Meetings
  - g. Program Review and Field Observation Site Visits
- VIII. Advisory Committee – Current Issues/Concerns

Next Meeting – Thursday, December 13, 2012 at 10:00am, 1801 Main Street, Columbia, SC



South Carolina Department of Health and Human Services  
1801 Main Street: 11<sup>th</sup> Floor Conference Room  
Columbia, South Carolina 29201-8206  
**Transportation Advisory Committee**

Meeting Minutes  
September 27, 2012 10:00 a.m.

**Committee Members in Attendance:** Chuck MacNeil, Lynn Stockman, Coretta Bedsole, Lydia Hennick, Dr. Keith Guest, Asha Brown

**Others in Attendance:** Gerry Dickinson, Krista Martin, Eric Dent  
Stephanie A. Smith, Rhonda Goodman, George Parker, Stephen Williamson

**Via Telephone:** Scott Lesiak, Chuck DeZearn, Ann August

**DHHS Staff:** Michael Benecke, Zenovia Vaughn, Ervin Yarrell, Audrey Williams

**I. Welcome and Introductions:**

In the absence of the Chairman Dr. Keith Guest, Coretta Bedsole called the meeting to order.

**II. Purpose of the Transportation Advisory Committee (TAC)**

The purpose of the TAC meetings is to meet quarterly to review performance reports and to make recommendations to resolve issues or complaints.

**III. Meeting Minutes Approval**

The committee approved the minutes for the June 28, 2012 meeting.

**IV. Sub-Committee Report On Transportation Provider Survey**

Michael Benecke stated that the goal of the survey is to determine the financial stability of the transportation provider community.

Lynn Stockman reported that the Sub-Committee has developed a list of questions for the survey that will be sent to Zenovia Vaughn and Michael Benecke Monday, October 1, 2012. SCDHHS will send the questions to the University of South Carolina (USC) who has an agreement/contract with SCDHHS to conduct all surveys. The survey results may be used in the development of the future RFP.

A question was asked about a timeline for the completion of the survey. Ms. Vaughn stated that the last survey USC did for SCDHHS took two months. If that same timeline is used, USC will receive and formulate the questions. Afterwards they will be sent back to SCDHHS and the Sub-Committee for review and approval. Once approved by SCDHHS and the Sub-Committee the questions will be put online by USC. The providers will be allowed thirty days to get their

response to USC. Then, it should be another thirty days for USC to make a determination from the responses.

V. **Report on Committee Membership Contracts**

Mr. Benecke sent an email to everyone who had been identified as being a committee member. Four members required by the legislation to have representation on the committee did not respond:

South Carolina Hospital Association  
Public Service Commission  
South Carolina Healthcare Association  
South Carolina Emergency Medical Association

Mr. Benecke requested a notation in the meeting that Scott Lesiak be recognized as the representative for the South Carolina Emergency Medical Association. SCDHHS is also working with Logisticare to get at least two recipients from the healthcare community to represent the Medicaid members. Chuck MacNeil and Asha Brown are the representatives for the commercial transportation providers. Rhonda Goodman was introduced as a person who will assist the TAC in securing a Medicaid member representative on the committee.

VI. **Recommendation for Next Procurement**

All recommendations from stakeholder groups for the next procurement should be put in writing and submitted to SCDHHS prior to the December 13 meeting. SCDHHS will consider all recommendations with the primary objective of ensuring members get to their appointments safely and on time.

VII. **Program Monitoring Tools/ Activities**

Lydia Hennick explained the activities and reports for all three regions.

**Transportation Broker Performance Reports for April-June 2012**

Ms. Hennick explained the percentage of trip volumes, call volumes, the complaints and denials. She stated that the trip volume was up, the call volume was up due to members calling the broker for return trips, or the Where is My Ride line. Mr. Benecke identified a potential error in the Region 1 performance report. The SFY 2012 total for the A-Leg Pickup may be in error. The 92.35% average on time performance number will be verified and corrected if necessary.

**Transportation Provider Performance Report**

Logisticare began operations in Region II and Region III in February 2012. Ms. Hennick stated that there have been some issues with some of the providers in Region II and Region III not meeting the required standards for transporting members. For those providers Logisticare has scheduled meetings to discuss their performance and for some have instituted a Correction Action Plan (CAP), a signed copy of which is in the provider's file. Ms. Hennick also said that she has seen some improvement in some of the providers' performance since the CAP was instituted.

The **Transportation Broker Accounts Payable Aging Report**, the **DHHS Internal Complaint Tracking Report** and the **Report of Meetings** were included in the TAC meeting report package, however they were not discussed in detail during the meeting.

**Program Review and Field Observation Site Visits**

SCDHHS and Logisticare conducted several unannounced joint site visits. SCDHHS will do be conducting site visits in the coming months.

**VIII. Advisory Committee- Current Issues/ Concerns**

Tri County Link (in the Low-Country) gave notice to Logisticare that they will be ending their contract for NEMT services as of November 2. Tri County Link will continue their public transit program.

Meeting adjourned at 12:00 p.m.

Next meeting is scheduled for December 13, 2012

1801 Main Street, Columbia, South Carolina, at 10:00 am

11<sup>th</sup> Floor Conference Room

South Carolina Department of Health and Human Services

Broker Performance Report - Region 1 - Logisticare



Transportation Metrics	Performance Goal	April 2012 Final	May 2012 Final	June 2012 Final	SFY 2012 Q4 Totals	SFY ** 2012 Totals
<b>Unduplicated Beneficiaries</b>		6,572	6,660	6,556		17,830
<b>Total trips provided by type of transportation</b>		41,620	44,147	39,673	125,440	410,216
• Non-Emergency Ambulatory Sedan/Van Trips		31,088	32,821	28,847	92,756	303,806
• Wheelchair Trips		4,702	5,062	4,846	14,610	46,992
• Stretcher Trips		637	624	588	1,849	6,444
• Individual Transportation Gas Trip		4,859	5,287	5,047	15,193	48,908
• Non-Emergency Ambulance ALS		4	8	2	14	26
• Non-Emergency Ambulance BLS		67	68	33	168	711
• Public Transportation Bus Trip		263	277	310	850	3,329
<b>Total Over Night Trips Arranged</b>		35	26	16	77	207
<b>Total Extra Passengers</b>		7,891	5,906	5,499	19,296	64,461
• Number of Pickups On Time (A Leg)		17,556	20,640	18,759	56,955	178,835
• Number of Deliveries On Time (A Leg)		15,786	18,559	17,016	51,361	154,906
• Number of Trips Within Ride Time (All Trips)		39,440	42,758	38,823	121,021	375,212
• Percent of Pickups On Time (A Leg)	>= 90%	86.70%	94.50%	94.00%	91.73%	92.35%
• Percent of Deliveries On Time (A Leg)	>= 95%	78.00%	85.00%	85.30%	82.77%	79.20%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.80%	99.80%	99.60%	99.73%	99.72%
<b>Actual number of calls *</b>		96,833	98,402	90,496	285,731	594,000
• Average phone calls daily		4,611	4,278	4,309	4,399	2,509
• Average Answer Speed	< 1:00	00:46	00:52	00:53	00:50	00:52
• Average Talk Time		03:21	03:16	03:25	03:21	04:02
• Average Time On Hold	<= 3:00	01:40	01:35	01:40	01:38	01:36
• Average time on hold before abandonment	< 1:30	00:54	00:59	01:02	00:58	01:10
• Average number of calls abandoned daily		163	172	175	170	102
• Percentage of calls abandoned daily	< 5.0%	3.54%	4.02%	4.06%	3.86%	4.05%
<b>Total number of complaints by type</b>		398	298	284	980	4,292
• Provider No-Show		47	54	57	158	890
• Timeliness		130	127	102	359	1,401
• Other Stakeholders		191	75	90	356	1,524
• Call Center Operations		8	17	7	32	148
• Driver Behavior		4	5	11	20	73
• Provider Service Quality		2	6	2	10	29
• Miscellaneous		11	10	9	30	177
• Rider Injury / Incident		5	4	6	15	50
• Provider No-Shows as percentage of total trips	<= 0.25%	0.11%	0.12%	0.14%	0.13%	0.22%
• Complaints as percentage of total trips		0.96%	0.68%	0.72%	0.78%	1.05%
<b>Total number of denials by type</b>		727	723	658	2,108	6,773
• Non-Urgent / Under Days of Notice		82	75	86	243	937
• Non-Covered Service		156	149	96	401	1,333
• Ineligible For Transport		44	64	34	142	391
• Unable to Confirm Medical Appointment w/ Provider		13	16	19	48	159
• Does Not Meet Transportation Protocols		1	0	1	2	9
• Incomplete Information		357	336	324	1,017	3,196
• Needs Emergency Services		3	4	1	8	24
• Beneficiary Has Medicare Part B or Other Coverage		71	79	97	247	724
• Denials as percentage of total trips		1.75%	1.64%	1.66%	1.68%	1.65%

\* Includes calls for Regions 1-3 starting February 13, 2012 due to contract turnover.

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

South Carolina Department of Health and Human Services

Broker Performance Report - Region 2 - Logisticare



Transportation Metrics	Performance Goal	April 2012 Final	May 2012 Final	June 2012 Final	SFY 2012 Q4 Totals	SFY ** 2012 Totals
<b>Unduplicated Beneficiaries</b>		9,537	9,643	9,476		17,942
<b>Total trips provided by type of transportation</b>		57,077	59,849	53,335	170,261	241,701
• Non-Emergency Ambulatory Sedan/Van Trips		45,551	46,744	42,181	134,476	191,600
• Wheelchair Trips		7,043	7,804	7,015	21,862	30,614
• Stretcher Trips		1,022	1,190	1,118	3,330	4,788
• Individual Transportation Gas Trip		3,357	4,033	2,957	10,347	14,370
• Non-Emergency Ambulance ALS		6	5	1	12	28
• Non-Emergency Ambulance BLS		48	39	46	133	200
• Public Transportation Bus Trip		50	34	17	101	101
<b>Total Over Night Trips Arranged</b>		27	37	30	94	106
<b>Total Extra Passengers</b>		10,369	8,015	7,548	25,932	31,575
• Number of Pickups On Time (A Leg)		21,745	27,889	26,573	76,207	106,948
• Number of Deliveries On Time (A Leg)		21,556	24,378	23,301	69,235	95,322
• Number of Trips Within Ride Time (All Trips)		52,439	56,450	56,020	164,909	233,262
• Percent of Pickups On Time (A Leg)	>= 90%	78.10%	92.50%	92.80%	87.80%	82.30%
• Percent of Deliveries On Time (A Leg)	>= 95%	77.40%	80.90%	81.40%	79.90%	74.97%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	97.80%	99.60%	99.60%	99.00%	98.43%
<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>		512	393	324	1,229	2,137
• Provider No-Show		95	76	56	227	514
• Timeliness		278	192	123	593	867
• Other Stakeholders		67	57	94	218	377
• Call Center Operations		13	18	12	43	88
• Driver Behavior		2	5	0	7	8
• Provider Service Quality		6	10	5	21	21
• Miscellaneous		33	23	29	85	217
• Rider Injury / Incident		18	12	5	35	45
• Provider No-Shows as percentage of total trips	<= 0.25%	0.17%	0.13%	0.10%	0.13%	0.21%
• Complaints as percentage of total trips		0.90%	0.66%	0.61%	0.72%	0.88%
<b>Total number of denials by type</b>		1,406	1,289	1,153	3,848	5,649
• Non-Urgent / Under Days of Notice		148	105	112	365	606
• Non-Covered Service		244	293	231	768	1,201
• Ineligible For Transport		81	77	63	221	293
• Unable to Confirm Medical Appointment w/ Provider		48	60	31	139	194
• Does Not Meet Transportation Protocols		4	2	1	7	9
• Incomplete Information		661	543	480	1,684	2,351
• Needs Emergency Services		5	2	0	7	12
• Beneficiary Has Medicare Part B or Other Coverage		215	207	235	657	983
• Denials as percentage of total trips		2.46%	2.15%	2.16%	2.26%	2.34%

\* Call center data for Region 2 is included on the Region 1 report.

\*\* Includes data starting from February 21 due to contract turnover.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 3 - Logisticare



Transportation Metrics	Performance Goal	April 2012 Final	May 2012 Final	June 2012 Final	SFY 2012 Q4 Totals	SFY ** 2012 Totals
<b>Unduplicated Beneficiaries</b>		9,393	9,596	9,476		17,905
<b>Total trips provided by type of transportation</b>		58,288	58,503	55,408	170,199	246,428
• Non-Emergency Ambulatory Sedan/Van Trips		45,045	46,452	43,939	135,436	197,356
• Wheelchair Trips		7,264	7,679	7,292	22,235	31,954
• Stretcher Trips		1,046	1,000	978	3,024	4,366
• Individual Transportation Gas Trip		2,671	3,054	2,882	8,607	11,720
• Non-Emergency Ambulance ALS		14	7	13	34	46
• Non-Emergency Ambulance BLS		51	26	19	96	177
• Public Transportation Bus Trip		197	285	285	767	809
<b>Total Over Night Trips Arranged</b>		20	35	28	81	111
<b>Total Extra Passengers</b>		8,417	6,908	13,047	28,372	32,893
• Number of Pickups On Time (A Leg)		23,217	27,326	26,288	76,831	109,417
• Number of Deliveries On Time (A Leg)		19,378	23,393	22,493	65,264	92,075
• Number of Trips Within Ride Time (All Trips)		54,296	57,258	55,606	167,160	237,806
• Percent of Pickups On Time (A Leg)	>= 90%	84.30%	92.50%	93.00%	89.93%	90.18%
• Percent of Deliveries On Time (A Leg)	>= 95%	70.40%	79.20%	79.60%	76.40%	75.54%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.70%	98.70%	97.40%	98.60%	98.34%
<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>		646	560	352	1,558	2,224
• Provider No-Show		85	55	69	209	406
• Timeliness		158	156	124	438	610
• Other Stakeholders		341	294	103	738	892
• Call Center Operations		7	9	8	24	53
• Driver Behavior		0	5	1	6	6
• Provider Service Quality		2	6	2	10	10
• Miscellaneous		42	29	34	105	199
• Rider Injury / Incident		11	6	11	28	48
• Provider No-Shows as percentage of total trips	<= 0.25%	0.15%	0.09%	0.12%	0.12%	0.16%
• Complaints as percentage of total trips		1.15%	0.96%	0.64%	0.92%	0.90%
<b>Total number of denials by type</b>		1,610	1,495	1,508	4,613	6,529
• Non-Urgent / Under Days of Notice		117	133	116	366	545
• Non-Covered Service		254	235	242	731	1,067
• Ineligible For Transport		65	76	62	203	286
• Unable to Confirm Medical Appointment w/ Provider		43	44	36	123	167
• Does Not Meet Transportation Protocols		14	10	5	29	34
• Incomplete Information		748	595	615	1,958	2,713
• Needs Emergency Services		10	4	3	17	26
• Beneficiary Has Medicare Part B or Other Coverage		359	398	429	1,186	1,691
• Denials as percentage of total trips		2.86%	2.56%	2.72%	2.71%	2.65%

\* Call center data for Region 2 is included on the Region 1 report.

\*\* Includes data starting from February 21 due to contract turnover.