

South Carolina Department of Health and Human Services Transportation Advisory Committee

Quarterly Meeting Minutes March 26, 2009 - 10:00 am

- I. Welcome and Introductions – Beverly Hamilton
- II. Purpose of Transportation Advisory Committee (TAC)
To ensure that DHHS has an opportunity to hear from the provider community as well as other affected parties regarding Medicaid Transportation so that DHHS can strive to constantly improve service delivery for beneficiaries.
- III. Program Review Process
 1. Site Visit Summary – The providers are given notice that a program review has been scheduled. DHHS uses a program review document that covers the topics listed below:
 - Trip reservation standards and practices,
 - Trip scheduling & cancellation policies,
 - Complaint process,
 - Member education & communication,
 - Transportation provider contracts,
 - Non-contracted transportation providers gas reimbursement program and individual transportation providers,
 - Broker back office review – documented policy and procedures, billing and reimbursement system, training, communications, report card source data. There are several forms that are used to document findings from the reviews in an objective manner.
 2. Tracking of Complaints/Follow-up and Resolution – DHHS receives a list of complaints from each of the brokers. A team of DHHS employees reviews the list of complaints looking for trends or issues specific to a provider or an individual. Then the list is compared to the complaints that are elevated to the state office. There are a few individuals in the state that sometimes count for the bulk of the complaints that are received. The agency has been recording all internal complaints as advised by the Transportation Advisory Committee (TAC).
 3. Transportation Broker Report Cards (Oct-Dec08)
MTM – The rider injury/incidents are now being included on the Report Card.

