

MTAC Minutes
Department of Medical Assistance Services
Wednesday, March 17, 2004

Members Attending:

Sharon Davis, Community Medical Transport, Hampton
Jennifer Fidura, VA Network of Private Providers, Richmond
Patrick W. Finnerty, Director, DMAS
Hobart Harvey, VA Health Care Association, Richmond
Cindi Jones, Chief Deputy Director, DMAS
Eddie Jones, Clinch Independent Living Services, Grundy
Tammy Loney, Friends Medical Transport, Portsmouth
Dr. Elmer Neil, Chair, Board of Medical Assistance Services
Cheryl Roberts, Deputy Director of Programs and Operations, DMAS
Buddy Scherer, GRTC Transit System, Richmond
Freda Smith, LogistiCare, Director of VA Operations, Richmond
Ann Tennett, Winchester Dialysis, Front Royal
Jim Tobin, Piedmont CSB, Martinsville
Bryan Tomlinson, Director of Health Care Services, DMAS
Mike Wampler, Mountain Empire Older Citizens, Big Stone Gap
Robbie Werth, Diamond Transportation, Springfield

Staff:

DMAS: Bob Knox, Peter Lubinskas, Bernie Pomfrey, Patti Davidson
LogistiCare: Lisa Bilik, Greg Birge, Mavis Cowan, Marian Atterberry

Public Comment Guests:

Jim Bryant, Manassas Cab Co., Manassas
Al Campbell, Al's Transportation, Virginia Beach
Ezell Cook, Cook's Transportation, Hurt
Ruby Wilson, Wilson's Taxi, Gretna
Mary Crockett, Crockett Carriers, Weems
Kimberlee Mack-Matthews, SET Transportation, Norfolk
Al Cross, C&E Medical Transport, Chesapeake
Barbara Green, VIP & Associates, Richmond
Mary Anne Jones, Jones Financial Management, Chatham
Doris Williams, family member, Woodbridge

Introductions

Patrick W. Finnerty, Director of the Department of Medical Assistance Services (DMAS), commenced the Medicaid Transportation Advisory Committee (MTAC) meeting at 1:05 p.m.

Following the introduction of MTAC members, staff and public guests, Mr. Finnerty stated the purpose of the MTAC: to advise DMAS on issues concerning the brokerage model of non-emergency transportation. Mr. Finnerty further explained that the purpose of the brokerage model is to assure service quality, reduce fraud and control costs.

Public Comment

Mr. Finnerty called for comments from members of the public. Six individuals offered comments on various provider issues. Kimberlee Mack-Matthews, representing the Virginia Medical Transportation Association (VMTA), presented the VMTA officers and a list of their concerns. A recipient's family member also raised concerns about the DMAS policy of providing transportation from curb-to-curb rather than door-to-door.

Following public comments, Mr. Finnerty stated DMAS would address the provider concerns that were expressed and report at the next MTAC meeting. In addition, DMAS will work with LogistiCare to evaluate the process of transferring recipient eligibility data from DMAS to the broker.

Approval of Minutes

The minutes of the December 16, 2003 MTAC meeting were approved unanimously.

Announcements

It was announced that LogistiCare's existing contract for non-emergency transportation services would be extended for fiscal year 2005. A new Request for Proposal (RFP) for non-emergency transportation services is planned for fiscal years 2006-2007. DMAS plans to issue the new RFP in late 2004 and anticipates an award in March 2005.

DMAS announced a new dedicated email address for vendors, recipients and the public to comment on the upcoming RFP. In addition, the address can be used to raise issues to DMAS regarding non-emergency transportation. The address is transportation@dmass.virginia.gov.

DynTek Payment Bond Update

Robert Knox, Transportation Manager, provided an update on the status of DynTek's payment bond. Mr. Knox reported the federal court is still verifying the claims that were filed against the bond. As of March 2004, DynTek continues to distribute approximately \$100,000 monthly to vendors who have agreed to a settlement of their claims and DMAS is verifying that the vendors have received the payments.

General Assembly Update

Due to time constraints, MTAC bypassed this agenda item.

Subcommittee Reports

Hobart Harvey, VA Health Care Association, gave an update on the Recipient Assistance Subcommittee activities as they related to nursing home recipients. Mr. Harvey stressed the importance of clearly defining the door-to-door recipient assistance needs in the new RFP.

Jennifer Fidura, VA Network of Private Providers, briefed MTAC on the recipient assistance needs for those recipients with mental illness or mental retardation. Ms. Fidura highlighted the need for defined levels of recipient assistance for individuals with physical and/or cognitive impairments. It was suggested the additional costs be determined so they may be included in the Department's budget submission process.

Freda Smith, LogistiCare Director of VA Operations, updated the MTAC on the Recipient No-Show subcommittee activities. LogistiCare will submit a suggested guideline to DMAS on how to manage recipients that consistently miss (no-show) prescheduled non-emergency transportation appointments. The proposal will take into account instances in which recipients are missing their appointments due to reasons beyond their control.

LogistiCare Operational Reporting

Freda Smith, LogistiCare Director of VA Operations, gave a brief update on LogistiCare's stretcher van service, use of public transportation, and their current quality assurance and outreach activities. Ms. Smith announced LogistiCare has hired a new Assistant Director of Virginia Operations, Chuck Wolfe, who will begin on March 29, 2004. Ms. Smith also announced Terry Pope, Health Care Manager has resigned effective April 12, 2004, and that LogistiCare is actively recruiting for the position.

The meeting adjourned at 3:30 p.m.

Next Meeting Date: Wednesday, May 19, 2004

VIRGINIA MEDICAL TRANSPORTATION ASSOCIATION (VMTA)

Good afternoon:

I am Kimberlee Mack-Matthews, Public Relations Officer for the Virginia Medical Transportation Association.

VMTA is representative of an estimated 65 Vendors/Providers and growing. Our membership base consist of Transportation Vendors and representation from Dialysis Centers, Day Support Programs, Group Homes, Adult Day Care and Medicaid recipients. Our membership base covers all Logistic Care Regions based in Virginia.

I would like to introduce the Officers of VMTA at this time and ask them to stand:

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|-------------------------------------|-------------------------|----------|
| President | Tammy Loney | <i>Q</i> |
| Vice President | Sharon Davis | |
| Secretary | Cynthia McNeil | |
| Asst. Secretary | Jan Atkinson | |
| Treasurer | Robert Epps | |
| Chaplain | Arthur Cross | |
| Public Relations | Kimberlee Mack-Matthews | |
| <i>Request</i> Regional Coordinator | <i>Mary Anne Jones</i> | |

We are ~~here~~ *here* today before this committee as well as DMAS with some concerns that we would like to have addressed.

We are here today to voice those concerns and as a group work together to solutions that are beneficial to DMAS, Logistic Care, Vendors and most of all the Recipients of Virginia that truly need our services.

It is not our goal to have any broker the state has selected to administer the transportation program ousted or removed. However, it is our goal to ensure that a fair system is in operation in the state of Virginia.

At this time I would like to outline our concerns.

Virginia Medical Transportation Association (VMTA)

Vendor Issues and Concerns

- ▶ 28 Day Billing Rule. - *Isabel*
- ▶ Non consistent payment schedule dates- Not 1st & 15th.
- ▶ Job Number request turn around period exceeds acceptable standards.
- ▶ 10 % Penalty Pot distribution & Liquated damages.
- ▶ Vendor termination with no impartial appeal process.
- ▶ Cancellation of trips when not in good favor.
- ▶ Returned billing with no timely assistance for resolution.
- ▶ Actual mileage versus Map Point shortest routes.
- ▶ Poor communications to vendors, limited personal contact.
- ▶ New Standing Order procedure not written or communicated to affected providers, i.e.; Vendors, Day Support, CSB's, Dialysis Centers, and Adult Day Care. *Case Mgr.*

Virginia Medical Transportation Association (VMTA)

Closing:

In closing we would like from this committee to know that all of our issues are important, but there are two issues that we would like immediate focus and attention.

1. 28 Day billing Issue it is unfair and impossible.
2. An impartial appeal process prior to suspension, termination and any changes to vendor contracts

VMTA is here today seeking help with these very important issues.

It has been my pleasure to address this committee and we look forward to working with you for a fair and equitable resolution.