Meeting Minutes/Notes

Meeting Name	Transportation Advisory Subcommittee		
Date	November 9, 2022		
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	√
Carla Corona	√	Lynn Stockman	√	Angela Thompson	√
Celeste Crocker	√	Mark Watts	√	Dayna	√
Cyndi New		Megan Johnson	√		
David Elliot		Mike Van Pelt	√		
Doug Wright	√	Pauling Jones			
Eunice Medina	√	Sandra Hudson	√		
John Paravisini	√	Tom Allen	√		

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Nbr	**Agenda Item**	**Notes**	**Facilitator**
1.	**Introduction and Welcome**	Vanessa welcomed the Committee and advised that the meeting would be presented in a different format.	Vanessa Jackson
2.	**Previous Meeting Minutes**	Vanessa advised previous meeting minutes were available on the website or Wanda Morgan could provide them upon request. Transportation Advisory Committee | SC DHHS	Vanessa Jackson
	Program Monitoring Tools	**Transportation Provider Network** ○ Myle of SC will be joining the network by end of 2022 to cover Orangeburg, Richland, Lexington, Charleston, Berkley, and Dorchester counties. ▪ **There were no questions or concerns.** **Champion Provider Program** ○ Program will help to alleviate some of the wait time and utilization and fill some gaps in the rural areas. ▪ **There were no questions or concerns.** **Supplemental Payment** ○ July payment will be paid out November 25, 2022 ○ October payment will be paid out December 30, 2022 (supplemental consolidated into one payment) ▪ **Transportation Provider questioned not receiving remittance.** **Call Center Performance** ○ Missed trips metrics are high due to the increase in trip utilization. Trips are being tracked on a daily basis to assist with reducing trends. ▪ **There were no questions or concerns.**	Carla Corona

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3.	**Program Monitoring Tools**	**Credentialing** ▪ ModivCare advised that a survey is coming soon and encourages everyone who is participating with Complicore to provide feedback so that the biggest challenges are identified. ▪ ModivCare advised Transportation Providers to reach out to ModivCare compliance before calling Complicore as ModivCare is better equipped to supply with answers.	Carla Corona
4.	**Issues and Concerns**	**Supplemental Payment** ▪ **Question:** Transportation Provider raised question regarding EFT remittance not being provided. **Response:** Transportation Providers were advised to reach out to C. Corona directly for trip data for their specific company for a break down in payment. **Credentialing** ▪ **Question:** Transportation Provider asked for clarification regarding using SLED and National background check. **Response:** ModivCare advised Transportation Providers to reach out to ModivCare compliance before calling Complicore because ModivCare is better equipped to supply with answers.	Carla Corona

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Action Item	Owner
▪ Modivcare is researching clarification on the use of SLED/ a national background check. ▪ ModivCare will reach out to the Claims department regarding EFT remittance. ▪ A formular to calculate Supplemental payments will be added to ModivCare/SCDHHS website.	Carla Corona
▪ SC DHHS suggested that ModivCare develop a standard process for the specific Transportation Provider in need of remittance until a long- term solution has been established.	Vanessa Jackson