Meeting Minutes/Notes

Meeting Name	Transportation Advisory Subcommittee		
Date	February 14, 2023		
Location	Microsoft Teams	Live Meeting Link	Click here to join the meeting
Start Time	9:15am	End Time	10:00am
Conference Line Number	+1 803-454-9985	Conference Line Passcode(s)	289 605 191#

Invitees/Attendees (✓ denotes present; blank denotes absent)					
Aaron Dix		Katherine Watts	√	Vanessa Jackson	√
Brian Lawson		Lydia Hennick		Wanda Morgan	√
Celeste Crocker	√	Lynn Stockman	√		
Chris Heine	√	Mark Mendrygal	√		
Cyndi New		Mark Watts	√		
David Elliot		Megan Johnson	√		
Doug Wright	√	Pauling Jones	√		
Eunice Medina	√	Sandra Hudson	√		
John Paravisini	√	Tom Allen	√		

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Nbr	**Agenda Item**	**Notes**	**Facilitator**
1.	**Previous Meeting Minutes**	There were no objections to the previous quarter meeting. Committee was advised that the meeting minutes were available on the website. Transportation Advisory Committee | SC DHHS	Wanda Morgan
2.	**Welcome New Modivcare Staff**	Modivcare new staff was welcomed. ○ Chris Heine- SVP Southeast Regions ○ Mark Mendrygal-Sr. Director Transportation ○ Frankie Evans- CA Manager (Transportation Department)	Celeste Crocker
3.	**Network Updates**	**On Time Performance** ▪ **There were no questions or concerns.** - **Missed Trips** ▪ **There were no questions or concerns.** **Provider Call Center Metrics** ▪ Member inquired if the metrics were statewide or market specifics. **Response from Modivcare**: Statewide, the metrics come from the Provider line and not the Call Center. **Supplemental Payment** ▪ **There were no questions or concerns.**	Celeste Crocker

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4.	**Open Discussion**	▪ M. Watts asked if there was an update regarding extending A Leg time allowed on trips. **Modivcare response**: concern and examples were forwarded to Sr. VP. They are working to get time extended. Should have an answer by end of week. ▪ M. Watts inquired about possible provision being put in place for Transportation Provider (TP) to be compensated due to habitual no-shows and cancelled trips. **SCDHHS response:** Medicaid guidelines do not currently support payment for services that were not delivered, however there are other options and supports that a broker could implement to alleviate this issue. For example, reminders via multiple modalities or value-based payment arrangements. J. Paravisini threw out a suggestion of putting the habitual on "Will Call Status". The call will confirm if TP will take the trip. ▪ K. Watts shared that she is working with the Hospital Association due to major delays and denials in transportation. **Modivcare response:** Celeste asked for her contact information so that they can set up meeting times to get her the service that is needed. ▪ J. Paravisini spoke about communication between Modivcare and the TPs being a challenge at times. ○ Open lines of communication ○ Expectations ○ Execution **Modivcare response:** Mark agreed to the communication issue and spoke to coming up with a follow-up system.	
	Comments	▪ Complicore and Modivcare systems are now reading together, and TPs should see less issues. Celeste advised to reach out to her if they came across any issues. ▪ E. Medina gave an update for the Transportation procurement. She advised that a Request for Information (RFI) was out and the deadline for comments is February 28, 2023. The link to the RFI will be forward to the Committee.	

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Action Items	
▪ Modivcare will follow-up with TP regarding extending A Leg time by the end of this week.	Celeste
▪ Modivcare will work with K. Watts to determine where the issues are with delays and denials by the being of next week.	Celeste
▪ Modivcare will work on a Follow-up system.	Mark
▪ Vanessa will send link to the RFI.	Vanessa

Next Meeting Information
Date: Tuesday, May 9, 2023