South Carolina Department of Health and Human Services Transportation Advisory Committee

Quarterly Meeting Agenda
June 25, 2015 – 10:00 a.m.
1801 Main Street, Columbia, SC – 11th Floor Large Conference Room
Conference Call Number: (803) 726-9796
Access Code: 823147

I. Welcome and Introductions – Happy Birthday to Lydia Hennick!

II. Purpose of Transportation Advisory Committee (TAC)

III. Meeting Minutes Approval – March 12, 2015

IV. Pilot Program Updates
   a. Non-Valid Complaints – Scott Lesiak and Doug Wright

V. Stakeholder Input – Procurement Update

VI. Reporting Requirement for TAC Meetings – Stephen Boucher

VII. Program Monitoring/Tools
   a. Transportation Broker Performance Reports (January – March 2015)
   b. Transportation Provider Performance Reports and Summary
   c. Transportation Broker Accounts Payable Aging Report
   d. Transportation Provider Retention
   e. Report of Injuries/Incidents
   f. Report of Meetings
   g. Program Review and Field Observation Site Visits

VIII. Advisory Committee – Current Issues and Concerns
   a. SCDHHS Internal Grievance Protocol

Next Meeting – September 24, 2015
Committee Members in Attendance: Coretta Bedsole, Lydia Hennick, Douglas Wright, Lynn Stockman, Dr. Keith Guest, and Gloria Provost.

Committee Members via Telephone: David Elliot, Rhonda Goodman, Trop Sapp, Ken Welch and Krista Martin

Guests in Attendance: None

SCDHHS staff: Stephen Boucher, Maudra Brown, and Courtney Sanders.

I. Welcome and Introductions: Coretta Bedsole, Chairwoman of the TAC 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 meeting minutes for December 11, 2014.

IV. Transportation Advisory Committee Website – Update: Courtney Sanders debuted the website; some discussion was conducted regarding listing the TAC email address (tac@scdhhs.gov), verbiage regarding creation, and updating list of Members.

V. Electronic Claim Submissions – Sub-Committee Update: Doug Wright with Senior Solutions was the first provider to test the pilot program. Senior Solutions, Route Match, and LogistiCare of Atlanta worked very diligently to work out all ‘kinks’ related to the 837 file format of submissions. Daily emails are still being exchanged to ensure proper operation. The micromanaging of the program from LogistiCare will end in a couple of weeks and will functions as a stand only program. Mr. Wright stated LogistiCare handled the technology well, and the pilot program rollout will be updated in the future. LogistiCare Provider Newsletter will update all Providers on rollout to other Providers.

VI. Non-Valid Complaints – Sub-Committee Update: Doug Wright with Senior Solutions and Lydia Hennick with LogistiCare agreed February would be the first month of the pilot. Policy and Procedures regarding non-valid complaints will be sent to the State for review.
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VII. Stakeholder Input – Procurement Update: Stephen Boucher spoke about the new RFP; The Department is currently observing the quiet period of the Procurement Process, and Meetings are being scheduled internally to discuss the RFP, answer all questions submitted, and publish an updated timeline for the RFP. TAC members requested a conference call prior to the next scheduled TAC Meeting to discuss any progress of the RFP. Mr. Boucher stated we would have to respond at a later date and time to the request.

VIII. Program Monitoring Tools / Activities:

a. Transportation Broker Performance Reports (October – December 2014) – Trips, Denials, and Complaints by Region (SFY 2015, SFY 2014): Call Answered Speed, Call Abandonment, and Hold Times are becoming an increasing concern for the TAC. LogistiCare is currently expanding their operations in Greenville to hire, train, and house new Customer Service Representatives. Additionally, online booking is being offered with the assistance of veteran Customer Service Representatives when volume is low. The recording when members or providers are on hold reminds them of the online booking functionality. Answer Speed, Call Abandonment, and Hold Times are due to an increase in eligible Medicaid population and unduplicated beneficiaries; LogistiCare is working very closely with the State to correct these issues.

Same Day and Urgent hospital discharges were discussed regarding the three hour window allotted for pickup. Some providers are considered late, if they arrive too early. LogistiCare stated Providers will not be considered late if they arrive early.

b. Transportation Provider Performance Reports: No comments or discussion.

c. Transportation Broker Accounts Payable Aging Report: No comments or discussion.

d. DHHS Internal Complaint Tracking: No comments or discussion.

e. Report of Injuries / Incidents: Summary of Reported Injury and Incidents dating back to April of 2014 will be reported to the TAC Members when the Department finalized its new Policy and Procedure.

f. Report of Meetings: No comments or discussion.

g. Program review and Field Observation Site Visits: No comments or discussion.

IX. Reporting Requirements for TAC Meetings: The TAC Members were polled to determine what they wanted most from the TAC reporting, please see the list below:
TAC Quarterly Meeting  
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1. Quality of Transportation for Member  
2. Complaints  
   a. Valid  
3. Summary of Injuries – Provider Responsibility  
4. Fraud and Abuse Reporting  
5. Safety and Delivery  
   a. Report Provider complaint numbers to ensure a trend isn’t occurring

Mr. Boucher addressed the TAC Members and informed them the reporting will be changed to better reflect the needs and outcomes of the TAC and will be presented during the next TAC Meeting on June 25, 2015. Ms. Bedsole and Courtney Sanders will schedule a meeting to discuss the new reporting requirements and recommendations for TAC.

XI  Advisory Committee – Current Issues/Concerns: As discussed in the December 11, 2014 TAC Meeting, the creation of an email address where TAC Members would have priority and access to Stephen Boucher, Martha Mitchell, Ervin Yarrell, Maudra Brown, and Courtney Sanders was created and operational by March 12, 2015. The purpose of the email address tac@scdhhs.gov is to negate lack of communication and ensure availability of SCDHHS Staff to TAC Members. TAC Members requested that Deirdra Singleton, Deputy Director of Health Programs at the South Carolina Department of Health and Human Services be advised of all Transportation and TAC concerns, disparities, and advancements to ensure Stakeholders satisfaction.

Due to the new RFP being indefinitely extended the current Contract will continue and extensions be requested.

Ms. Coretta Bedsole discussed the membership requirement as mandated by the Legislation; please see below for the statute regarding TAC:

"The Department of Health and Human Services shall establish a Medicaid Transportation Advisory Committee composed of Medicaid service providers, local transportation providers, and Medicaid recipients, who require transportation services. At a minimum this advisory committee shall include 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. The advisory committee shall meet at least quarterly to review issues and complaints concerning the Medicaid Transportation Brokerage System and shall make recommendations for the resolution of these issues and complaints. The advisory committee shall issue a report quarterly to the Governor, Senate, and House of Representatives. The Department of Health and Human Services shall provide the staff for the advisory committee. The advisory committee is abolished when the contract for the operation of the Medicaid Transportation Brokerage System expires or is terminated."

Based upon the understanding of the Statue, TAC ensured all required Organizations were represented on the Committee. The South Carolina Adult Day Coalition was added shortly after the formation of TAC and Doug Wright with Senior Solutions was appointed by Former Director Keck. TAC members discussed the ability to add non-legislatively mandated Groups and Coalitions; Corretta motioned for the ability to add members and the several TAC members
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seconded, and it was so ordered. Please see below for the list of current TAC Members and the Organization, Group, Association, or Coalition represented:

South Carolina Emergency Medical Services Association – Scott Lesiak
South Carolina Hospital Association – Vacant
South Carolina Health Care Association – Heath Hill
South Carolina Nursing Home Association – Scott Jones
South Carolina Medical Association – Dr. Keith Guest
Rural Transportation Association – Lynn Stockman
Office on Aging in the Lieutenant Governor’s Office – Marie Waller
Department of Health and Environmental Control – David Elliott
Public Service Commission - Afton Ellison, Jocelyn Boyd and Dr. James Spearman
Two Medicaid recipients or two family members of Medicaid recipients (or consumer representatives) – Gloria Prevost and Coretta Bedsole
SC Adult Day Coalition – Rhonda Goodman
Member of the brokering company operating the Medicaid transportation system – Lydia Hennick
Transportation Providers - Troy Sapp
South Carolina Non-Emergency Medical Coalition – Ken Welch
South Carolina Association Council on Aging Directors - Doug Wright
The meeting adjourned at 12:00

Quarter Two: June 25, 2015
Quarter Three: September 24, 2015
Quarter Four: December 10, 2015

All meetings will be conducted at the South Carolina Department of Health and Human Services from 10:00 a.m. to 12:00 p.m.
### Transportation Metrics

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<tbody>
<tr>
<td>Unduplicated Beneficiaries</td>
<td>27,478</td>
<td>29,382</td>
<td>27,516</td>
<td>27,029</td>
<td>27,833</td>
<td>27,187</td>
<td>77,934</td>
<td>78,488</td>
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</table>

Total trips provided by type of transportation:
- 187,619
  - Non-Emergency Ambulance, Sedan/Van Trips: 116,545
  - Adult SEN Trips: 15,755
  - Senior Trips: 2,512
  - Individual Transportation: 17,255
  - Non-Emergency Ambulance ALS: 86
  - Non-Emergency Ambulance BLS: 71
  - Public Transportation Bus Trips: 676

Total Over Night Trips Arranged: 118
Total Extra Passengers: 19,886

- Provider No-shows as Percentage of Total Trips: 0.19%
- Number of Trips Per No-Show (A Leg): 77,122
- Number of Deliveries On Time (A Leg): 71,610
- Number of Trips Within Time (B Leg): 67,281
- Number of Trips Within Time (All Trips): 157,200
- Percent of Trips On Time (A Leg): 94.98%
- Percent of Deliveries On Time (A Leg): 92.91%
- Percent of Trips On Time (B Leg): 95.15%
- Percent of Deliveries On Time (All Trips): 99.97%
- Percent of Trips Within Time (All Trips): 99.97%

Actual number of calls:
- Phone calls daily: 112,352
- Phone calls by day: 5,395
- Average phone call speed: 6.52
- Average call center time: 0.09
- Average call handling time: 0.03
- Average number of calls answered: 1,808
- Percentage of calls abandoned: 5.90%

Total number of complaints by type:
- Provider No-Show: 28
- Timeliness: 1,695
- Other Stakeholders: 1,185
- Call Center Operations: 7,29
- Driver Behavior: 9
- Provider Service Quality: 6
- Miscellaneous: 66
- Rider Injury/Incident: 24
- Total Complaints as percentage of total trips: 2.00%

Total number of complaints by type - Invalid & Other:
- Provider No-Show: 37
- Timeliness: 62
- Other Stakeholders: 13
- Call Center Operations: 14
- Driver Behavior: 7
- Provider Service Quality: 4
- Miscellaneous: 22
- Total Complaints as percentage of total trips: 2.00%

Total number of days by type:
- Non-Urgent (Under Days of Notice): 4,492
- Non-Covered Service: 1,607
- Ineligible For Transportation: 252
- Ineligible For Referral: 232
- Does Not Meet Transportation Protocol: 30
- Incomplete Information: 1,789
- Needs Emergency Services: 4
- Denials as percentage of total trips: 2.95%

Note: Metrics are preliminary until claims resolution process is complete.

* Indicates that Fiscal Year Totals are incomplete to calculate for a percentage or time measure.

n/a Indicates that complaints were not calculated separately as Valid and Invalid for FY 2014.
# Explanation of Complaint & Denial Categories

## COMPLAINTS:

Provider No Show

Timeliness
- Transportation Provider Early
- Transportation Provider Late

Other Stakeholders
- Facility Issues
- Rider Issues
- Rider No Show
- Suspected Rider Fraud & Abuse

Call Center Operations
- LogistiCare Issues
- LogistiCare Employee Issues

Driver Behavior
- Subcontractor Courtesy
- Transportation Provider Employee

Provider Service Quality
- Subcontractor Safety
- Suspected TP Fraud & Abuse
- Vehicle Issue

Miscellaneous
- Re-Route
- Transportation Provider

Rider Injury/Incident
- Injuries
- Incident Rider

## DENIALS:

Non-Urgent/Under Days of Notice
- Lacks 2-Day Notice
- Lacks 3-Day Notice

Non Covered Service
- Not Covered
- Breast Reconstruction
- Dental Care 21 and Over
- Free Services
- Gastric Bypass Pre-Auth
- Orthotic Device Pre Auth
- Hospital to Hospital (Unless a higher level of hospital service)

Ineligible for Service
- Not Eligible
- Crisis or Disaster
- Recipient Not In Service Area
- No Primary Care Physician Referral

Unable to Verify Medical Appointment

Does Not Meet Transportation Protocol
- Minor without Escort
- Refused Public Transit
- Uncooperative Behavior, e.g., Abusive, Violent, Safety Risk

Incomplete Information

Needs Emergency Services
- Needs 9-1-1

Beneficiary Has Medicare Part B
<table>
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<tr>
<th>Provider Type</th>
<th>Number of Trips</th>
<th>Provider Reroute Percentage</th>
<th>Complaint Free Percentage</th>
<th>On Time Performance (A Leg P/U)</th>
<th>On Time Performance (A Leg D/O)</th>
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<td><strong>January 2015</strong></td>
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<td>&gt;=90%</td>
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<td>&gt;=99.81%</td>
<td>&gt;=90%</td>
<td>&gt;=95%</td>
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<tr>
<td>Ambulance</td>
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<td><strong>March 2015</strong></td>
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<td>Ambulance</td>
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<td><strong>3rd Quarter SFY 2015</strong></td>
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<td>81.01%</td>
<td>76.54%</td>
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</tbody>
</table>
**Prompt Payment Aging Report By Invoice Received Date**

01/01/2015 to 03/31/2015

Some Broker Clients, Some Transportation Providers

*May include invoices with future check dates*

## Broker Client: SC DHHS

### Provider Payments

**Days To Pay**

<table>
<thead>
<tr>
<th>Days From Invoice Submission To AP</th>
<th>Average Days</th>
<th>Number Of Trips Billed</th>
<th>Percent</th>
<th>Trips Denied</th>
<th>Denied As Percent Of Billed</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-30 Days</td>
<td>19</td>
<td>448,854</td>
<td>99.98%</td>
<td>3,972</td>
<td>0.88%</td>
</tr>
<tr>
<td>31-60 Days</td>
<td>39</td>
<td>105</td>
<td>0.02%</td>
<td>0</td>
<td>0.00%</td>
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<tr>
<td>61-90 Days</td>
<td>0</td>
<td>0</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>&gt; 90 Days</td>
<td>109</td>
<td>4</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
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<tr>
<td></td>
<td>19</td>
<td>448,963</td>
<td>100.00%</td>
<td>3,972</td>
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### Provider Billing

**Days To Invoice**

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<tr>
<th>Days From Date Of Service To Invoice Submission</th>
<th>Average Days</th>
<th>Number Of Trips Billed</th>
<th>Percent</th>
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<td>31-60 Days</td>
<td>41</td>
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<td>61-90 Days</td>
<td>73</td>
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<tr>
<td>91-120 Days</td>
<td>103</td>
<td>2,763</td>
<td>0.62%</td>
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<tr>
<td>121-150 Days</td>
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<td>991</td>
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<td>&gt; 150 Days</td>
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<tr>
<td></td>
<td>16</td>
<td>448,963</td>
<td>100.00%</td>
</tr>
</tbody>
</table>
# Prompt Payment Aging Report By Invoice Received Date

01/01/2015 to 03/31/2015

Some Broker Clients, Some Transportation Providers

* May include invoices with future check dates *

## Report Totals

### Provider Payments

#### Days To Pay

<table>
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<tr>
<th>Days From Invoice Submission To AP</th>
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<td>0.02%</td>
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<tr>
<td>&gt; 90 Days</td>
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<td>Total</td>
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<td>448,963</td>
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<td>3,972</td>
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### Provider Billing

#### Days To Invoice

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<tr>
<th>Days From Date Of Service To Invoice Submission</th>
<th>Average Days</th>
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<th>Percent</th>
<th>Number Of Transportation Providers</th>
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<td>0-30 Days</td>
<td>11</td>
<td>401,050</td>
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</tr>
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</tr>
<tr>
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<td>991</td>
<td>0.22%</td>
<td>14</td>
</tr>
<tr>
<td>&gt; 150 Days</td>
<td>218</td>
<td>1,804</td>
<td>0.40%</td>
<td>15</td>
</tr>
<tr>
<td>Total</td>
<td>16</td>
<td>448,963</td>
<td>100.00%</td>
<td></td>
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</tbody>
</table>
LogistiCare Provider Retention

<table>
<thead>
<tr>
<th>Month</th>
<th>Total Active Provider Sites at Beginning of Month (a)</th>
<th># of New Sites Added (b)</th>
<th># of Terminated Sites</th>
<th># of Active Provider Sites at End of Month (e)</th>
<th>% Provider Sites Terminated ((c+d)/a)</th>
<th>% Provider Sites Added (b/a)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quarter 3, 2015</td>
<td>154</td>
<td>12</td>
<td>5</td>
<td>160</td>
<td>3.90%</td>
<td>7.79%</td>
</tr>
<tr>
<td>Quarter 4, 2015</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>TOTAL</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
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</tbody>
</table>

* Number of active sites at the end of a given quarter is the total active sites for the beginning of the next quarter.
### NEMT Incidents and Injuries by Provider Contribution

<table>
<thead>
<tr>
<th>Injury Occurred</th>
<th>Frequency</th>
<th>Provider Contributed Yes</th>
<th>Provider Contributed No</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>25</td>
<td>19</td>
<td>44</td>
</tr>
<tr>
<td>Overall Percent</td>
<td></td>
<td>28.09</td>
<td>21.35</td>
<td>49.44</td>
</tr>
<tr>
<td>Row Percent</td>
<td></td>
<td>56.82</td>
<td>43.18</td>
<td>100.00</td>
</tr>
<tr>
<td>Column Percent</td>
<td></td>
<td>50.00</td>
<td>48.72</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Incident only/No Injury</th>
<th>Frequency</th>
<th>Provider Contributed Yes</th>
<th>Provider Contributed No</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>25</td>
<td>20</td>
<td>45</td>
</tr>
<tr>
<td>Overall Percent</td>
<td></td>
<td>28.09</td>
<td>22.47</td>
<td>50.56</td>
</tr>
<tr>
<td>Row Percent</td>
<td></td>
<td>55.56</td>
<td>44.44</td>
<td>100.00</td>
</tr>
<tr>
<td>Column Percent</td>
<td></td>
<td>50.00</td>
<td>51.28</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total</th>
<th>Frequency</th>
<th>Provider Contributed Yes</th>
<th>Provider Contributed No</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>50</td>
<td>39</td>
<td>89</td>
</tr>
<tr>
<td>Overall Percent</td>
<td></td>
<td>56.18</td>
<td>43.82</td>
<td>100.00</td>
</tr>
<tr>
<td>Row Percent</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>Column Percent</td>
<td></td>
<td>100.00</td>
<td>100.00</td>
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</tr>
</tbody>
</table>

### Injury Severity

<table>
<thead>
<tr>
<th>Provider Contributed</th>
<th>Provider Contributed</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Injury - 1 (most severe)</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Injury - 2</td>
<td>9</td>
<td>7</td>
</tr>
<tr>
<td>Injury - 3 (least severe)</td>
<td>16</td>
<td>12</td>
</tr>
<tr>
<td>25</td>
<td>19</td>
<td>44</td>
</tr>
</tbody>
</table>

### Injury Severity Criteria:
1 – Severe: Traumatic injury or loss of life
2 – Moderately Severe: Hospital visit without stay; Ambulance called to scene; Went to ER within 72 hours
3 – Not Severe: Bumps or bruises; First Aid; Member notified Broker within 72 hours of injury

### Incident Criteria:
- Accident without bodily injury; or
- Law enforcement involvement; or
- Non-severe injury reported to broker past 72 hours.

### Note:
In Quarter Three of 2015 the Broker and DHHS three member panel determined 9 incidents to have insufficient information or lack of communication from the member, member’s family, or authorized representative. The aforementioned incidents are not included in the total count for the specific Quarter.
Report of Meetings
As of June 2015
Transportation Broker Contract

Agency / Broker
January 22, 2014  Agency meeting with LogistiCare
February 19, 2014  Agency meeting with LogistiCare
March 19, 2014    Agency meeting with LogistiCare
April 16, 2014    Agency meeting with LogistiCare
May 21, 2014      Agency meeting with LogistiCare
June 18, 2014     Agency meeting with LogistiCare
July 16, 2014     Agency meeting with LogistiCare
August 20, 2014   Agency meeting with LogistiCare
September 21, 2014 Agency meeting with LogistiCare
October 15, 2014  Agency meeting with LogistiCare
November 19, 2014 Agency meeting with LogistiCare
December 17, 2014 Agency meeting with LogistiCare
January 21, 2015  Agency meeting with LogistiCare
February 18, 2015 Agency meeting with LogistiCare
March 18, 2015    Agency meeting with LogistiCare
April 15, 2015    Agency meeting with LogistiCare
May 20, 2015      Agency meeting with LogistiCare
June 17, 2015     Agency meeting with LogistiCare

Agency / Broker Regional Advisory Meetings
August 12, 2014  Region 1 Quarterly Meeting - Greenville
August 13, 2014  Region 2 Quarterly Meeting - Columbia
August 28, 2014  Region 3 Quarterly Meeting - Florence
August 29, 2014  Region 3 Quarterly Meeting - North Charleston
December 9, 2014 Region 1 Quarterly Meeting - Greenville
December 3, 2014 Region 2 Quarterly Meeting - Columbia
December 4, 2014 Region 3 Quarterly Meeting - Florence
December 5, 2014 Region 3 Quarterly Meeting - North Charleston
February 24, 2015 Region 3 North Quarterly Meeting – Myrtle Beach
February 25, 2015 Region 3 South Quarterly Meeting – North Charleston
February 26, 2015 Region 2 Quarterly Meeting – Columbia
March 6, 2015    Region 1 Quarterly Meeting - Greenville
June 04, 2015    Region 1 Quarterly Meeting – Greenville
June 09, 2015    Region 3 Quarterly Meeting – North Charleston
June 10, 2015    Region 3 Quarterly Meeting – Myrtle Beach
June 11, 2015    Region 2 Quarterly Meeting – Columbia

Transportation Advisory Committee Meetings
March 27, 2014  Quarterly TAC Meeting
June 26, 2014   Quarterly TAC Meeting
<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 25, 2014</td>
<td>Quarterly TAC Meeting</td>
</tr>
<tr>
<td>December 11, 2014</td>
<td>Quarterly TAC Meeting</td>
</tr>
<tr>
<td>March 12, 2015</td>
<td>Quarterly TAC Meeting</td>
</tr>
<tr>
<td>June 25, 2015</td>
<td>Quarterly TAC Meeting – Scheduled</td>
</tr>
<tr>
<td>September 24, 2015</td>
<td>Quarterly TAC Meeting – Scheduled</td>
</tr>
<tr>
<td>December 10, 2015</td>
<td>Quarterly TAC Meeting – Scheduled</td>
</tr>
</tbody>
</table>

**LogistiCare / Healthcare Community Individual Meetings**

- **March 4, 2015**  Dorchester Community Mental Health Center- Summerville
- **March 4, 2015**  Dorchester Counseling Services- Summerville
- **March 4, 2015**  Dorchester County Mental Health - Palmetto Place- Summerville
- **March 4, 2015**  Focus Day Treatment - Summerville
- **March 4, 2015**  Star LLC Ste B- Summerville
- **March 4, 2015**  Dorchester County Drug & Alcohol Program- Summerville
- **March 4, 2015**  Ocean Sun Counseling- Charleston
- **March 4, 2015**  Phoenix Counseling Center- Charleston
- **March 4, 2015**  St Andrews Psychiatric Service- Charleston
- **March 4, 2015**  Charleston Center- Charleston
- **March 5, 2015**  Piedmont Mental Health - Simpsonville
- **March 5, 2015**  DSI- Powderhorn- Simpsonville
- **March 5, 2015**  Visions of Greatness- Greenville
- **March 5, 2015**  Center of Developmental Services- Greenville
- **March 5, 2015**  Davita- Fountain Inn- Fountain Inn
- **March 10, 2015**  Three Rivers- Columbia
- **March 10, 2015**  FMC- Meadowlake Dialysis- Columbia
- **March 10, 2015**  FMC- South Columbia- Columbia
- **March 10, 2015**  FMC- Columbia- Columbia
- **March 10, 2015**  FMC- North Star- Columbia
- **March 10, 2015**  Hopebridge- Hollies- Columbia
- **March 10, 2015**  Richland Hospital- Columbia
- **March 12, 2015**  Chappell Adult Day Care- Winnsboro
- **March 12, 2015**  Precious Adult Care- Winnsboro
- **March 12, 2015**  Winnsboro Active Day Center - Winnsboro
- **March 12, 2015**  Davita - Winnsboro Dialysis - Winnsboro
- **March 13, 2015**  FMC- Lexington Dialysis- Lexington, SC
- **March 14, 2015**  Adult Day Care Association- Columbia, SC
- **March 16, 2015**  Davita- Pamplico- Florence, SC
- **March 16, 2015**  FMC - Church Street Dialysis- Florence, SC
- **March 16, 2015**  FMC - Freedom Dialysis Center- Florence, SC
- **March 16, 2015**  Lake City Adult Day Care- Lake City, SC
- **March 16, 2015**  Lake City Community Day Services Inc- Lake City, SC
- **March 16, 2015**  Melva's Adult And Children's Day Care- Lake City, SC
- **March 16, 2015**  FMC - Pee Dee Dialysis Center- Lake City, SC
- **March 16, 2015**  Access Community Center- Lake City, SC
- **March 16, 2015**  Pee Dee Mental Health- Lake City, SC
- **March 16, 2015**  New Dimensions (Club House) - Lake City, SC
March 18, 2015  Kershaw County Adult Day Center- Camden, SC
March 18, 2015  FMC - Camden Dialysis- Camden, SC
March 18, 2015  Kershaw County Mental Health- Camden, SC
March 18, 2015  Kershaw County Psychiatry - Camden, SC
March 18, 2015  Alpha Center- Camden, SC
March 20, 2015  Access Community Center- Lexington, SC
March 26, 2015  Active Day In-service- Columbia, SC
April 1, 2015  Lexington County Community MH- Lexington, SC
April 1, 2015  FMC- Lexington Dialysis-Lexington, SC
April 1, 2015  FMC- West Columbia- West Columbia, SC
April 2, 2015  Midway Residential Care Facility- Moore, SC
April 3, 2015  Caring Hands- Columbia
April 3, 2015  Columbia Area Mental Health Ste B- Columbia
April 3, 2015  Columbia Counseling Center- Columbia
April 3, 2015  Columbia area Mental Health- Columbia
April 3, 2015  Comprehensive Behavioral Care Ste B- Columbia
April 3, 2015  Connecting Dots Ste 320- Columbia
April 3, 2015  Connections- Columbia
April 3, 2015  Friendship Center-Rosewood Dr- Columbia
April 3, 2015  Medogun Psychiatric Associates SteB- Columbia
April 3, 2015  Crossroads Treatment Center of Columbia
April 3, 2015  Sunshine Camp
April 3, 2015  LRC - Substance Abuse & Behavioral Program
April 3, 2015  LRC Counseling Ste 107
April 3, 2015  New Beginnings Recovery
April 8, 2015  Davita- Gaston- Gaston, SC
April 8, 2015  Bridges Clubhouse- Cayce, SC
April 8, 2015  Helping Hands Adult Day Care- Cayce, SC
April 23, 2015  Columbia Area Mental Health- Columbia, SC
April 23, 2015  LRADAC- Columbia, SC
April 29, 2015  Active Day of Liberty- Liberty, SC
April 30, 2015  ARA- Northeast Columbia Kidney- Columbia, SC
April 30, 2015  ARA- Central Columbia Kidney- Columbia, SC
April 30, 2015  ARA- North Main Kidney Center- Columbia, SC
April 30, 2015  Dents Adult Day Care- Columbia, SC
April 30, 2015  Independence House- Columbia, SC
May 5, 2015  New Hope Adult Day Care- Anderson, SC
May 5, 2015  FMC- Anderson- Anderson, SC
May 5, 2015  Horizon Adult Day Care Unit 17- Anderson, SC
May 5, 2015  Anderson Behavioral Health Services- Anderson, SC
May 5, 2015  Market Place Cinema ADC- Anderson, SC
May 6, 2015  Circle Park- Florence, SC
May 6, 2015  Counseling Center of Florence- Florence SC
May 6, 2015  Florence Counseling Center- Florence, SC
May 6, 2015  New Horizons- Florence, SC
May 6, 2015  Psychological Associates- Florence, SC
<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 12, 2015</td>
<td>FMC- Irmo- Irmo, SC</td>
</tr>
<tr>
<td>May 12, 2015</td>
<td>FMC- Batesburg Leesville- Leesville, SC</td>
</tr>
<tr>
<td>May 14, 2015</td>
<td>FMC- Summerville- Summerville, SC</td>
</tr>
<tr>
<td>May 14, 2015</td>
<td>FMC- N Charleston- North Charleston, SC</td>
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<tr>
<td>May 14, 2015</td>
<td>DCI- Magnolia- Charleston, SC</td>
</tr>
<tr>
<td>May 15, 2015</td>
<td>FMC- Aiken- Aiken, SC</td>
</tr>
<tr>
<td>May 15, 2015</td>
<td>FMC- Irmo- Irmo, SC</td>
</tr>
<tr>
<td>May 19, 2015</td>
<td>Davita- Myrtle Beach- Myrtle Beach</td>
</tr>
<tr>
<td>May 19, 2015</td>
<td>Active Day Grand Strand- Myrtle Beach, SC</td>
</tr>
<tr>
<td>May 19, 2015</td>
<td>FMC- Myrtle Beach- Myrtle Beach, SC</td>
</tr>
<tr>
<td>May 21, 2015</td>
<td>FMC- Georgetown- Georgetown</td>
</tr>
<tr>
<td>May 21, 2015</td>
<td>FMC- Murrells Inlet- Murrells Inlet</td>
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<tr>
<td>May 21, 2015</td>
<td>Georgetown Active Day- Georgetown, SC</td>
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<tr>
<td>May 21, 2015</td>
<td>Oasis Adult Day Care Center- Georgetown, SC</td>
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<td>May 22, 2015</td>
<td>FMC- Andrews, Andrews</td>
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<td>May 22, 2015</td>
<td>Ruth Louis Adult Day Care- Andrews, SC</td>
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<td>May 22, 2015</td>
<td>FMC- Winyah- Georgetown, SC</td>
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<td>May 22, 2015</td>
<td>Waccamaw Center Mental Health- Chappie</td>
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<td>May 27, 2015</td>
<td>DCI- Gaffney- Gaffney, SC</td>
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<td>May 27, 2015</td>
<td>Cherokee Mental Health- Gaffney, SC</td>
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<td>May 27, 2015</td>
<td>Gaffney Mental Health- Gaffney, SC</td>
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<td>May 27, 2015</td>
<td>Cherokee County A &amp; D Abuse-Gaffney, SC</td>
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<td>May 28, 2015</td>
<td>FMC- Rock Hill- Rock Hill, SC</td>
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<td>May 29, 2015</td>
<td>Active Day of Greenwood- Greenwood, SC</td>
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<tr>
<td>May 29, 2015</td>
<td>Davita- Greenwood- Greenwood, SC</td>
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<td>May 29, 2015</td>
<td>Greenwood Mental Health-Greenwood, SC</td>
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<td>Beckman Mental Health- Greenwood Clinic Ste200- Greenwood, SC</td>
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<td>May 29, 2015</td>
<td>South Regional Health Ste 220- Greenwood, SC</td>
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<td>May 29, 2015</td>
<td>Western Carolina Psychiatric Associates- Greenwood, SC</td>
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<td>May 29, 2015</td>
<td>Cornerstone Drug And Alcohol Abuse- Greenwood, SC</td>
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<td>May 29, 2015</td>
<td>Sexual Trauma and Counseling Center- Greenwood, SC</td>
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<td>June 2, 2015</td>
<td>Chappell Adult Day- Winsboro, SC</td>
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<tr>
<td>June 2, 2015</td>
<td>Precious Adult Care- Winsboro, SC</td>
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<tr>
<td>June 2, 2015</td>
<td>Winsboro Active Day Center- Winsboro, SC</td>
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<tr>
<td>June 2, 2015</td>
<td>Davita- Winsboro- Winsboro, SC</td>
</tr>
<tr>
<td>June 2, 2015</td>
<td>FMC- Fairfield County Dialysis- Ste A- Winsboro, SC</td>
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<tr>
<td>June 2, 2015</td>
<td>Fairfield Behavioral Health Services- Winsboro, SC</td>
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<tr>
<td>June 2, 2015</td>
<td>Fairfield County Mental Health-Winsboro, SC</td>
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<tr>
<td>June 5, 2015</td>
<td>Helping Hands Adult Day Care- Cayce, SC</td>
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**Agency / Other Stakeholder Meetings**

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
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<tbody>
<tr>
<td>March 4, 2014</td>
<td>TASC Conference – Myrtle Beach</td>
</tr>
<tr>
<td>May 1, 2014</td>
<td>Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, LogistiCare - Columbia</td>
</tr>
<tr>
<td>June 4, 2014</td>
<td>Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, LogistiCare - Columbia</td>
</tr>
</tbody>
</table>
July 16, 2014  Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, LogistiCare - Columbia
August 13, 2014  Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, LogistiCare – Columbia
August 21, 2014  Piedmont Health Foundation – Greenville
September 23, 2014  Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, LogistiCare, OAG – Columbia
October 15, 2014  Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, LogistiCare, OAG – Columbia
November 4, 2014  Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, DSS, SCDDSN - Columbia
December 09, 2014  Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, DSS, SCDDSN – Columbia
December 17, 2014  Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, LogistiCare, OAG – Columbia-
March 10, 2015  Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, DSS, SCDDSN – Columbia
June 17, 2015  Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, DSS, SCDDSN – Columbia

Agency / LogistiCare / Other Stakeholder Meetings
February 1, 2014  TAC Transportation Provider Sub Committee - Columbia

Program Review Site Visits
February 7, 2014  SCDHHS and LogistiCare Unannounced - Charleston
March 24, 2014  SCDHHS and LogistiCare Unannounced - Seneca
April 22, 2014  SCDHHS and LogistiCare Unannounced - Florence
April 23, 2014  SCDHHS and LogistiCare Unannounced – Sumter
June 12, 2014  SCDHHS and LogistiCare Unannounced-Greenville
August 7, 2014  SCDHHS and LogistiCare Unannounced-Williamsburg/Kingstree
August 19, 2014  SCDHHS and LogistiCare Unannounced-Columbia
September 9, 2014  SCDHHS and LogistiCare Unannounced-Anderson
October 17, 2014  SCDHHS and LogistiCare Unannounced-Myrtle Beach
November 12, 2014  SCDHHS and LogistiCare Unannounced-Orangeburg
November 21, 2014  SCDHHS and LogistiCare Unannounced-Cherokee
January 28, 2015  SCDHHS and LogistiCare Unannounced-Easley, Pickens
February 23, 2015  SCDHHS, LogistiCare and DHEC Unannounced-Maryville Beach
March 27, 2015  SCDHHS and LogistiCare Unannounced-Newberry
April 14, 2015  SCDHHS LogistiCare and DHEC Unannounced-Greenville
May 7, 2015  SCDHHS and LogistiCare Unannounced-Florence
May 13, 2015  SCDHHS and LogistiCare Unannounced-Sumter