

South Carolina Department of Health and Human Services Transportation Advisory Committee

Quarterly Meeting Minutes

September 24, 2009 - 10:00 am

Committee Members in Attendance:

Scott Lesiak, Kim Matreci, Lynn Stockman, Jonathon Teeter, Keith Guest, Angel Hechanova, Chuck DeZearn, Michelle Santilli (via phone)

DHHS Staff Facilitating the Transportation Advisory Committee:

Beverly Hamilton, Sheila Platts, Mike Benecke, Deirdra Singleton, Nikole Boland, David Giesen

Public Attendees:

Janice Barody, Candace Knight, Paula Pratt, Neal Glomb, Carla Wessells, Jason Smart, Nick Licary, Mike Pace, Steve Gary

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. Program Review Process

a. Transportation Broker Report Cards (Apr – Jun 09)

(See handout)

MTM, Kim Matreci – MTM doesn't have anything that stands out.

LogistiCare, Chuck DeZearn – In the past, when a caller initiated a request for a trip without having all pertinent information required, the person was asked to call back and the trip was not entered into the system. The process has now been updated to allow the trip request to be entered and denied until the additional information can be made available. This will cause an increase in reported number of denials for incomplete information on the monthly report, but will also serve as a reminder for beneficiaries on what information is required prior to making the call. In most cases, these situations result in actual trips to be delivered. Below this category on the report card, you will see "Wrong Level of Service and Ambulance" which is a combination of a few different things. The major portion of this is a new process that

