Transportation Advisory Subcommittee

Tuesday, February 13, 2024

Thank you for participating in the TAC meeting.

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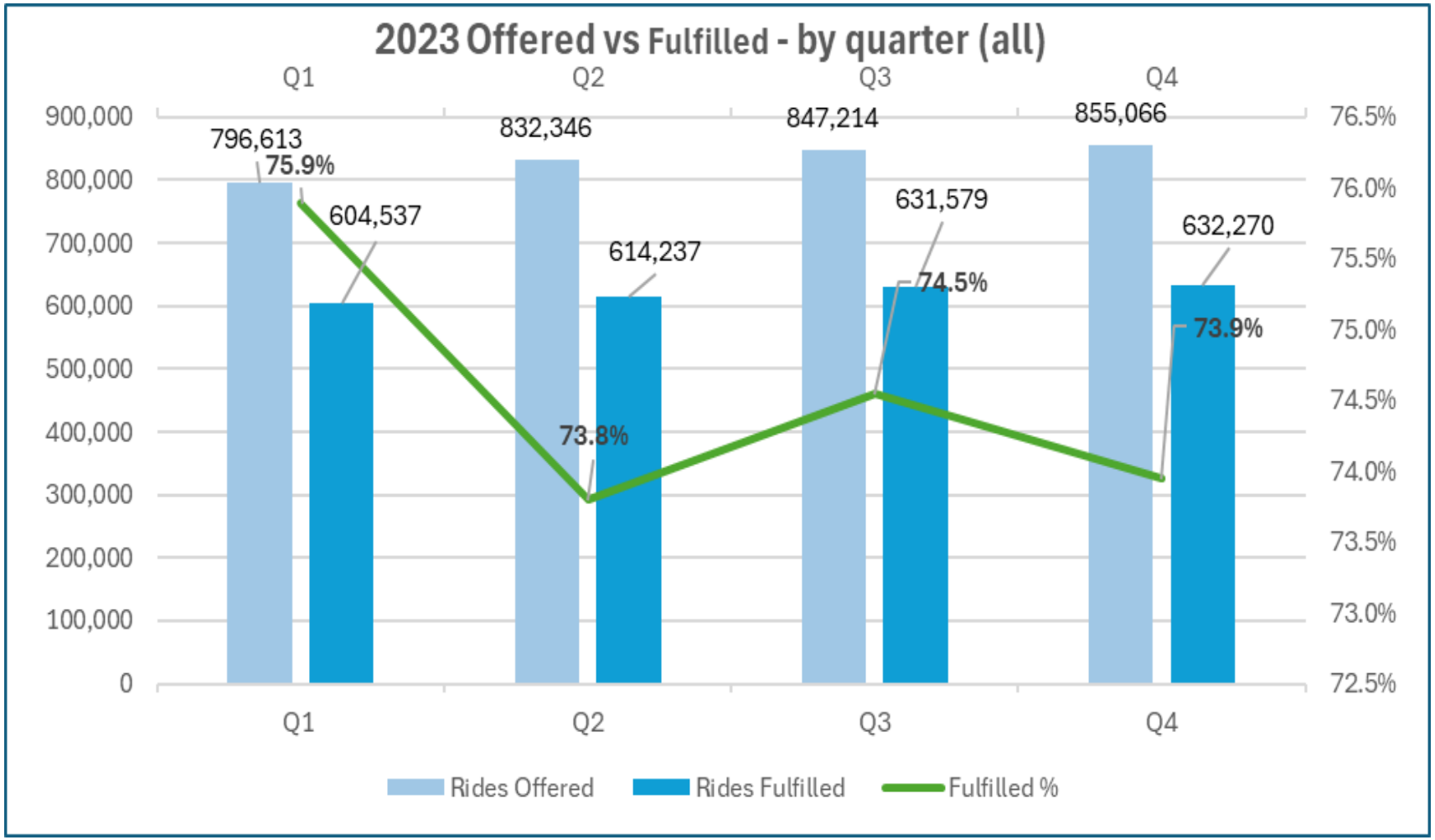
Agenda

Modivcare Welcome	Adam Merrick – Southeast Region VP Q3 2023
(November Meeting) Minutes Approval	Wanda Morgan, SCDHHS
Follow-up Topics or Additional Questions	
Modivcare Management Updates	Adam Merrick – NC and SC VP
Announcement of PRD –Chad Wade	
Performance and General Updates	Frankie Evans– Customer Advocate Manager
Complaints	Shanely Beckette- Member Experience Manager
Transportation Partner Updates	Linda Calwile – Network Operations Manager
Contact Center Updates	Margaret Tucker– Contact Center Manager
Ancillary and Facility Updates	Sheanette Moore- Exceptions Supervisor
Upcoming Roundtable Dates	Celeste Crocker – SC Sr. Director
Open Discussion All	

Performance and General Updates

Frankie Evans, Customer Advocate Manager

2023 Rides Requested vs Fulfilled



Observations

Rides Offered: 3,331,239
(Trip Entered in System)

Rides Fulfilled: 2,482,623
(Trip Completed / Verified Paid)

Difference: 848,616
(Trips Cancelled)

Percentage of Rides By TP Type

92.44 %	Transportation Providers and/or Volunteer Drivers
7.56%	Uber or Lyft

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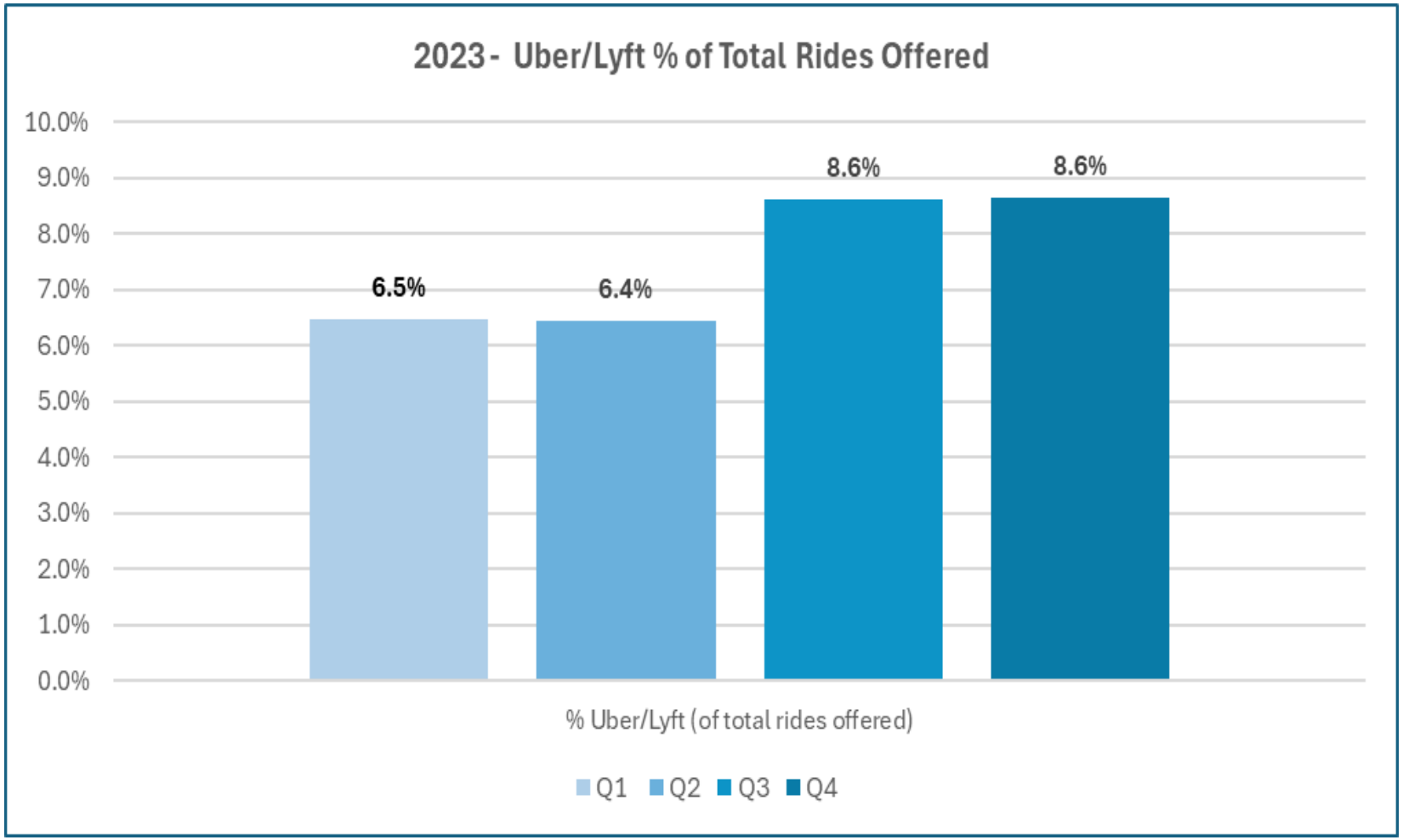
2023 Uber/Lyft % of Total Rides Offered



Observations

- Customer Advocate Team comes into +/- 1800 reroutes from Transportation Partners (TP) daily. TPs can reroute trips up to 24 hours before the scheduled pickup time. Customer Advocates will utilize Uber/Lyft as a form of transportation for these members when applicable.
- Due to Transportation Partners having private contracts, Modivcare utilizes Uber/Lyft as an alternative solution to secure transportation for the members.
- Trips that are rerouted for driver shortages and vehicle issues, Uber/Lyft is utilized for the members.

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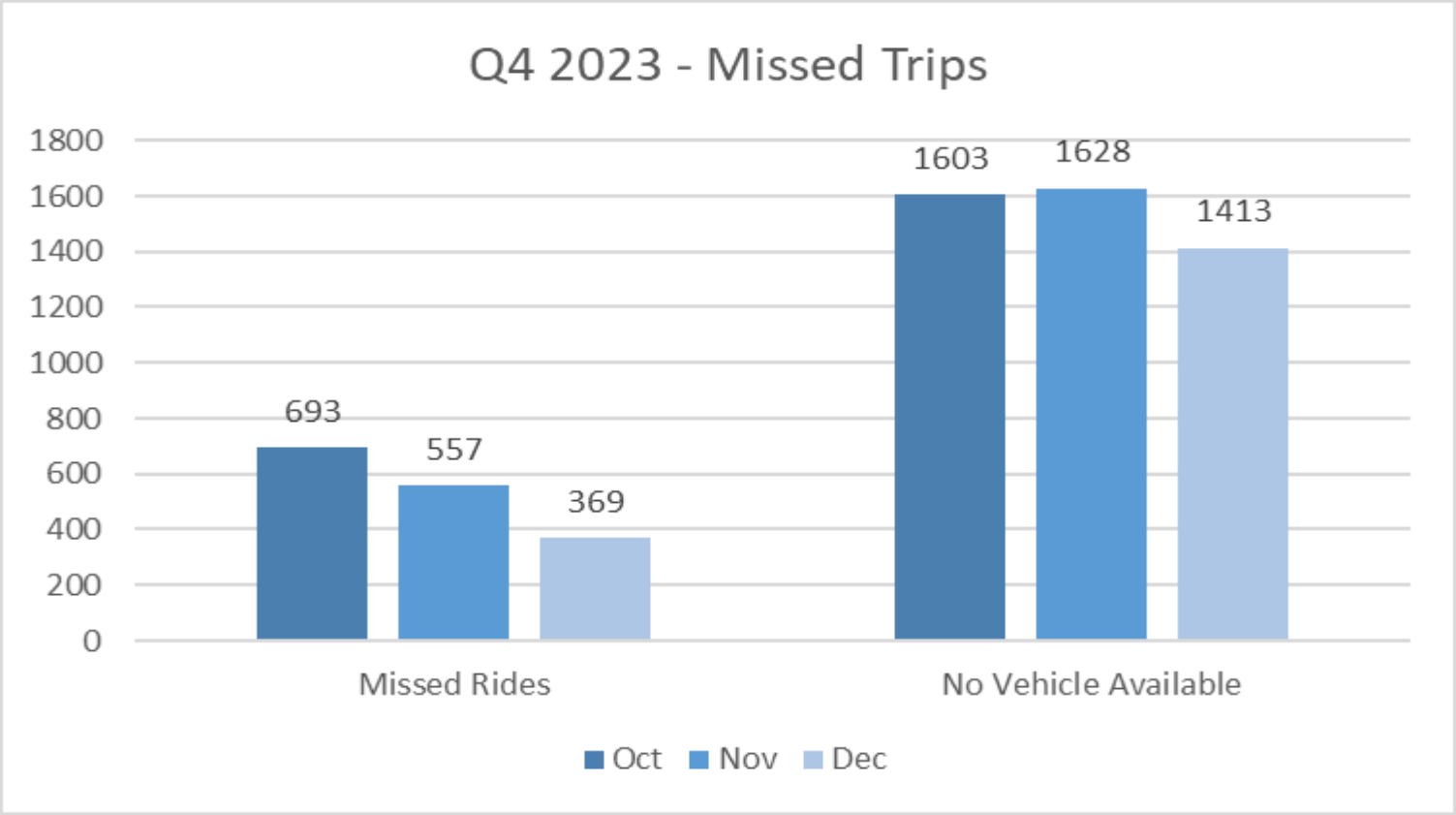
Q4 South Carolina Missed Trips



TP = Transportation Provider
Missed Trip= When A Transportation Provider fails to pick up a member

Observations

- No Vehicle Available
  - Trips rerouted by TPs due to high numbers of member no shows.
  - TPs refusing to attempt to pick up high number member no shows because they will not be compensated.

Improvement Actions

- When TPs call the Provider Line to report driver or vehicle issues the Customer Advocate's will ask the following questions:
  - How many days does the TP expect the driver or vehicle to be out of service?
  - Do we need to reroute the TPs volume. If so, how many days should be rerouted from the TPs portal?

- Customer Advocate Manager has been speaking with existing TPs about increasing coverage in the following counties by:
  - Dedicating 2-3 vehicles in Aiken, SC, Spartanburg, SC and Richland/Lexington SC.

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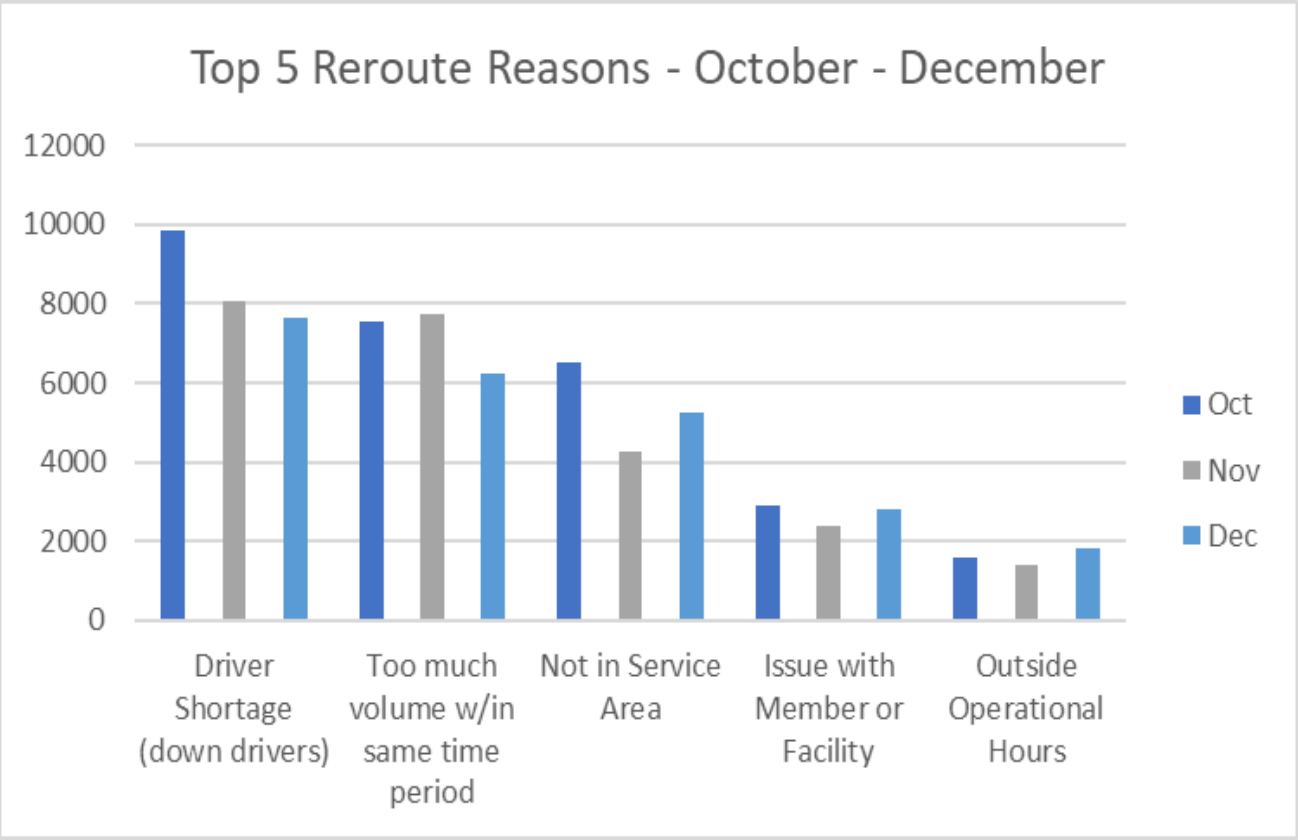
Q4 Reroutes – Top 5 Reasons



Top 5 Reroute

- Drivers Shortage
  - TPs are reporting they are having challenges securing qualified drivers. Modivcare Phillip Wilkins is willing to help and advise the TPs on recruiting drivers.
- Too much other volume
  - TPs are advising they are receiving too much volume with the same time-period. Provider Relations Manager and Customer Advocate Manager will continue to encourage the TPs to change the pickup times and contact the members to ensure they are willing to be picked up early.
- Not In Service Area
  - TPs rerouting trips stating they do not service the areas. Customer Advocate Manager have been working with the TPs to update their service area(s) in Modivcare auto assignment system.
- Issue with Member or Facility
  - Members refusing transportation when the TP arrives and/or the member does not come out to be transported to the appointment. Complaints are being filed against the members and facilities when the issues are being reported by the TPs.
- Outside Operational Hours
  - Early A.M. substance abuse & dialysis. Customer Advocates will ensure they are not placing trips on TPs portal outside of their operating hours.

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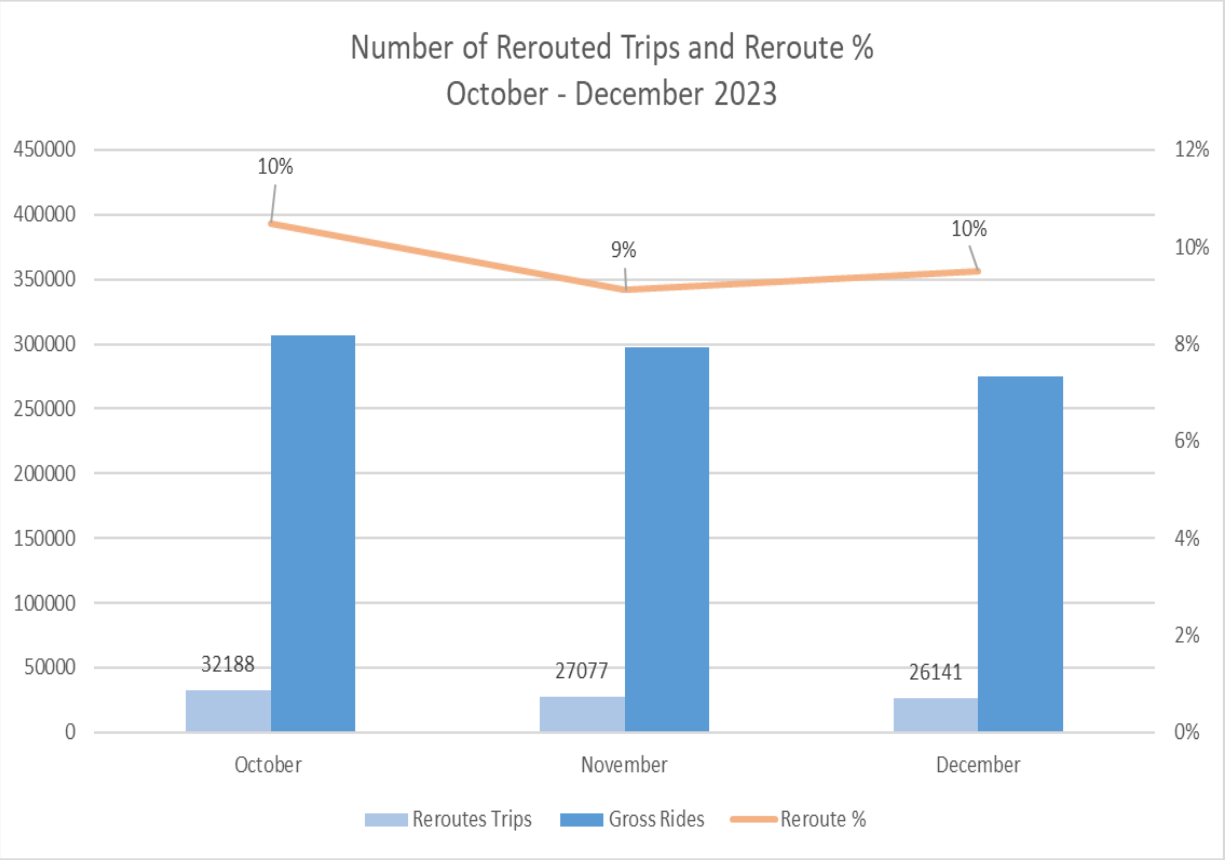
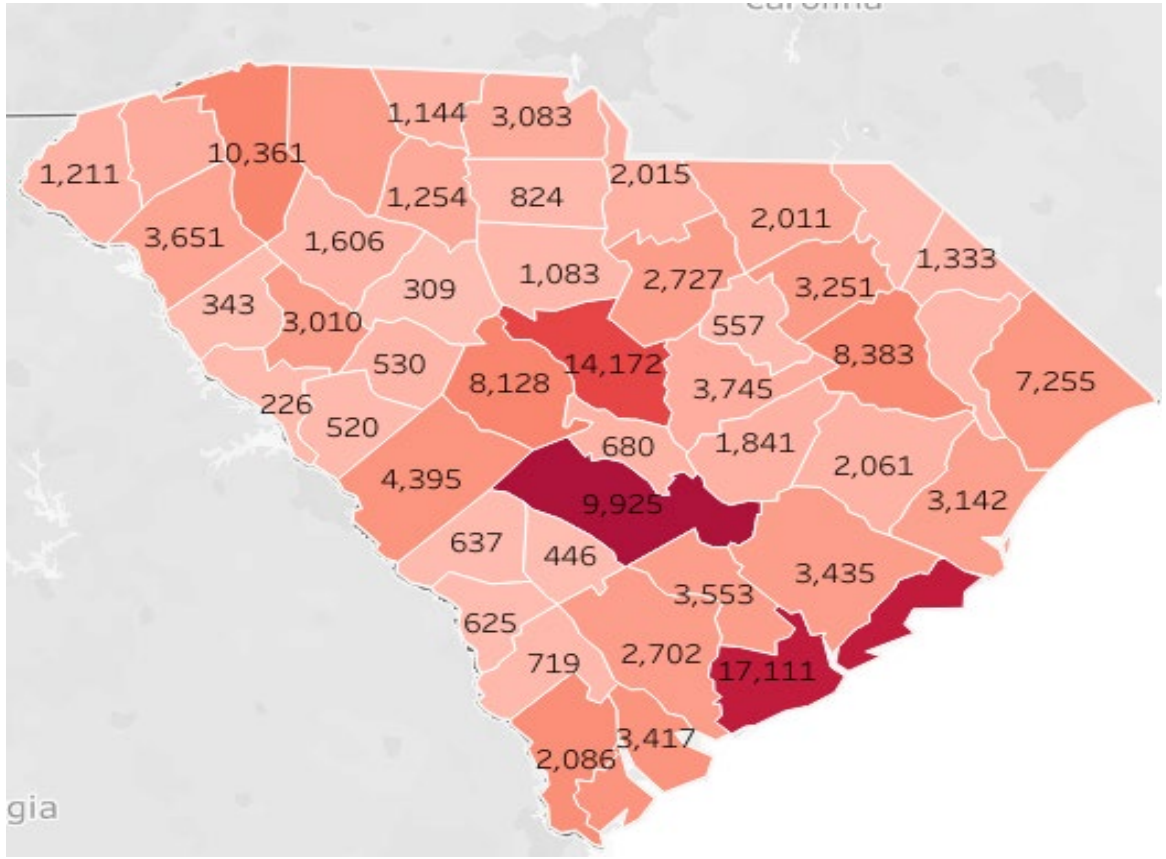
Q4 Reroutes



Improvement Actions

- Network Operating Manager (NOM) /Customer Advocate Manager(CAM) are meeting with existing providers per week to discuss reroute reasons.
- Assessments are being made to adjust trip quantities by day & by TP.
- Assessment are being made to determine the areas where vehicles & drivers are needed by LOS by county and by zip code.

Q4 Reroutes Count by PU County



- Highest Reroutes
- Next Highest Reroutes
- Third Highest Reroutes
- Lowest reroutes

Pick-Up (PU) County	Count of Reroutes	Reroute %
Charleston	17,111	40.22%
Richland	14,172	20.99%
Greenville	10,357	17.97%
Orangeburg	9,925	15.93%
Florence	8,383	12.11%
Lexington	8,128	13.81%
Horry	7,255	21.60%
Spartanburg	6,242	12.14%
Aiken	4,395	24.65%
Sumter	3,845	11.89%
Anderson	3,651	20.57%
Dorchester	3,553	24.65%
Darlington	3,251	13.78%
York	3,083	10.22%

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Q4 Top 5 Counties in Need of More Vehicles

- The top 5 counties that need additional vehicle count by LOS.
- Customer Advocate Manager is working with existing TPs to add service area(s) and/or more vehicles for the following counties:
  - Aiken
  - Richland/Lexington
  - Lancaster
  - Greenville
  - Spartanburg

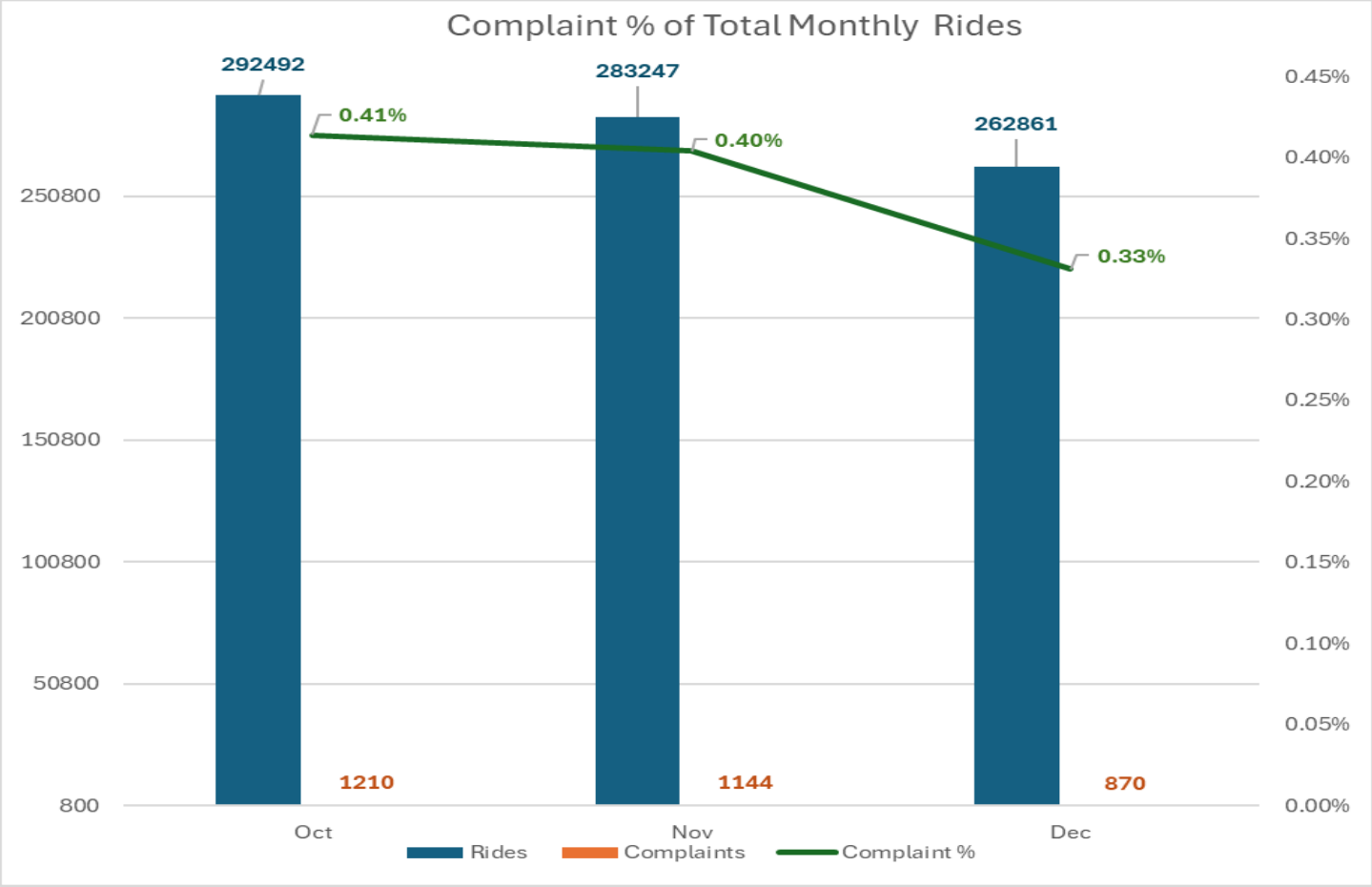
October	Ambulatory	7 Passenger Vehicles Needed	Stretcher	Stretcher Vehicles Needed	Wheelchair	Wheelchair Vehicles Needed
Aiken	136	19			13	3
Richland/Lexington	136	19	11	4	79	20
Lancaster	44	6			8	2
Greenville	37	5	8	3	50	13
Spartanburg	58	8			10	3
November	**Ambulatory**	**7 Passenger Vehicles Needed**	**Stretcher**	**Stretcher Vehicles Needed**	**Wheelchair**	**Wheelchair Vehicles Needed**
Greenville	65	9	7	3	43	11
Richland/Lexington	66	9	6	3	55	14
Lancaster	68	10			1	1
Spartanburg	48	7	2	1	4	1
Aiken	37	5			15	4
December	**Ambulatory**	**7 Passenger Vehicles Needed**	**Stretcher**	**Stretcher Vehicles Needed**	**Wheelchair**	**Wheelchair Vehicles Needed**
Richland/Lexington	109	16	7	3	56	14
Greenville	59	8	11	4	31	8
Spartanburg	73	10			7	2
Lancaster	45	6			11	3
Aiken	43	6			9	2

Complaints

Shanley Beckett, Member Experience Manager

(Your Office of Resolution Services - YORS)

Q4 Member Experience (YORS) Data



Observations

- **Top 5 Complaint Types:**

Complaint Types	October	November	December
Rider No Show	389	332	960
Provider No Show	207	244	609
Provider Late	179	168	471
Modivcare Employee Issue	109	99	296
Modivcare Issue	107	94	282

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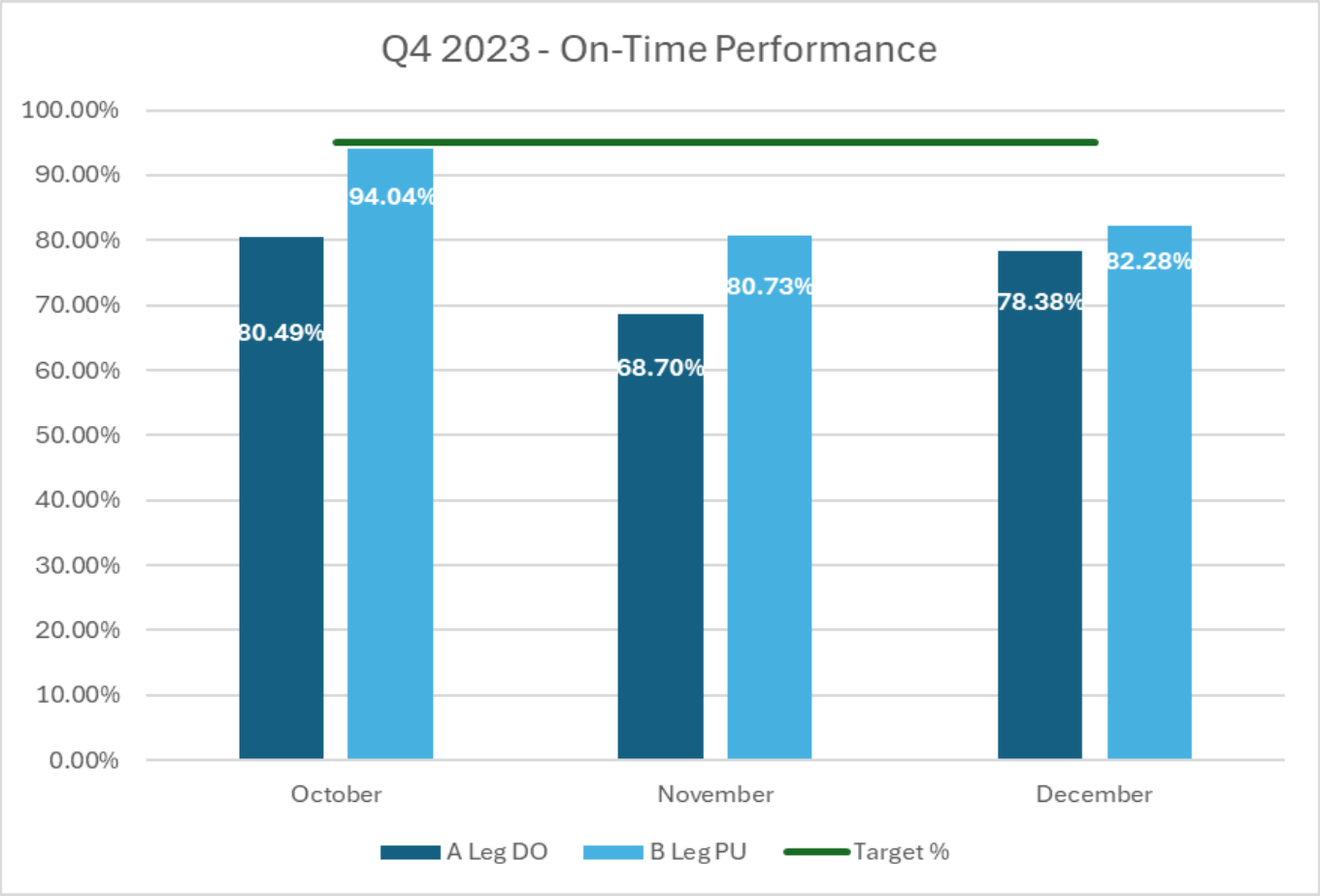
Transportation Partner Updates

Linda Calwile, Network Operations Manager

Q4 On-Time Performance



Performance Measurements

- **Ride Time**

- **A Leg Drop Off**
  Schedule Drop Off Time +30:59
  Excludes Will Call, Discharge, and Urgent Rides

- **B Leg Pick Up**
  Scheduled Pick: Scheduled Time + 30:59
  Will Call: Will Call Received Time + 60 Minutes
  Urgent / Discharge: Scheduled Time + 60 Minutes

Improvement Actions

- Senior Director of Transportation (SRD) and NOM are working with providers that are performing under the OTP goal weekly.

- SRD and NOM are reviewing OTP changes weekly to identify outcomes of the changes and meetings. Including other workstreams to assist with changes to increase productivity.

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Q4 2023 Network Development

Region 1-A/WC

- 1st Divine Transport LLC dba Divine Transport

Region 2-A/WC

- N/A

Region 3-A/WC

- N/A

Terminated Providers: NA

New Providers Pending Completion:

- Spiritual Hands Transportation – Rg. 1 / Ambulatory & Wheelchair
- Faithful Adult Daycare Services LLC – Rg. 2 / Ambulatory & Wheelchair
- Graham-Collins Adult Daycare – Rg. 3 / Ambulatory & Wheelchair
- Nolan Adult Daycare – Rg. 1 / Ambulatory
- Acorn Care Transport – Rg. 3 / Ambulatory & Wheelchair

Provider Performance Recognition

A1 Transportation LLC. Orangeburg	A+
A&M Transportation LLC	A+
Aiken COA	A+
AJS Transportation Services LLC	A+
Allendale County COA	A+
Allendale County Rescue Squad	A+
Angelic Touch Transport LLC	A+
Askew's Vision LLC dba Askew's Vision Trans	A+
Bamberg County COA	A+
Brunson's Transportation Enterprise LLC	A+
CA Brown Enterprises LLC dba Chase Med	A+
Carolina Health Transport LLC.	A+
CroMed LLC	A+
CW Transportation LLC	A+
Daryl W. Clark dba M.A.P.II Transport	A+
Destiny Transport LLC	A+
DJ's Transportation Services LLC R2	A+
Edgefield Co. Senior Citizens Council	A+
Elite Home Care Laurens	A+
Elite Home Care Pickens	A+
Faith Transportation Services LLC	A+
First Choice Ambulance Inc	A+
Freedom Medical Transport of the Carolinas	A+
Gregory Pouge Enterprise LLC	A+
Heavenly Transportation LLC	A+
iCare Transportation Services LLC	A+
Integrity Transport LLC	A+
J Simmons Transportation LLC	A+
Jacobs Transportation Service LLC	A+
Jordan Transportation LLC	A+
K W Transportation Logistic LLC	A+
Lakeside Medical Responses Inc	A+
Let's Ryde LLC	A+
Line Leaders Logisitics LLC	A+
M2M Transport LLC	A+
MedTran Express LLC	A+
MHB Transportation LLC	A+
MYRIDE SC LLC	A+
Newberry County Council on Aging	A+
Olaniyan LLC dba Tucker's Adult Health	A+
One Carolina Transit LLC	A+
Palmetto Transport Service LLC	A+
Precious Adult Day Care Inc	A+
Quality Care Transportation LLC	A+
Quick Start Transportation LLC.	A+
RBS Transportation LLC	A+
RSW Med LLC	A+
RW Transportation LLC	A+
Saraba Transportation LLC	A+
Senior Services Inc of Chester County	A+
SENIOR Solutions (Anderson)	A+
Smiling and Smiling Transportation LLC	A+
Smooth Trip Transportation LLC	A+
Southeast Transportation Services LLC	A+
Southeast Transportation Svcs-Columbia	A+
Southeast Transportation Wheelchair	A+
Southeastern Medical Transport LLC	A+
TC'S Medical Transit LLC	A+
Transportation On Demand Inc	A+
Universal Transportation	A+
Williamsburg County Transit System	A+

Provider Performance Recognition

Active Day Winnsboro	A	Elite Services & Solutions LLC	A	Purvis Services LLC	A
ADVANCED MOBILCARE LLC	A	Fairfield County Transit System	A	Samaritan Bed & Bath Services Inc	A
Alon Jay Transportation	A	Greer Enterprises LLC. dba Benevolent	A	Santee Luxury Transportation LLC	A
AmbuStar Inc	A	Jamison Transportation Services LLC	A	SENIOR Solutions (Greenville)	A
Anderson Transport Services LLC	A	Let's Go Transportation Service LLC	A	Senior Solutions (Oconee)	A
Brown's Transportation Services LLC	A	McCollum Transport LLC	A	Simmons & Sons Trans LLC	A
Care 4 Transportation LLC	A	McCormick County Senior Center	A	Steady Ready Transport LLC	A
Carolina Med Trans LLC	A	Medical Transportation South Carolina LL	A	Sweat Transports LLC	A
circYoulation inc	A	MXM Investments LLC	A	TransitSouth LLC	A
Dinner with Demitri LLC dba Demitri Trans	A	My Transport Care LLC	A	URide Services LLC	A
Divine Care at Home LLC	A	Neighbor To Neighbor Transport Services	A	Valley Transport LLC	A
Double R Transportation 1 LLC	A	OM HARI Transport LLC dba 1STTransport	A	Vernon Gibson DBA Gibsons Trans	A
Elite Day Center of Conway	A	Optimum Healthcare LLC	A	Veteran's Transportation Inc DBA Capital	A
Elite Home Care Greer	A	Paramount Transit Service LLC	A	Zoom 45 Transportation LLC	A

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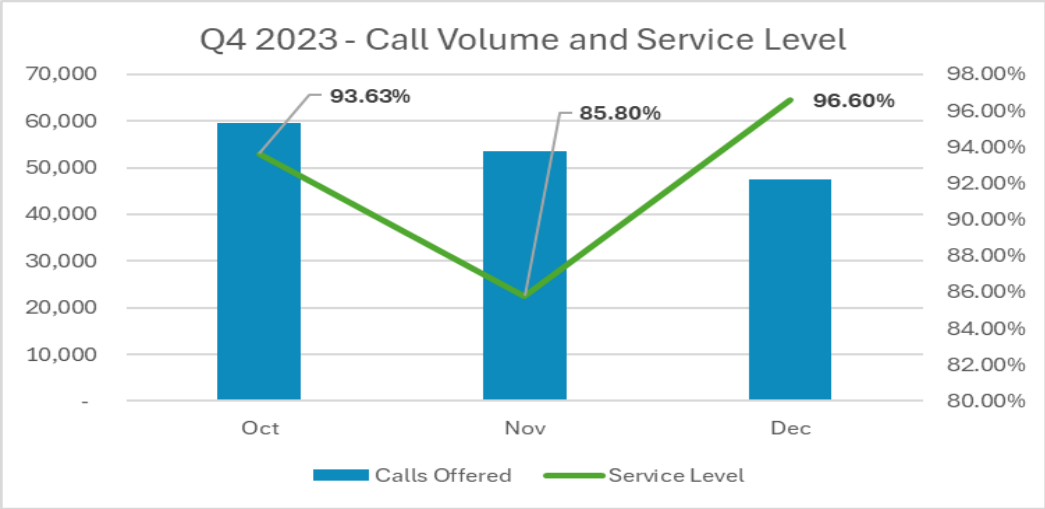
Let’s Get Digital, Digital, I Wanna Get Digital, Let’s Get Into Digital

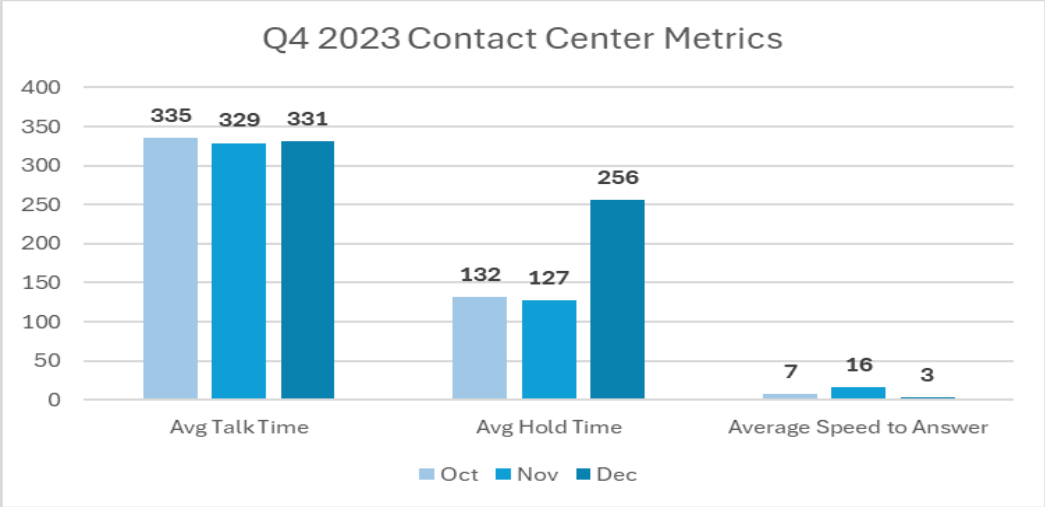
Line Leaders Logisitics LLC	100.00%
Allendale County COA	100.00%
Senior Services Inc of Chester County	100.00%
Quality Care Transportation LLC	100.00%
Southeast Transportation Wheelchair	100.00%
Let's Ryde LLC	100.00%
M2M Transport LLC	100.00%
Hermes Transportation LLC	100.00%
AANDP Transportation LLC	100.00%
Lyft Healthcare Inc. 2	100.00%
iCare Transportation Services LLC	100.00%
JANDJ Safe Medical Transportation LLC-	100.00%
Optimum Healthcare LLC	100.00%
Destiny Transport LLC	100.00%
RFJ AND Company LLC dba United Care Transport	100.00%
Goines Transportation	100.00%

Contact Center Updates

Margaret Tucker, Contact Center Manager

Contact Center Metrics





Modivcare Goals

- Driving the right member focused culture
- Meeting Monthly Metrics:
- Service Level > 80%
- AHT < 370
- ASA < 60 sec
- ATT < 340

Metrics -	Average for Oct, Nov & Dec
• Avg Calls	53,526
• Service Lev.:	93.01%
• AHT:	172 sec
• ASA:	9 sec
• ATT:	332 sec

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Modivcare Meeting Schedules

Sheanette Moore, Exceptions Supervisor

Facility Updates

Standing Orders

- Standing Orders require a member to go at least 2 days a week at the same time for at least 90 days.
- Dialysis and OTP treatment types can have 1 day a week standing orders at the same time for at least 90 days.

Monthly Reports

- Standing order reports are sent out monthly.

Facility assistance line is 866-420-6253

- Option 1- WMR agents – use if you are looking for your member's ride.
- Option 2- Reservations agents – use if you are needing to schedule a discharge or scheduled single trips for a member.
- Option 3- Standing Orders – use if you have any questions regarding a standing order or need assistance with a standing order.

Facility Update

TripCare

- If you need assistance with getting sign-up for TripCare please reach out to your designated outreach manager or you can reach out to me @ sheanette.moore@modivcare.com or 864-729-7236.

Closing/Holiday

- If you are closing for any reason, please fax over the days the facility will be closed to the correct region fax press. Region 1- 866-420-6253, Region 2 – 877-272-3939, and Region 3 – 877-272-3990.
- The yearly holiday sheet will be sent out to Mental Health, Substance Abuse, and Adult Day Care. Please complete and send back as soon as possible.

Modivcare Meeting Schedules

Celeste Crocker, Senior Director of Transportation

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Q1 2024 Meeting Schedule

Transportation Partner Roundtables

February 5th (In Person)
1 Independence Point, Suite 212, Greenville, SC 29615

February 6th (In Person)
Columbia (Location TBD)

Q1 2024 Meeting Schedule

Q1 Quarterly Subcommittee Meetings

- March 7th (In Person)
  Charleston
- March 8th (In Person)
  Myrtle Beach
- March 13th (In Person)
  Columbia
- March 14th (In Person)
  Greenville
- March 15th (Online)

Supplemental Payment Schedule

Performance Month	Payment Date
November 2023	January 26, 2024
December 2023	February 23, 2024
January 2024	March 29, 2024
February 2024	April 26, 2024
March 2024	May 31, 2024
April 2024	June 28, 2024
May 2024	July 26, 2024
June 2024	August 30, 2024
July 2024	September 27, 2024
August 2024	October 25, 2024
September 2024	November 29, 2024
October 20204	December 27, 2024

Open Discussion

Thank You

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