South Carolina Department of Health and Human Services Transportation Advisory Committee

Quarterly Meeting Agenda
September 24, 2015 – 10:00 a.m.
1801 Main Street, Columbia, SC – **10th Floor Conference Room**
Conference Call Number: (803) 726-9796
Access Code: 823147

I.   Welcome and Introductions

II. Purpose of Transportation Advisory Committee (TAC)

III. Meeting Minutes Approval – June 25, 2015

IV. Sub Committee Updates

    a. Fleet Mechanical Health – Stacey Shull, Lydia Hennick, & Troy Sapp
       i. Validity of Report and Scheduling

V.   Meeting Room Location Update

VI. Stakeholder Input – Procurement Update

VII. Program Monitoring/Tools

    a. Transportation Broker Performance Reports (April – June 2015)
    b. Transportation Provider Performance Reports and Summary
    c. Transportation Broker Accounts Payable Aging Report
    d. Transportation Provider Retention
    e. Report of Injuries/Incidents – Criteria Update
    f. Report of Meetings – Reporting Format Update
    g. Program Review and Field Observation Site Visits

VIII. Advisory Committee – Current Issues and Concerns

Next Meeting – December 10, 2015

South Carolina Department of Health and Human Services

Transportation Advisory Committee

Meeting Minutes

September 24, 2015

Committee Members in Attendance: Coretta Bedsole, Lydia Hennick, Douglas Wright, Lynn Stockman, Dr. Keith Guest, and Trop Sapp.

Committee Members via Telephone: David Elliot, Ken Welch, Alfton Ellison, and Scott Bagwell

Guests in Attendance: Krista Martin and Michael Egan

SCDHHS staff: Stephen Boucher, Maudra Brown, Courtney Sanders, Stacey Shull, and Timothy Hartnett.

I. **Welcome and Introductions:** Coretta Bedsole, Chairwoman of the TAC called the meeting to order.

II. **Purpose of the Transportation Advisory Committee (TAC): (Skipped)** The purpose of the TAC meetings is to meet quarterly to review performance reports and to make recommendations to resolve issues or complaints.

III. **Meeting Minutes Approval:** he committee approved the meeting minutes for June 25, 2015.

IV. **Fleet Mechanical Health – Sub-Committee Update:** During the June 25, 2015, meeting the Sub Committee was formed to capture the vehicle health of all credentialed vehicles with full transportation contracts in the State of South Carolina. The chart presented by LogistiCare presented the Fleet Mechanical Health by vehicle mileage and age; data was as current as September 14, 2015. Doug advised the committee that in some markets 10 year old vehicles are prohibited and a maximum mileage is issued for vehicles. The committee agreed that age and mileage are a concern, but maintenance is key, and noting the committee understand these vehicle run every day for a minimum of 8 to 10 hours. Stephen discussed specific parameters of the chart, mainly that 13.36% of fleet in its upper life and questioned the reliability. Doug and Lynn stated that the DOT states that Goshen vans need to be replaced at 250,000 miles. Gloria stated the simplicity of the chart is amazing; questioned if data was available that compares high mileage vs. maintenance issues. LogistiCare stated the maintenance is handled internally; if a trend is noticed conversations between broker and provider are initiated, corrective action plan are issued, audits conducted, and re-inspection of specific vehicle or entire fleet are mandated. Coretta seconded Gloria's request for data, but it is simply not available.

Stephen discussed that 50% of vehicles in the fleet have up to 250,000 miles on its vehicles; in 6 months those vehicles may not be viable, we need a plan from the providers. Doug pointed out that replacement vehicle and general maintenance is expensive, and correlates to the financial stability of the provider. Ken pointed out that the mileage on the odometer may not be the actual mileage due to engine replacement. Stephen stated that ties back to the vehicle maintenance and not be considered in this data. The committee recommended that the chart be broken down into two year increments to better capture the vehicle mechanical health. A revised chart will be presented at the December 10, 2015, and once approved the Fleet Mechanical Health report will be an annual document for the TAC to review.

V. **Stakeholder Input – Procurement Update:** Stephen Boucher spoke about the new RFP; The Department is currently observing the quiet period of the Procurement Process, and Meetings are being scheduled internally to discuss the RFP, answer all questions submitted, and publish an updated timeline for the RFP. Amendment Number Two rewrote the RFP and Amendment Number Four answered questions related to Amendment Number Two; budget, rates, air ambulance, and fixed rates are reflected in Amendment Number Four. Lynn raised a question of recurring (standing) trips vs. regular (non-standing) rates, and why recurring was less; Stephen advised Lynn the answer is in Amendment Number Four.

VI. **Program Monitoring Tools / Activities:** Reporting for the TAC has been modified; Reporting is Statewide versus Regional. Provider Retention was added; Report of Injuries/Incidents was modified; removal of DHHS internal Complaint Tracking; Transportation Provider Performance Reports and Summary was modified. TAC was allotted several minutes to review and discussion would follow. Motion to approved new reporting format, all seconded; so ordered. TAC will revisit if necessary.

   a. **Transportation Broker Performance Reports (January - June 2015) – Trips, Denials, and Complaints Statewide (SFY 2015, SFY 2014):** No comments or discussion.

   b. **Transportation Provider Performance Reports:** The report was summarized into a one pager versus the multiple pages.

   c. **Transportation Broker Accounts Payable Aging Report:** SCDHHS and the TAC have requested to have the information contained in the two page document to be compressed into one page; the TAC approved. Doug commended LogistiCare on their payment methodology and efficiency; he continued by also commending the Electronic Claim System, highlighting the accuracy and efficiency the system has allotted his company.

   d. **Transportation Provider Retention:** No comments or discussion.

e. **Report of Injuries / Incidents:** Qualifiers were discussed, insufficient information is defined as Logisticare attempting to outreach to member(s) through snail mail and phone calls, and after several failed attempts closing the complaint (incident) as invalid to due insufficient information. Incident criteria was modified to include medical episode not caused by injury. The medical episode is defined as a type of episode that the member experiences on the provider's vehicle due to a medical condition that is not a result from an injury caused by the provider. The committee approved the criteria addition.

f. **Report of Meetings:** During the June 25, 2015 meeting, Stephen moved to summarize by provider and other parameters; the draft was presented by Lydia and the committee approved the template and parameter of fiscal year vs. calendar year. The finalized document with valid data will be presented at the December 10, 2015 TAC meeting.

g. **Program review and Field Observation Site Visits:** No comments or discussion.

XI   Advisory Committee – Current Issues/Concerns:

Coretta will be working with the Office of Aging to secure representation to fill the mandate vacancy on the TAC.

TAC members voiced their opinion on the TAC website being a forum for Public Outreach.

The meeting adjourned at 11:00

Quarter Four: December 10, 2015

All meetings will be conducted at the South Carolina Department of Health and Human Services from 10:00 a.m. to 12: 00 p.m.

SC DHHS
Broker Report Card

South Carolina Department of Health and Human Services
Broker Performance Report
LogistiCare

June 2015

Transportation Metrics	Performance Goal	April 2015 Final	May 2015 Final	June 2015 Final	Average Last Three Months	Average SFY 2015	Average SFY 2014	Totals SFY 2015	Totals SFY 2014
Unduplicated Beneficiaries		27,024	26,358	27,551	26,978	27,694	27,167	79,291	78,066
Total trips provided by type of transportation		144,803	152,935	162,505	153,414	157,147	158,298	1,885,766	1,899,581
• Non-Emergency Ambulatory Sedan/Van Trips		107,555	113,300	120,562	113,806	117,144	117,463	1,405,729	1,409,559
• Wheelchair Trips		18,506	19,776	20,508	19,597	19,723	19,966	236,678	239,595
• Stretcher Trips		2,649	2,800	3,095	2,848	2,795	2,876	33,542	34,517
• Individual Transportation Gas Trip		15,376	16,846	18,058	16,760	16,795	17,014	201,543	204,170
• Non-Emergency Ambulance ALS		26	35	51	37	56	50	676	599
• Non-Emergency Ambulance BLS		135	94	129	119	103	101	1,236	1,212
• Public Transportation Bus Trip		556	84	102	247	530	827	6,362	9,929
Total Over Night Trips Arranged		88	82	59	76	89	71	1,064	853
Total Extra Passengers		18,339	16,665	19,598	18,201	18,757	18,440	225,086	221,277
• Provider No-Shows as Percentage of Total Trips	<=0.25%	0.17%	0.13%	0.15%	0.15%	0.19%	0.15%	--	--
• Number of Pickups On Time (A Leg)		67,741	68,826	68,099	68,222	65,751	68,519	789,010	822,227
• Number of Deliveries On Time (A Leg)		66,293	66,022	65,848	66,054	63,839	64,781	766,068	777,375
• Number of Pickups On Time (B Leg)		61,458	65,861	61,365	62,895	61,259	64,315	735,105	771,782
• Number of Trips Within Ride Time (All Trips)		145,768	148,827	144,739	146,445	145,043	160,228	1,740,517	1,922,739
• Percent of Pickups On Time (A Leg)	>= 90%	91.50%	97.13%	92.95%	93.86%	90.83%	88.39%	--	--
• Percent of Deliveries On Time (A Leg)	>= 95%	89.80%	93.40%	90.11%	91.10%	88.30%	83.60%	--	--
• Percent of Pickups On Time (B Leg)	>= 90%	91.40%	92.55%	91.80%	91.92%	90.97%	85.09%	--	--
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.70%	99.71%	99.72%	99.71%	99.68%	99.69%	--	--
Actual number of calls		92,623	86,529	95,544	91,565	104,937	101,346	1,259,241	1,216,155
• Average phone calls daily		4,210	4,326	4,343	4,293	4,980	4,732	--	--
• Average Answer Speed	< 1:00	0:02:07	0:01:56	0:02:08	0:02:04	0:03:56	0:00:54	--	--
• Average Talk Time		0:03:36	0:03:39	0:09:48	0:03:41	0:03:23	0:02:59	--	--
• Average Time On Hold	<= 3:00	0:01:36	0:01:35	0:01:34	0:01:35	0:01:33	0:01:37	--	--
• Average time on hold before abandonment	< 1:30	0:01:45	0:01:45	0:01:48	0:01:46	0:02:41	0:01:07	--	--
• Average number of calls abandoned daily		368	344	404	372	794	188	--	--
• Percentage of calls abandoned daily	< 5.0%	8.74%	7.95%	9.30%	8.66%	15.46%	3.94%	--	--
Total number of complaints by type - Valid		3,496	3,066	3,125	3,229	3,353	n/a	40,240	n/a
• Provider No-Show		234	188	215	212	251	n/a	3,011	n/a
• Timeliness		1,570	1,251	1,364	484	1,736	n/a	20,834	n/a
• Other Stakeholders		1,584	1,526	1,415	1,508	1,243	n/a	14,913	n/a
• Call Center Operations		17	20	16	18	28	n/a	335	n/a
• Driver Behavior		7	8	7	7	9	n/a	102	n/a
• Provider Service Quality		7	9	17	11	11	n/a	132	n/a
• Miscellaneous		56	36	70	54	55	n/a	658	n/a
• Rider Injury / Incident		21	28	21	23	21	n/a	255	n/a
• Valid Complaints as percentage of total trips		2.41%	2.00%	1.92%	2.11%	2.13%	n/a	--	--
Total number of complaints by type - Invalid & Other		151	165	174	163	163	n/a	1,955	n/a
• Provider No-Show		27	38	32	32	34	n/a	403	n/a
• Timeliness		63	40	53	52	50	n/a	602	n/a
• Other Stakeholders		12	15	14	14	14	n/a	167	n/a
• Call Center Operations		4	15	9	9	13	n/a	159	n/a
• Driver Behavior		11	11	11	11	12	n/a	138	n/a
• Provider Service Quality		9	9	8	9	8	n/a	93	n/a
• Miscellaneous		19	29	33	27	23	n/a	275	n/a
• Rider Injury / Incident		6	8	14	9	10	n/a	118	n/a
• Invalid & Other Complaints as percentage of total trips		0.10%	0.11%	0.11%	0.11%	0.10%	n/a	--	--
Total number of denials by type		4,876	5,222	5,224	5,107	5,139	5,500	61,666	65,997
• Non-Urgent / Under Days of Notice		1,103	1,358	1,219	1,227	1,253	1,011	15,035	12,137
• Non-Covered Service		558	522	502	527	622	727	7,460	8,721
• Ineligible For Transport		187	223	241	217	182	140	2,186	1,678
• Unable to Confirm Medical Appointment w/ Provider		136	163	149	149	283	481	3,396	5,773
• Does Not Meet Transportation Protocols		5	8	4	6	9	13	113	152
• Incomplete Information		2,281	2,311	2,514	2,369	2,200	2,472	26,405	29,664
• Needs Emergency Services		3	9	7	6	9	13	104	159
• Beneficiary Has Medicare Part B or Other Coverage		603	628	588	606	564	642	6,766	7,703
• Denials as percentage of total trips		3.37%	3.41%	3.21%	3.33%	3.26%	3.49%	--	--

Note: Metrics are preliminary until claims resolution process is complete.

-- Indicates that Fiscal Year Totals are inappropriate to calclate for a percentage or time measure.

n/a Indicates that complaints were not calculated separately as Valid and Invlaid for FY 2014.

Explanation of Complaint & Denial Categories

COMPLAINTS:	DENIALS:
Provider No Show	**Non-Urgent/Under Days of Notice**
Timeliness	o Lacks 2-Day Notice
o Transportation Provider Early	o Lacks 3-Day Notice
o Transportation Provider Late	**Non Covered Service**
Other Stakeholders	o Breast Reconstruction
o Facility Issues	o Dental Care 21 and Over
o Rider Issues	o Free Services
o Rider No Show	o Gastric Bypass Pre-Auth
o Suspected Rider Fraud & Abuse	o Orthotic Device Pre Auth
Call Center Operations	o Hospital to Hospital (Unless a higher level of hospital service)
o LogistiCare Issues	o Orthotic Device Pre Auth
o LogistiCare Employee Issues	o Routine Foot Care
Driver Behavior	o Support Group
o Subcontractor Courtesy	o Experimental Procedure
o Transportation Provider Employee	o Routine Eye Exam
Provider Service Quality	o WIC Not Covered
o Subcontractor Safety	o Adult Daycare less than 15 miles
o Suspected TP Fraud & Abuse	o Crisis or Disaster
o Vehicle Issue	**Ineligible for Service**
Miscellaneous	o Recipient Not In Service Area
o Re-Route	o No Primary Care Physician Referral
oTransportation Provider	**Unable to Verify Medical Appointment**
Rider Injury/Incident	**Does Not Meet Transportation Protocol**
o Injuries	o Minor without Escort
o Incident Rider	o Refused Public Transit
	o Uncooperative Behavior, e.g., Abusive, Violent, Safety Risk
	Incomplete Information
	Needs Emergency Services
	o Needs 9-1-1
	Beneficiary Has Medicare Part B

Trip Summary by Provider Type

	April 2015				
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
Metric		**<2%**	**>=99.81%**	**>=90%**	**>=95%**
Ambulance	25,177	52.30%	98.48%	90.22%	84.35%
Commercial	137,932	15.73%	99.12%	91.39%	87.71%
Private	16,353	0.03%	100.00%	90.97%	92.89%
Transit	25,711	6.02%	99.57%	82.39%	84.56%
Volunteer	952	8.81%	98.78%	79.69%	73.91%

	May 2015				
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
Metric		**<2%**	**>=99.81%**	**>=90%**	**>=95%**
Ambulance	23,189	33.13%	99.39%	90.09%	81.97%
Commercial	128,859	15.05%	99.15%	91.64%	88.13%
Private	14,839	0.13%	100.00%	92.58%	94.85%
Transit	24,349	7.35%	99.73%	86.03%	87.28%
Volunteer	1,077	7.89%	99.08%	82.71%	72.66%

	June 2015				
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
Metric		**<2%**	**>=99.81%**	**>=90%**	**>=95%**
Ambulance	23,741	33.63%	99.41%	90.36%	81.61%
Commercial	138,729	14.78%	99.25%	91.66%	88.77%
Other	131	0.00%	98.47%	70.89%	69.62%
Private	16,025	0.03%	100.00%	91.09%	94.98%
Transit	26,253	7.80%	99.71%	85.67%	86.37%
Volunteer	1,108	10.80%	99.88%	81.67%	71.89%

	4th Quarter SFY 2015				
Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
Metric		**<2%**	**>=99.81%**	**>=90%**	**>=95%**
Ambulance	72,107	39.80%	99.09%	90.23%	82.67%
Commercial	405,520	15.19%	99.17%	91.57%	88.21%
Other	131	0.00%	98.47%	70.89%	69.62%
Private	47,217	0.07%	100.00%	91.53%	94.23%
Transit	76,313	7.06%	99.67%	84.70%	86.07%
Volunteer	3,137	9.20%	99.26%	81.38%	72.79%

Prompt Payment Aging Report By Invoice Received Date

04/01/2015 to 06/30/2015

Some Broker Clients, Some Transportation Providers

* May include invoices with future check dates *

LogistiCare Solutions, LLC

Broker Client: SC DHHS

Provider Payments
Days To Pay

Days From Invoice Submission To AP	Average Days	Number Of Trips Billed	Percent	Trips Denied	Denied As Percent Of Billed
0-30 Days	18	481,574	99.99%	3,237	0.67%
31-60 Days	34	45	0.01%	0	0.00%
61-90 Days	0	0	0.00%	0	0.00%
> 90 Days	0	0	0.00%	0	0.00%
	18	481,619	100.00%	3,237	

Provider Billing
Days To Invoice

Days From Date Of Service To Invoice Submission	Average Days	Number Of Trips Billed	Percent	Number Of Transportation Providers
0-30 Days	11	434,724	90.26%	183
31-60 Days	41	35,692	7.41%	110
61-90 Days	72	7,651	1.59%	58
91-120 Days	103	1,836	0.38%	22
121-150 Days	133	774	0.16%	10
> 150 Days	227	942	0.20%	11
	16	481,619	100.00%	

Prompt Payment Aging Report By Invoice Received Date

04/01/2015 to 06/30/2015

Some Broker Clients, Some Transportation Providers

* May include invoices with future check dates *

Report Totals

**Provider Payments
Days To Pay**

Days From Invoice Submission To AP	Average Days	Number Of Trips Billed	Percent	Trips Denied	Denied As Percent Of Billed
0-30 Days	18	481,574	99.99%	3,237	0.67%
31-60 Days	34	45	0.01%	0	0.00%
61-90 Days	0	0	0.00%	0	0.00%
> 90 Days	0	0	0.00%	0	0.00%
	18	481,619	100.00%	3,237	

**Provider Billing
Days To Invoice**

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31-60 Days	41	35,692	7.41%	110
61-90 Days	72	7,651	1.59%	58
91-120 Days	103	1,836	0.38%	22
121-150 Days	133	774	0.16%	10
> 150 Days	227	942	0.20%	11
	16	481,619	100.00%	

LogistiCare Quarterly Provider Retention

Quarter	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)	% Provider Sites Terminated ((c+d)/a)	% Provider Sites Added (b/a)
			Broker Initiated (c)	Provider Initiated (d)			
Quarter 3, 2015	154	12	5	1	160	3.90%	7.79%
Quarter 4, 2015	160	6	6	3	157	5.63%	3.75%
TOTAL	n/a	18	11	4	n/a	n/a	n/a

* Number of active sites at the end of a given quarter is the total active sites for the beginning of the next quarter.

Note: Only full contracts are represented.

NEMT Incidents and Injuries by Provider Contribution
April through June, 2015

		Provider Contributed Yes	Provider Contributed No	Total
Injury Occurred	Frequency	29	15	44
	Overall Percent	22.84	11.81	34.65
	Row Percent	65.91	34.09	100.00
	Column Percent	41.43	26.32	--------
Incident only/No Injury	Frequency	41	42	83
	Overall Percent	32.28	33.07	65.35
	Row Percent	49.40	50.60	100.00
	Column Percent	58.57	73.68	--------
Total	Frequency	70	57	127
	Overall Percent	55.12	44.88	100.00
	Row Percent	--------	--------	--------
	Column Percent	100.00	100.00	--------

Injury Severity

	Provider Contributed Yes	Provider Contributed No	Total
Injury - 1 (most severe)	1	0	1
Injury - 2	26	13	39
Injury - 3 (least severe)	2	2	4
	29	15	44

Injury Severity Criteria:
  1 – Severe: Traumatic injury or loss of life
  2 – Moderately Severe: Hospital visit without stay; Ambulance called to scene; Went to ER within 72 hours
  3 – Not Severe: Bumps or bruises; First Aid; Member notified Broker within 72 hours of injury

Incident Criteria:
  Accident without bodily injury; or
  Medical Episode not caused by injury; or
  Law enforcement involvement; or
  Non-severe injury reported to broker past 72 hours.

Note: In Quarter Four of 2015 the Broker and DHHS three member panel determined
14 incidents/injuries to have insufficient information or lack of communication from the member,
member's family, or authorized representative. The aforementioned incidents/injuries are not
included in the total count for the specific Quarter.

Agency / Broker
January 22, 2014	Agency meeting with LogistiCare
February 19, 2014	Agency meeting with LogistiCare
March 19, 2014	Agency meeting with LogistiCare
April 16, 2014	Agency meeting with LogistiCare
May 21, 2014	Agency meeting with LogistiCare
June 18, 2014	Agency meeting with LogistiCare
July 16, 2014	Agency meeting with LogistiCare
August 20, 2014	Agency meeting with LogistiCare
September 21, 2014	Agency meeting with LogistiCare
October 15, 2014	Agency meeting with LogistiCare
November 19, 2014	Agency meeting with LogistiCare
December 17, 2014	Agency meeting with LogistiCare
January 21, 2015	Agency meeting with LogistiCare
February 18, 2015	Agency meeting with LogistiCare
March 18, 2015	Agency meeting with LogistiCare
April 15, 2015	Agency meeting with LogistiCare
May 20, 2015	Agency meeting with LogistiCare
June 17, 2015	Agency meeting with LogistiCare
July 15, 2015	Agency meeting with LogistiCare
August 12, 2015	Agency meeting with LogistiCare
September 16, 2015	Agency meeting with LogistiCare

Agency / Broker Regional Advisory Meetings
August 12, 2014	Region 1 Quarterly Meeting - Greenville
August 13, 2014	Region 2 Quarterly Meeting - Columbia
August 28, 2014	Region 3 Quarterly Meeting - Florence
August 29, 2014	Region 3 Quarterly Meeting - North Charleston
December 9, 2014	Region 1 Quarterly Meeting - Greenville
December 3, 2014	Region 2 Quarterly Meeting - Columbia
December 4, 2014	Region 3 Quarterly Meeting - Florence
December 5, 2014	Region 3 Quarterly Meeting - North Charleston
February 24, 2015	Region 3 Quarterly Meeting – Myrtle Beach
February 25, 2015	Region 3 Quarterly Meeting – North Charleston
February 26, 2015	Region 2 Quarterly Meeting – Columbia
March 6, 2015	Region 1 Quarterly Meeting - Greenville
June 04, 2015	Region 1 Quarterly Meeting – Greenville
June 09, 2015	Region 3 Quarterly Meeting – North Charleston
June 10, 2015	Region 3 Quarterly Meeting – Myrtle Beach
June 11, 2015	Region 2 Quarterly Meeting – Columbia
August 25, 2015	Region 1 Quarterly Meeting – Greenville

August 26, 2015	Region 2 Quarterly Meeting – Columbia
August 27, 2015	Region 3 Quarterly Meeting – Myrtle Beach
August 28, 2015	Region 3 Quarterly Meeting – North Charleston

<u>Transportation Advisory Committee Meetings</u>

March 27, 2014	Quarterly TAC Meeting
June 26, 2014	Quarterly TAC Meeting
September 25, 2014	Quarterly TAC Meeting
December 11, 2014	Quarterly TAC Meeting
March 12, 2015	Quarterly TAC Meeting
June 25, 2015	Quarterly TAC Meeting
September 24, 2015	Quarterly TAC Meeting – Scheduled
December 10, 2015	Quarterly TAC Meeting – Scheduled

<u>LogistiCare / Healthcare Community Individual Meetings</u>

July 8, 2015	Davita- Aiken
July 8, 2015	FMC- Aiken- Aiken, SC
July 8, 2015	US Renal N Aiken- Aiken
July 8, 2015	US Renal S Aiken - Aiken
July 9, 2015	Axis 1- Bamberg
July 9, 2015	Axis 2- Bamberg
July 9, 2015	US Renal Barnwell- Barnwell
July 9, 2015	Polly Best- Barnwell
July 9, 2015	Triple E- Barnwell- Barnwell
July 13, 2015	Pepperhill Nursing Home- Aiken
July 13, 2015	RAI- N Augusta- N Augusta
July 13, 2015	Davita- Aiken- Aiken
July 16, 2015	Davita- North Orangeburg Dialysis- Orangeburg
July 16, 2015	Orangeburg Adult Day Care- Orangeburg
July 16, 2015	RAI- Orangeburg Mall- Orangeburg
July 16, 2015	Orangeburg Mental Health- Orangeburg
July 17, 2015	Cheraw Healthcare- Cheraw
July 17, 2015	Chesterfield Convelesence- Cheraw
July 17, 2015	Palmetto Ridge Nursing Home- Cheraw
July 21, 2015	Helping Hands Counseling Center- Sumter
July 21, 2015	Sumter Dialysis Center- Sumter
July 21, 2015	Magnolia Adult Care- Sumter
July 21, 2015	Active Day of Sumter- Sumter
July 21, 2015	FMC- Swan Lake- Sumter
July 23, 2015	Coastal Empire- Walterboro
July 23, 2015	Davita- Walterboro- Walterboro
July 27, 2015	RAI- Hollywood Ravenal- Ravenel
July 27, 2015	Active Day of Charleston- Charleston
July 27, 2015	DCI- James Island- Charleston
July 27, 2015	DCI- West Ashley- Charleston
July 27, 2015	FMC- West Ashley- Charleston

July 30, 2015 Patewood Health and Rehabilitation- Greenville

LogistiCare / Healthcare Community Individual Meetings- Cont.
August 3, 2015   Alpha Center- Camden
August 3, 2015   FMC- Camden- Camden
August 3, 2015   Kershaw County Psychiatry- Camden
August 18, 2015   FMC- Lee County Dialysis- Bishopville
August 18, 2015   Lee County Mental Health- Bishopville
August 18, 2015   Lee County Adult Daycare- Bishopville
August 18, 2015   McCoy Nursing Home- Bishopville
August 24, 2015   Pruitt Health- Orangeburg
August 24, 2015   Davita- South Orangeburg Dialysis- Orangeburg
August 31, 2015   Davita- North Orangeburg Dialysis- Orangeburg
August 31, 2015   Davita- South Orangeburg Dialysis- Orangeburg
September 1, 2015   Davita- Upstate- Greenville
September 1, 2015   DSI- Twin Oaks- Name change to DSI- Greenville
September 1, 2015   Davita- West End- Name change to Davita- Downtown Greenville
September 1, 2015   DSI- Pleasantburg- Greenville
September 1, 2015   DSI- Powderhorn- Simpsonville
September 1, 2015   DSI- Lyman- Lyman
September 2, 2015   FMC- Midtown Dialysis, Columbia
September 2, 2015   FMC- Irmo- Irmo,
September 8, 2015   FMC- Newberry- Newberry
September 8, 2015   Newberry Mental Health- Newberry
September 8, 2015   Newberry Behavioral Health Services- Newberry
September 10, 2015   Dents Adult Day Care- Columbia
September 10, 2015   FMC- Lexington Dialysis- Lexington
September 11, 2015   DSI- Powderhorn- Simpsonville
September 11, 2015   Davita- Greer Kidney- Greer
September 11, 2015   Davita- Greer South Kidney- Greer
September 11, 2015   Greer Mental Health- Greer
September 15, 2015   RAI Care Centers Mount Pleasant- Mt Pleasant
September 15, 2015   Sandpiper Senior Daycare- Mt Pleasant
September 15, 2015   East Cooper Senior Daycare- Mt Pleasant
September 15, 2015   MUSC- East Cooper Behavioral Health- Mt Pleasant
September 15, 2015   FMC- Charleston County- Mt Pleasant
September 16, 2015   Davita- Goose Creek- Goose Creek
September 16, 2015   DCI- Goose Creek- Goose Creek
September 16, 2015   Active Day of Lowcountry- Goose Creek
September 16, 2015   Kennedy Center Adolescent Program- Goose Creek

Agency / Other Stakeholder Meetings
May 1, 2014   Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT,
                        LogistiCare - Columbia
June 4, 2014   Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT,
                        LogistiCare - Columbia

July 16, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, LogistiCare - Columbia
August 13, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, LogistiCare – Columbia
September 23, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, LogistiCare, OAG – Columbia
October 15, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, LogistiCare, OAG – Columbia
December 17, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, LogistiCare, OAG – Columbia
February 23, 2015	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, LogistiCare, OAG – Myrtle Beach
April 15, 2015	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, LogistiCare, OAG - Columbia
June 17, 2015	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, OAG– Columbia
September 24, 2015	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, OAG– Columbia – Scheduled

Agency / LogistiCare / Other Stakeholder Meetings

February 1, 2014	TAC Transportation Provider Sub Committee - Columbia

Program Review Site Visits

February 7, 2014	SCDHHS and LogistiCare Unannounced - Charleston
March 24, 2014	SCDHHS and LogistiCare Unannounced - Seneca
April 22, 2014	SCDHHS and LogistiCare Unannounced - Florence
April 23, 2014	SCDHHS and LogistiCare Unannounced – Sumter
June 12, 2014	SCDHHS and LogistiCare Unannounced-Greenville
August 7, 2014	SCDHHS and LogistiCare Unannounced-Williamsburg/Kingstree
August 19, 2014	SCDHHS and LogistiCare Unannounced-Columbia
September 9, 2014	SCDHHS and LogistiCare Unannounced-Anderson
October 17, 2014	SCDHHS and LogistiCare Unannounced-Myrtle Beach
November 12, 2014	SCDHHS and LogistiCare Unannounced-Orangeburg
November 21, 2014	SCDHHS and LogistiCare Unannounced-Cherokee
January 28, 2015	SCDHHS and LogistiCare Unannounced-Easley, Pickens
February 23, 2015	SCDHHS, LogistiCare and DHEC Unannounced-Myrtle Beach
March 27, 2015	SCDHHS and LogistiCare Unannounced-Newberry
April 14, 2015	SCDHHS LogistiCare and DHEC Unannounced-Greenville
May 7, 2015	SCDHHS and LogistiCare Unannounced-Florence
May 13, 2015	SCDHHS and LogistiCare Unannounced-Sumter
July 23, 2015	SCDHHS and LogistiCare Unannounced-Beaufort
July 24, 2015	SCDHHS and LogistiCare Unannounced-Allendale
August 5, 2015	SCDHHS and LogistiCare Unannounced-Spartanburg