Transportation Advisory Sub-Committee

3rd Quarter

November 8, 2022

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Agenda

Welcome

Approval of Previous Minutes

Network Updates:
- Network Development
- TP Network Performance

Program Updates:
- Champion Provider Program
- Supplemental Payment
- Call Center Performance
- Credentialing

Outreach

Transportation/Operation Overview:
- Transportation Provider Line
- Transportation Life Cycle

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Network Development

Quarter SFY	Total Active Provider Sites at Beginning of Quarter (a)	# of New Sites Added (b)	# of Terminated Sites		# of Active Provider Sites at End of Quarter (e)
			Broker Initiated (c)	Provider Initiated (d)	
Quarter 4, 2021	168	6	2	0	172
Quarter 1, 2022	172	5	0	4	173
Quarter 2, 2022	173	11	11	0	173
Quarter 3, 2022	173	8	0	1	180

- Five New Providers have been brought into network in to assist with covering volume in rural areas.
  - Uride Transportation
  - Line Leaders Logistics LLC
  - Zoom45 Transportation LLC
  - Medical Transportation SC
  - Talton Transportation LLC

Future Network Development

Myle of SC will be joining our network by end of 2022 with expected coverage in Orangeburg, Richland, Lexington, Charleston, Berkeley and Dorchester counties.

- Monthly TP Townhalls will be conducted between Modivcare and TP Network for consistent communication and to drive continuous Improvement for a better member experience.

On Time Performance

Targets:

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

Opportunities:

- Transportation arrangement between members and providers (differ from schedule with MODV)
- Member/facility readiness at pick up; first trip of the day is late, all other follow
- Network deficiencies cause current network to stretch capacity

Broker Client Name		July	August	September
SC DHHS	OTP Ratio (A-Leg)	92.85%	91.42%	91.94%
	OTP Ratio (B-Leg)	77.03%	76.19%	78.25%

SC Missed Trips

Sum of Count Row Labels	Column Labels No Vehicle Or Transportation Available	Transportation Provider Late	Transportation Provider No Show	Grand Total
January	1678	31	1029	2738
February	2157	43	886	3086
March	2912	64	1420	4396
April	3860	39	813	4712
May	3955	52	766	4773
June	4418	38	865	5321
July	4570	36	872	5478
August	5087	86	1420	6593
September	4726	2	1379	6107
October	4792		1419	6211
November	106			106
Grand Total	**38261**	**391**	**10869**	**49521**

Champion Program Overview

01 Providers who meet all goals for OTP, complaints, and missed trips can qualify for Champion Program initiatives.

02 Initiative of program is to have an increased cohesive relationship between the facility and transportation provider.

03 All standing orders are assigned to 1 to 2 providers maximum and based on LOS.

04 Advantage for provider is to have a group of standing orders in a closed loop.

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Supplemental Payments

As of the October 2022 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.

What this means to you: All valid claims for October 2022 must be submitted for processing no later than November 30th.

Calculations based on that point in time when all trips submitted as above have been Verified Paid is as follows:

DOS: January 2022 through September 2022:
Stipend/Supplemental payments is calculated as follows:
$$1,666,667.00 / # of Eligible Verified Paid trips for specific month=Cost per trip

Beginning DOS: October 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	08.19.2022	09.30.2022	11.04.2022	11.25.2022	12.30.2022	01.27.2022	02.24.2022
Stipend	09.23.2022	*11.25.2022	11.04.2022	11.25.2022			
Total Trips Supplemental	96261	97293	116143				
Total Trips Stipend	96294	97330	116217				

Month of Row Date	Calls Offered	Avg Talk Time	Handle Time.	ASA	Service Level
January 2022	3,679	143	233	795	16.9%
February 2022	3,429	133	240	413	37.1%
March 2022	4,488	152	261	31	84.9%
April 2022	4,213	137	231	40	84.3%
May 2022	4,632	134	219	68	78.3%
June 2022	4,627	142	240	201	43.3%
July 2022	4,191	129	221	200	42.2%
August 2022	4,892	102	181	138	52.6%
September 2022	4,851	100	185	115	54.0%
October 2022	4,560	98	194	83	73.4%

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Credentialing With Complicore

Complicore Survey Coming Soon!!!

- Request an Email from Complicore - If you haven't set up your Complicore account yet, visit app.complicore.co. Use your current email address to get account activation instructions delivered by email.
  a) For example, if you're currently reading this email using 123@gmail.com, you must use 123@gmail.com when registering online.
- If you're still unable to access Complicore, reach out to your credentialing team via phone or email to request assistance.
- Call the credentialing support line at (800) 390-3186 and select your market to speak with a specialist OR email your credentialing team at sccompliance@modivcare.com.

Contacts:

support@complicore.co
Sadiyah Salam sadiyah.Salam@modivcare.com
Osmin Matute osmin.matue@modivcare.com

Driver Update Form: when submitting new driver or updating existing driver

Vehicle Update form: When submitting new vehicle or updating exiting vehicle

Wheelchair Securement Certificates have to be scanned and emailed to sccompliance@modivcare.com

Only use credentialed driver and vehicle- Trips performed using a non-compliant driver or vehicle will be denied.

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Outreach – Monthly/Quarterly

In 2023 Modivcare will begin a bi-annual meeting for our Treatment Facilities, focusing on critical opportunities and partnership for a better member experience.

Monthly Agency / Broker Meetings (DHHS, MODV)

SFY 2022	July	August	September
	x	x	x

Quarterly Transportation Advisory Council Meetings (TAC)

SFY 2022	May '22	August '22	Nov '22
	DHHS	MODV & DHHS	MODV & DHHS

Program Review Site Visits (Unannounced Field Operations "Blit

SFY 2022	July	August	September
Area Visited (1)	Myrtle Beach		
Area Visited (2)		Charleston	

*DHEC participated

^ORS participated

~DHHS participated

HealthCare Community Individual Outreach (MODV)

SFY 2022	July	August	September
Combined	114^	122^	136^

^Volume includes outreach completely virtually due to COVID19.

Transportation Provider Quarterly Meetings (MODV)

SFY 2022	October for July, August & September		
Area Visited (1)	Charleston		
Area Visited (2)		Florence	
Area Visited (3)	Columbia		
Area Visited (4)		Greenville	

Life of a Trip

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Recovery Resources:

- Supervisor, CA Manager, PRM, Director, Sr. Director, VP
- Facility for latest time member can be seen
- Out of County Providers

- Mileage Reimbursement
- 'Bus Reimbursement

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