

MTAC Minutes
Department of Medical Assistance Services
Wednesday, May 26, 2004

Members Attending:

Sharon Davis, Community Medical Transport, Hampton
Sid Del Cardayre, Van Go, Inc., Richmond
Jennifer Fidura, VA Network of Private Providers, Richmond
Patrick W. Finnerty, Director, DMAS
Eddie Jones, Appalachian Agency for Senior Citizens, Cedar Bluff
Tammy Loney, Friends Medical Transport, Portsmouth
Dawn Missory for Mary Ann Bergeron, VACSB
Buddy Scherer, GRTC Transit System, Richmond
Freda Smith, LogistiCare, Director of VA Operations, Richmond
Bryan Tomlinson, Director of Health Care Services, DMAS
Mike Wampler, Mountain Empire Older Citizens, Big Stone Gap
Robbie Werth, Diamond Transportation, Springfield

Members Absent:

Fredra Britt, Tandem Health Care of Windsor
Hobart Harvey, Virginia Health Care Association
Elizabeth Kaeser, Loudoun Long Term Care Center
Marge Sidebottom, UVA Health System
Jacqueline Taylor, James E. Fleming Taxi Service
Ann Tennett, Winchester Dialysis LLC
Jadonna Tirado, Riverside Dialysis Facility

Staff:

DMAS: Bob Knox, Peter Lubinskas, Bernie Pomfrey, Eileen Jackson
LogistiCare: Marian Atterberry, Lisa Bilik, Greg Birge, Albert Cortina, Mavis Cowan, Mary Eaglesfield, Greg Forgey, Chuck Wolf, Kristen Yates.

Public Comment Guests:

Karen Belcher, Tri-City Transit

Welcome and Introductions

Patrick W. Finnerty, Director of the Department of Medical Assistance Services (DMAS), convened the Medicaid Transportation Advisory Committee (MTAC) meeting at 1:15 p.m. Following the introduction of MTAC members, staff and public guests, Eileen Jackson. was introduced as the new Transportation Field Monitor for DMAS.

Approval of Minutes

Mr. Finnerty asked for a motion to review and approve the Minutes. Ms. Fidura made the motion to accept the Minutes of the March 17, 2004, MTAC meeting. The minutes were approved unanimously.

LogistiCare Presentation

Prior to LogistiCare's presentation, Mr. Finnerty explained that its purpose is to respond to the wide array of provider issues raised at the MTAC meeting of March 17. Several meetings, on-site visits and discussions between LogistiCare, their providers and DMAS took place following the last MTAC meeting to address these issues.

Together, Freda Smith, LogistiCare Director of VA Operations, Albert Cortina, LogistiCare Chief Operating Officer and Chuck Wolf, Assistant Director of Operations presented the following:

- LogistiCare has changed the name of their Fraud and Abuse Unit. The Unit's new name is "Utilization and Provider Review."
- Electronic Billing: LogistiCare anticipates the introduction of an electronic billing interface in the Fall 2004. The software will allow providers to bill electronically, which will accelerate payment, eliminate math errors and allow for greater management tracking capabilities.
- Trip Leg Cancellations: Following an internal review of their procedures, LogistiCare noted a 5% error rate when canceling trips. Consequently, LogistiCare will begin additional training of staff and will implement a quality review initiative.
- Billing: LogistiCare will provide statewide training in June for their providers to assist with billing, resubmittals, denials and basic office management practices.
- Penalties: LogistiCare lengthened the time for submitting invoices without penalties. The deadline was extended from 14 days to 28 days to avoid their 10% penalty for late billing. The deadline was extended from 28 days to 60 days to avoid denial of payment for late billing. The deadline for correcting and resubmitting invoices was extended from 28 days to 60 days.
- Fuel Costs: Due to the increasing fuel costs, LogistiCare assisted some of their providers by issuing 'Gas Supplement' checks. The check amount was based on a formula taking into consideration the providers' trip volume and distance.
- Mileage Calculations: LogistiCare retracted their '10 mile rule'. Providers will be encouraged to contact their Regional Office regarding any mileage discrepancies. LogistiCare will now accept mileage calculation appeals using MapPoint as an independent means of verifying mileage.
- Late-Night Faxes: LogistiCare reiterated that providers should only receive after-hours faxes for trips scheduled 2 days out. If providers receive after-hours faxes for earlier trips, they should contact their Regional Manager to report the incident.
- Insurance: LogistiCare is performing a study with Marsh USA, Inc. to determine the feasibility of LogistiCare providing an insurance program. The potential program will

include, auto, property, liability and Workers Compensation coverage. Further details will be discussed at the regional provider meetings.

- **Recipient No-Shows:** LogistiCare is working with the MTAC Recipient No-Show Subcommittee to address habitual recipient no-shows. The results of the committee are forthcoming and will include a draft policy on how to deal with recipients who habitually cancel their transports with little or no advance notice.

Other Business

Robbie Werth, Diamond Transportation, raised the possibility of appropriating funds to offset increased fuel costs by adding a .50 trip fee until fuel prices stabilize. Mr. Werth was advised that any appropriation of funds must be approved by the General Assembly. Mr. Werth also raised the issue of county and city laws pertaining to the operation of taxicabs within Region 7. Mr. Werth expressed his concern about numerous companies operating illegally without the proper authority throughout Region 7.

Mr. Finnerty updated the MTAC on the status of the draft RFP. The first draft of the Non-Emergency Transportation RFP will be available for MTAC review prior to the July 21, 2004 MTAC meeting. The draft RFP will be e-mailed to the MTAC members and will also be available for download via the DMAS website (www.dmas.virginia.gov). Comments can be e-mailed to transportation@dmas.virginia.gov. The new contract will be effective July 01, 2005.

Public Comments

Mr. Finnerty called for comments from members of the public. One individual, Karen Belcher of Tri-City Transit, offered comments on her appreciation of LogistiCare's cooperation on various provider issues such as billing, reimbursement and customer service. Ms. Belcher also offered assistance to any provider needing help with their operational billing procedures.

The meeting adjourned at 3:45 p.m.

Next Meeting Date: Wednesday, July 21, 2004