Transportation Advisory Subcommittee Q4 Quarter

February 14th,2023

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Welcome

Chris Heine- SVP Southeast Regions

Mark Mendrygal-Sr. Director Transportation

Frankie Evans- CA Manager (Transportation Department)

Network Updates

On Time Performance

Missed Trips

Network Development

Provider Call Center Metrics

Supplemental Payments

Outreach

Quarterly Meetings

Advisory Committee Issues & Concerns

Open Discussion

Next Monthly Meeting— May 9,2023

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SC– Modivcare Network Development Team

Chris Heine
SVP Southeast Region

Mark Mendrygal
Sr. Transporation Director

Celeste Crocker
Director of Provider Relations

Sharon Jones
Provider Relations Manager

Angela Thompson
Provider Relation Manager

Brittney Smith
Provider Relation Manager

Linda Calwile
Customer Advocate Manager

Frankie Evans
Customer Advocate Manager

On Time Performance

Targets:

- A-Leg OTP: 95%
- B-Leg OTP: 95%

SC DHHS	July	August	September	October	November	December
OTP A-leg	85.39%	83.51%	84.10%	83.31%	83.06%	82.44%
OTP B-leg	81.25%	81.25%	80.98%	81.58%	81.19%	81.86%

Opportunities:

- Enhanced reporting
- Monthly performance report card
- Weekly performance review
- F2F bi-monthly meetings

Missed Trips

Opportunities:

- Increasing provider capacity by addressing the following:
  - Coverage area reviews
  - Trip volume assessment
  - Ongoing rate reviews

Month of Date Of Ride	No Transportation Provider or Vehicle Available	Transportation Provider Late/No Show - Missed Trip	Grand Total
January	2,013	1,176	**3,189**
February	2,183	1,037	**3,220**
March	2,918	1,676	**4,594**
April	3,881	948	**4,829**
May	3,954	915	**4,869**
June	4,446	1,009	**5,455**
July	4,623	1,007	**5,630**
August	5,184	1,675	**6,859**
September	4,732	1,385	**6,117**
October	4,789	1,419	**6,208**
November	3,067	1,337	**4,404**
December	4,366	953	**5,319**
Grand Total	**46,156**	**14,537**	**60,693**

Network Development

Quarter SFY	Active Provider Sites at Beginning of	# of New Sites Added (b)	Broker Initiated (c)	Provider Initiated (d)	Active Provider Sites at End of	Provider Sites Terminated ((c+d)/a	% Provider Sites Added (b/a)
Quarter 1, 2022	172	5	0	4	173	2.33%	2.91%
Quarter 2, 2022	173	11	11	0	173	6.36%	6.36%
Quarter 3, 2022	173	8	0	1	180	0.58%	4.62%
Quarter 4, 2022	180	8	0	1	187	0.56%	4.44%

New Providers have been brought into network to assist with covering volume in rural areas:

- Wellness Wheels Transportation LLC
- MHB Transportation LLC
- Saraba Transportation
- Open Arms Counseling Center
- MXM Investment LLC
- Hamer Services LLC
- Allen Transport of SC LLC
- Mr. Pete Transport LLC
- URide Services
- Smooth Trip
- Pervis Services
- Envision Healthcare Services
- Simmons & Sons Trans LLC
- Anderson Transportation
- Blessed on Board
- Doves Eyes
- Faith Transportation
- Medical Transportation South Carolina LL
- TC'S Medical Transit LLC
- ZBS Logistics LLC

Provider Call Center Metrics

Metric Key	
ASA	< 60
Avg Talk Time	< 240
Hold Time	< 20
Service Level	75%-100%

Month of Row Date	Calls Offered	Avg Talk Time	Avg Hold Time	ASA	Service Level
January	3,535	163	137	725	21.72%
February	3,385	162	137	370	42.39%
March	4,362	174	151	30	85.07%
April	4,089	159	147	42	83.26%
May	4,458	152	153	69	78.12%
June	4,463	156	174	190	45.55%
July	4,163	154	163	188	45.12%
August	4,970	129	134	128	55.18%
September	4,863	122	122	111	55.60%
October	4,521	123	117	91	72.71%
November	4,607	122	110	65	73.50%
December	4,805	121	117	67	69.27%

Supplemental Payments

As of the January 27,2023 payment, DHHS through Modivcare has combined what was considered the Fuel Stipend and the Supplemental payment to one lump sum which will be distributed on the last check run of every month.

DOS: January 2022 through September 2022:
Stipend/Supplemental payments is calculated as follows:
$681,285.00/# of Eligible Verified Paid trips for specific month=Cost per trip

Beginning DOS: November 2022
Supplemental payment is calculated as follows:
$1,400,000.00 / # of Eligible Verified Paid trips for specific month=Cost per trip

Payments	**June**	**July**	**August**	**September**	**October**	**November**	**December**
Supplemental	08.19.22	09.30.22	11.04.22	11.25.22	12.30.22	01.27.23	02.24.22
Stipend	08.19.22	11.25.22 2	11.04.22	11.25.22	12.30.22		

Q1 Meeting Schedule

Date	Hours	Hotel Name	Hotel Address
21-Mar-23	9am-11am	Hampton Inn	2688 Fernwood Dr. N. Charleston, SC 29406
21-Mar-23	1pm-3pm	Hampton Inn	2688 Fernwood Dr. N. Charleston, SC 29406
23-March-23	9am-11am	Hilton Garden Inn	2671 Hospitality Blvd. Florence, SC 29501
23-March-23	1pm-3pm	Hilton Garden Inn	2671 Hospitality Blvd. Florence, SC 29501
24-March-23	9am-11am	Hilton Garden Inn	434 Columbiana drive Columbia, SC 29212
24-March-23	1pm-3pm	Hilton Garden Inn	434 Columbiana Drive Columbia, SC 29212
29-March-23	9am-11am	Hilton Garden Inn	108 Carolina Point PW. Greenville, SC 29607
29-March-23	1pm-3pm	Hilton Garden Inn	108 Carolina Point PW. Greenville, SC 29607

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