



# Transportation Advisory Subcommittee

## Q4 2024 TAC Meeting

February 11, 2025

Celeste Crocker



We're  
There

[modivcare.com](https://www.modivcare.com)



# Agenda

- Welcome
- Q3 Minutes Approval
- New Modivcare Management/Introductions
  - Lydia Hennick
- Performance and General Updates
- Grievances Resolution
- Transportation Partner Updates
- Contact Center Updates
- Upcoming Roundtable/Meeting Dates
- Open Discussion

Vanessa Jackson- SCDHHS

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Celeste Crocker –Sr. Director (SRD)

Frankie Evans– Customer Advocate Manager (CAM)

Shanley Beckett- Member Experience Manager (YORS)

Chad Wade–Provider Relations Director

Margaret Tucker– Contact Center Manager (CSM)

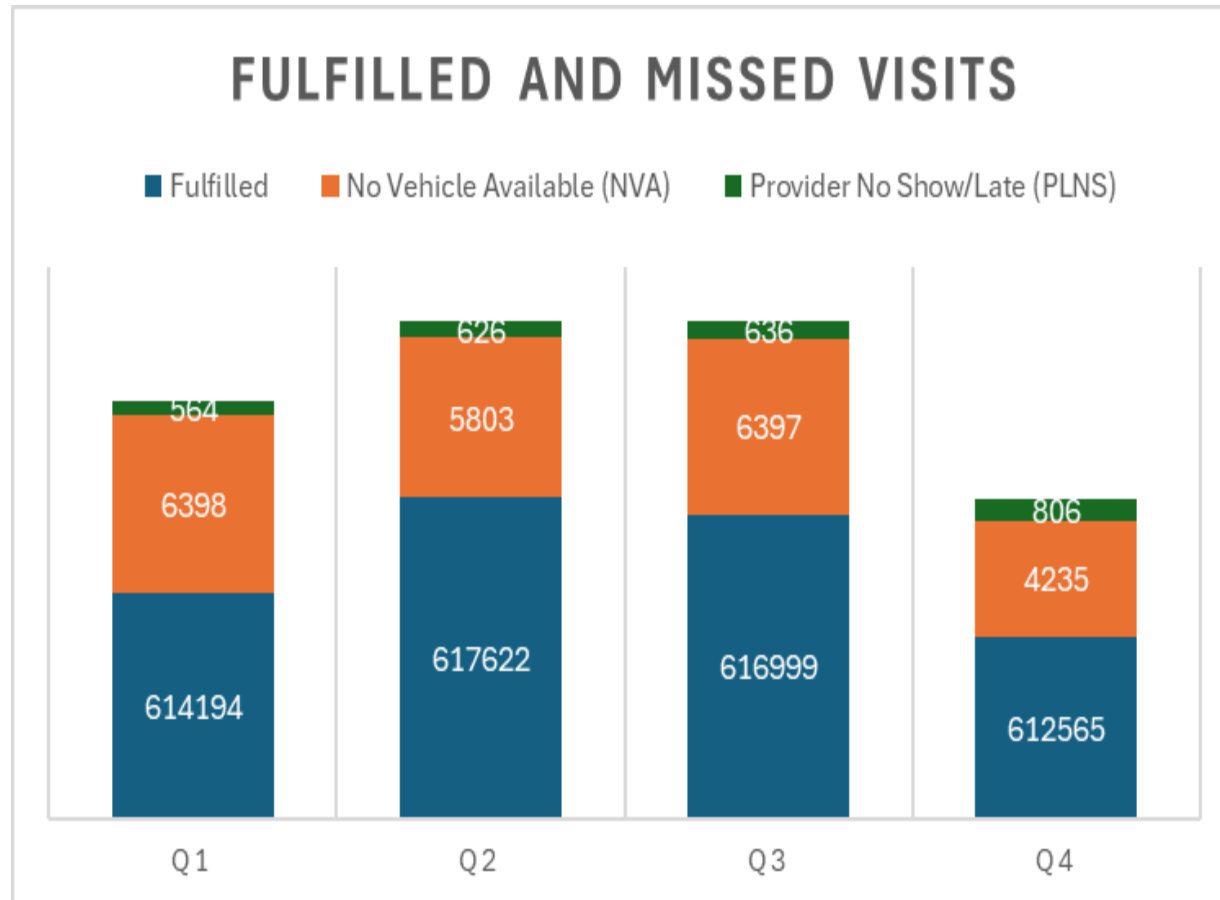
Celeste Crocker – SC Sr. Director (SRD)

# Performance and General Updates

Frankie Evans, Customer Advocate Manager



# Q1, Q2, Q3, & Q4 2024 Rides – Fulfilled, Missed, & NVA Rides



## Fulfilled, Missed, & NVA Rides

The numbers in this report differ from the previous TAC report reflected the overall network rather than only the DHHS ride count. The current graph specifically represents data for SC DHHS only.

- Fulfilled rides represent the number of rides successfully completed by Transportation Providers (TPs), Volunteer Drivers, Gas Reimbursement, Mass Transit and TNC.
- Missed trips, on the other hand, include instances of Provider No Show/Late (PLNS) and No Vehicle Available (NVA).
- To address NVAs, the Network Team, Provider Relations Director (PRD), Chad Wade and Provider Relations Managers (PRMs), Rosie Kaur/Mike Pittman have onboarded new TPs in Orangeburg, Charleston, and Richland counties. This effort aims to significantly reduce NVAs and improve service delivery in these areas.
- Additionally, TPs responsible for missed or delayed trips are engaging in weekly discussions with their PRMs. If these issues persist, the TPs volume will be reduced and PRMs will monitor weekly. If the behavior continues the TPs will be placed on a Performance Improvement Plan.

# Q4 2024 Reroutes – Top 5 Reasons

## July – September 2024

- Too much volume w/in same time 27,744
- Driver Shortages 24,661
- Not in Service Area 13,100
- Issue w/Member or Facility 8,131
- Outside of Operational Hours 4,334

## October – December 2024

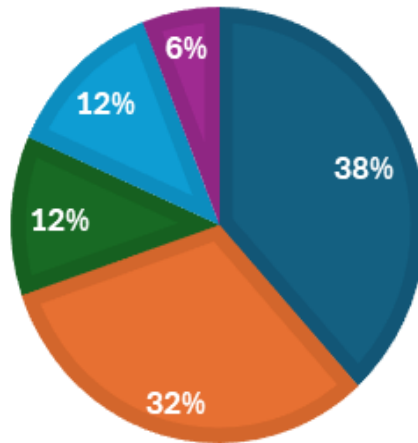
- Too much volume w/in same time 26,883
- Driver Shortages 22,159
- Issue w/Member or Facility 8,315
- Not in Service Area 8,742
- Outside of Operational Hours 4,187

Provider Relation Managers (PRMs) and the Provider Relations Department (PRD) are actively working with Transportation Partners to reduce reroutes. Key actions:

- Decreasing volume where necessary to ensure better capacity management.
- Setting clear goals for improvement and tracking progress.
- Hosting weekly meetings to discuss performance and identify solutions.
- Face-to-face meetings to collaborate on strategies and walk through actionable ways to minimize reroutes.
- These efforts aim to improve overall efficiency and ensure better service delivery for our members

## Q4 REROUTES

- Too much volume w/in same time
- Driver Shortages
- Issue w/ Member or Facility
- Not in Service Area
- Outside of Operational Hours



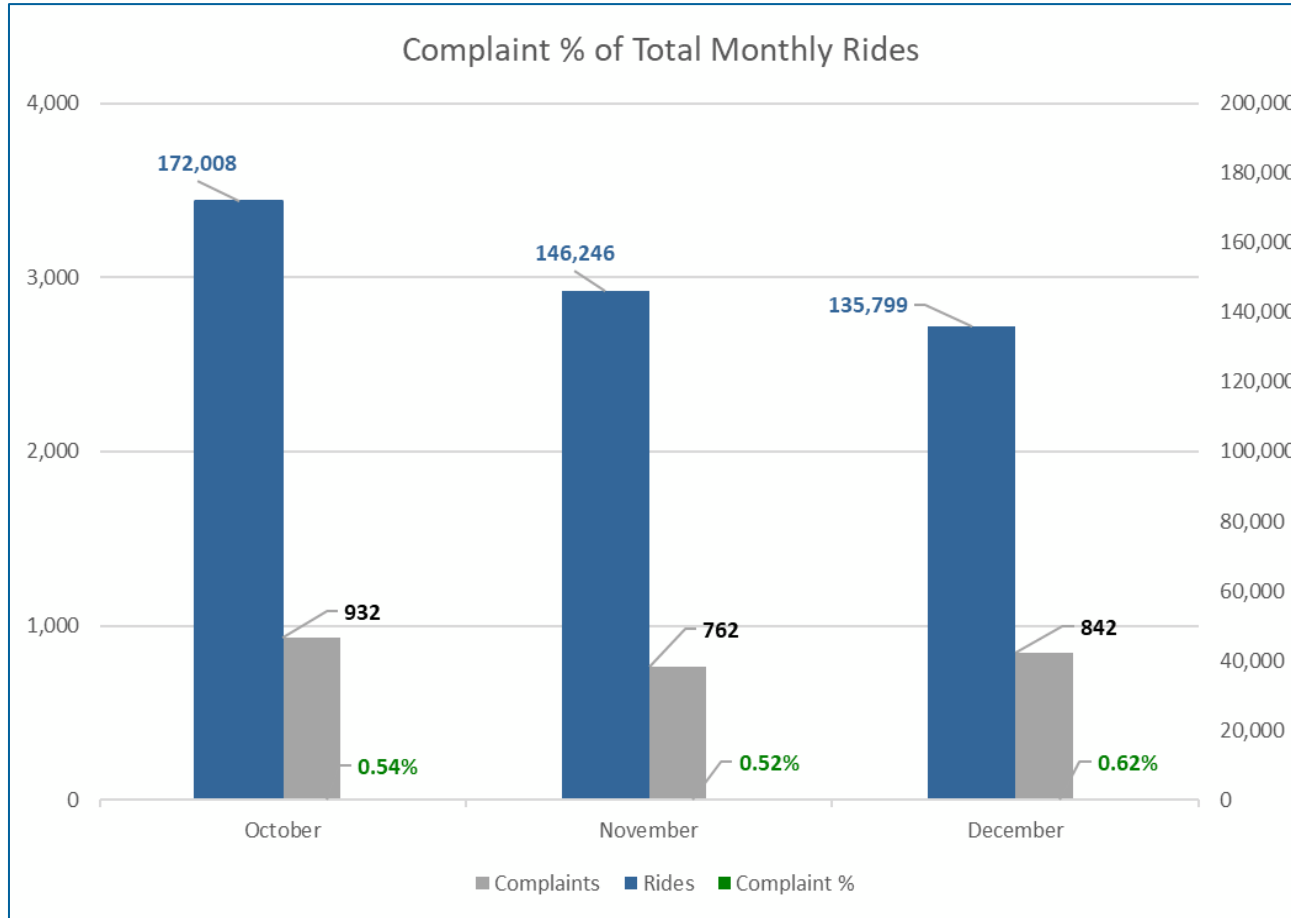
# Grievance Resolution

Shanley Beckett, Member Experience Manager  
(Your Office of Resolution Services - YORS)



# Q4 2024 Member Experience

## Your Office of Resolution Services (YORS) Data



### Top Complaint Types:

Complaint Types	Oct	Nov	Dec
Rider No Show	361	156	284
Provider No Show	190	139	126
Provider Late	110	131	114
No Vehicle Available	105	126	144
Modivcare Issue*	62	84	51

\*A high number of Rider No Shows were reported due to members not being available upon the driver's arrival. However, members have been educated on the importance of calling Modivcare to cancel rides that are no longer needed.

\*The complaint volume decreased in Q4 with over 1,300 complaints less than in Q3. Education, training, and working with other departments to resolve transportation issues could have contributed to the decrease.

\*A Modivcare Issue is a direct complaint that is placed regarding Modivcare. For example, it may include when transportation is not secured for a member's trip, or a member having an issue with the automated system (IVA/IVR).

# Transportation Partner Updates

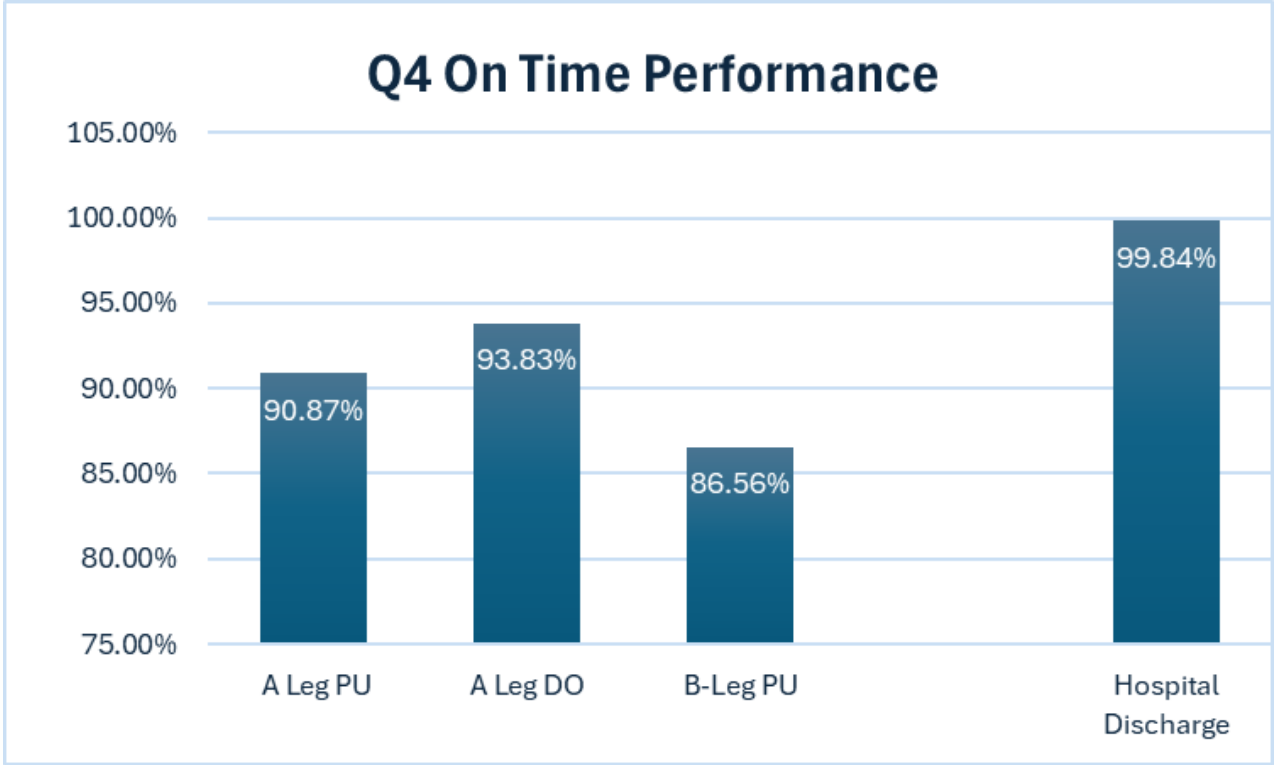
Chad Wade, Provider Relations Director



# Q4 2024 On-Time Performance



Q4 On Time Performance



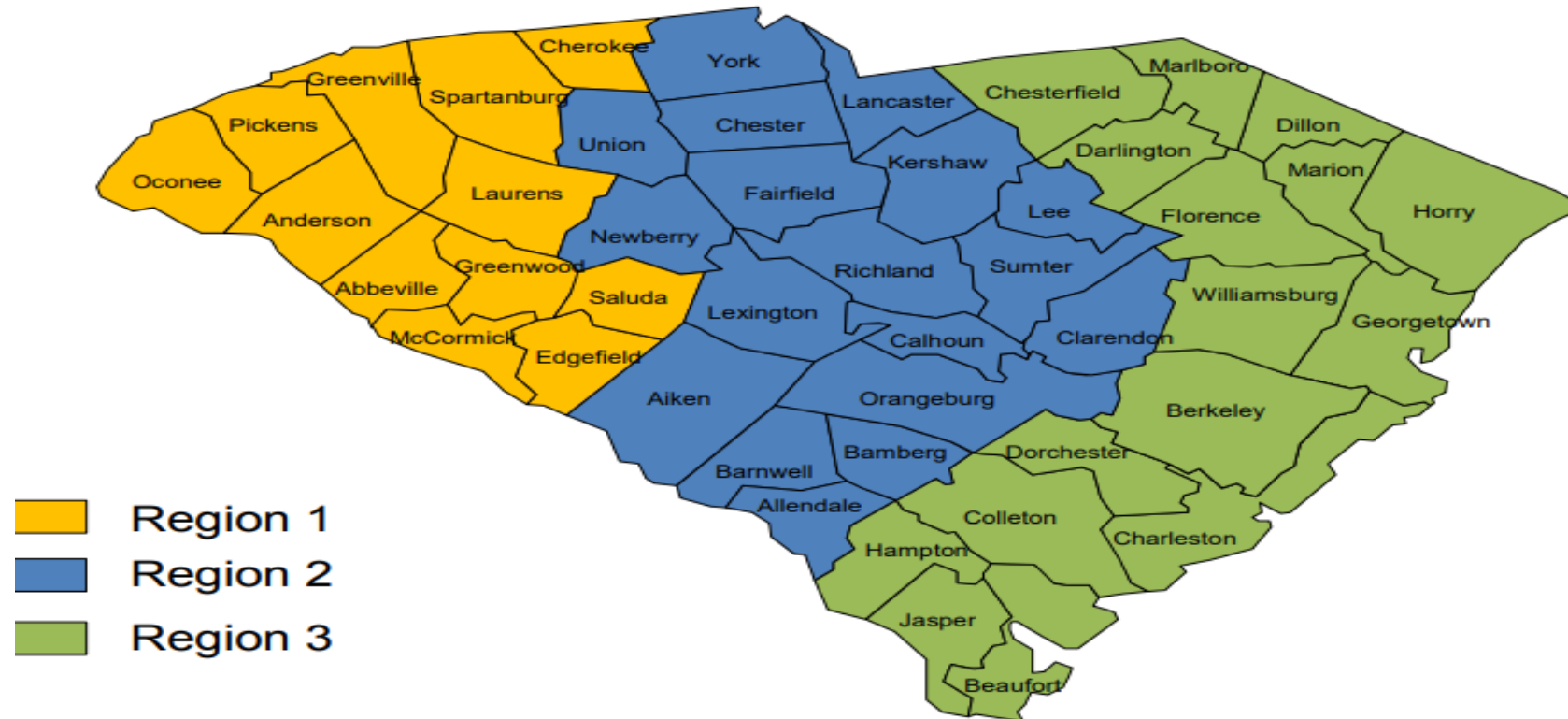
## Improvement Actions

- Appointment times for members have been updated to improve scheduling efficiency. Our team is actively working to ensure these changes are seamlessly integrated into our system for accuracy and reliability for both Pick-up and Drop-off.
- We are conducting proactive daily outreach to Providers, reinforcing our commitment to meeting and exceeding On-Time Performance metrics.

A-Leg PU	A-Leg DO	B-Leg PU	Hospital Discharges
90.87%	93.83%	86.56%	99.84%

# Regions

## South Carolina NEMT Program



# Q4 2024 Network Development

## Region 1

- 2W/C, 5 Ambulatory

## Region 2

- 7 BLS Stretchers, 1 W/C, 2 Ambulatory

## Region 3

- 1 Ambulatory, 2 W/C, 5 BLS Strecher



# Q4 2024 Top 5 Counties Expanding Current Providers



Provider Relations Team is working with existing TPs to add service area(s) and/or more vehicles for the following counties:

- Orangeburg –Reg. 2
- Charleston- Reg. 3
- Richland- Reg. 2
- Greenwood- Reg. 1
- Horry- Reg. 3

County	Ambulatory	Stretcher	Wheelchair	Total
Orangeburg	137	5	112	254
Charleston	175	11	131	317
Richland	126	2	106	234
Greenwood	185	0	34	219
Horry	97	5	94	196

# Q4 2024 New Providers Pending Completion

## Region 2

- We Care 360 Transportation – 4 Ambulatory
- V/D Gregg Booker –1 Ambulatory

## Region 3

- Charleston Green Taxi – 10 Ambulatory
- V/D Charles Freeman – 1 Ambulatory

## Region 2

- 5 Ambulatory

## Region 3

- 11 Ambulatory

# Q4 2024 Provider Performance Recognition

Score	Grade	# of Providers
95-100	A+	4
90-95	A	27

## Q4 2024 Providers 95%+ Digital

<b>%</b>	<b># of Providers</b>
99.00-100	107
98-98.99	6
97-97.99	4
95-96.99	1

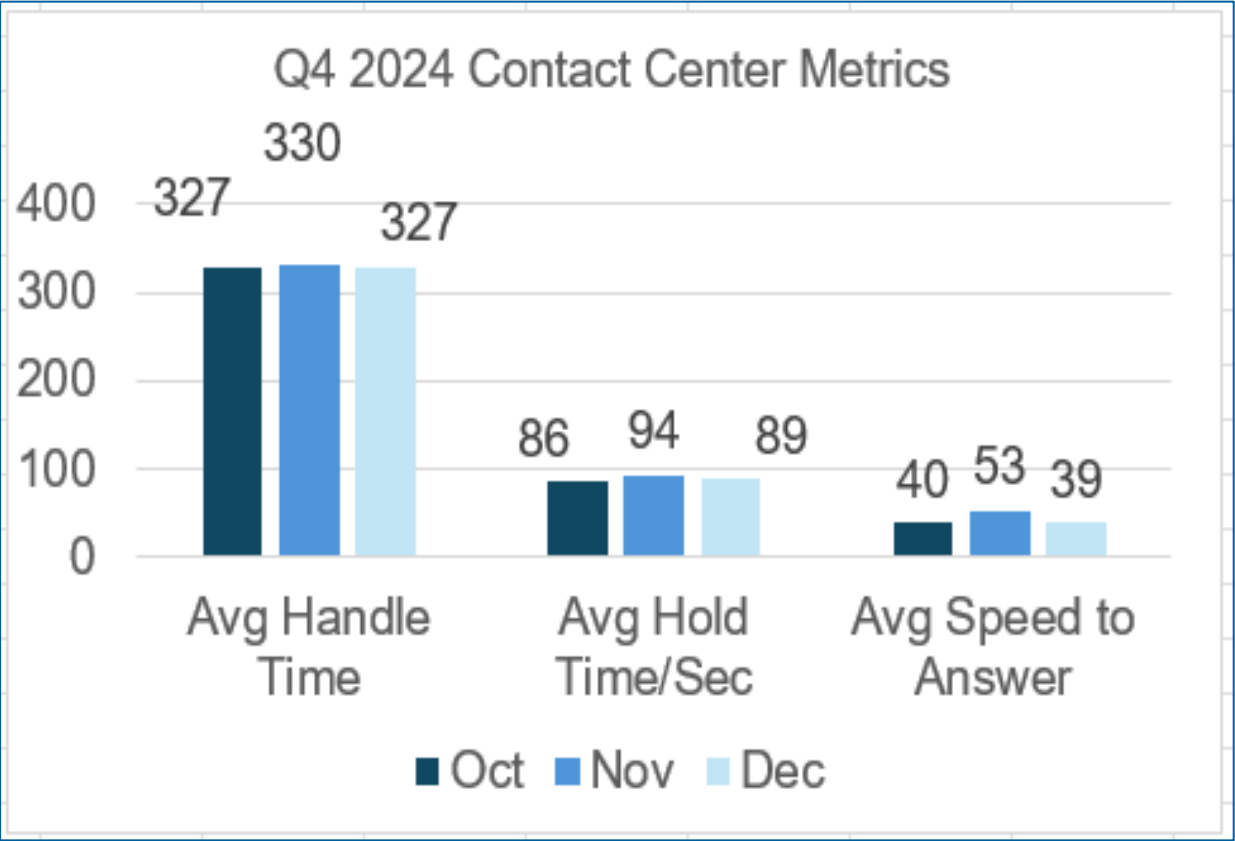
# Contact Center Updates

Margaret Tucker, Contact Center Manager



# Q4 2024 Contact Center Metrics

## Q4 Monthly Metrics



## Q4 Metrics Average

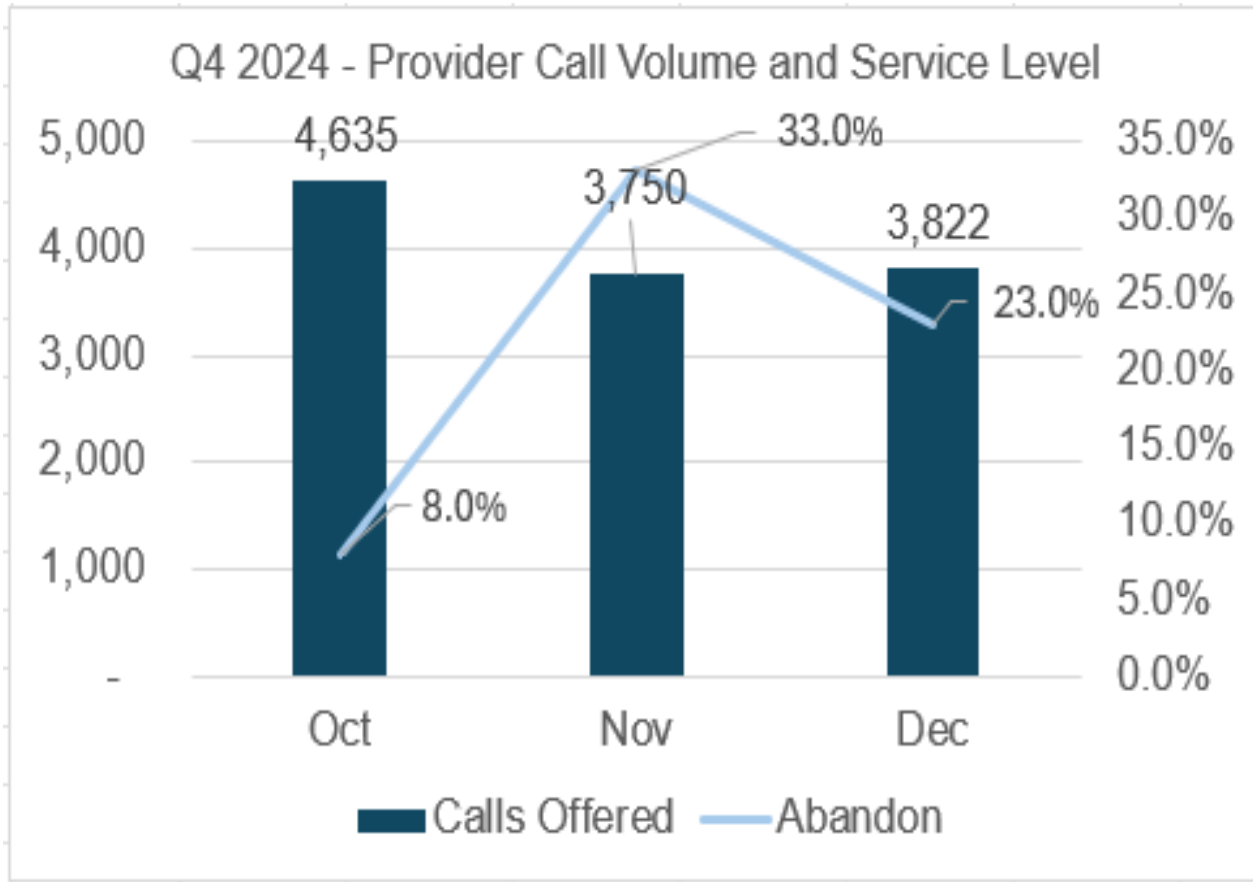
- Avg Calls: 47,348
- Avg Abandon Rate: 1.34%
- Avg AHT: 328 sec
- Avg ASA: 44 sec
- Avg Hold: 89 sec

## Contact Center Updates

New training class completed training 11/17/2024.

# Q4 2024 Transportation Metrics

## Monthly Metrics For Q4



## Metrics Average Q4

- Avg Calls: 4,069
- Avg Abandon Rate: 21.33%
- Avg ASA: 276 seconds

A woman with dark hair, smiling, is seen from the chest up, sitting in the driver's seat of a car. She is holding a smartphone in her right hand. The car's interior and window are visible. The background is a blurred outdoor scene.

# Modivcare Meeting Schedules

Celeste Crocker, Senior Director of Transportation



# 2025 Quarterly Meeting

## Q1

- Greenville – Wednesday, March 12th, Hilton
- Online- Thursday, March 20th

## Q2

- Columbia -Wednesday , May 14th, Hilton Garden Inn
- Online- Tuesday, May 20th

## Q3

- Charleson- Wednesday, August 13th
- Online- Thursday, August 21st

## Q4

- Myrtle Beach –Wednesday, October 15th
- Online- Tuesday, October 28th

# 2025 Provider Payment Schedule

- \*Note- All Supplemental Payments will be paid on the last Friday of each month.

2025 Provider Payment Schedule	
Invoices Due to Claims Center	Check Run Date
Thursday, December 19, 2024	Friday, January 3, 2025
Thursday, January 2, 2025	Friday, January 17, 2025
Thursday, January 16, 2025	Friday, January 31, 2025
Thursday, January 30, 2025	Friday, February 14, 2025
Thursday, February 13, 2025	Friday, February 28, 2025
Thursday, February 27, 2025	Friday, March 14, 2025
Thursday, March 13, 2025	Friday, March 28, 2025
Thursday, March 27, 2025	Friday, April 11, 2025
Thursday, April 10, 2025	Friday, April 25, 2025
Thursday, April 24, 2025	Friday, May 9, 2025
Thursday, May 8, 2025	Friday, May 23, 2025
Thursday, May 22, 2025	Friday, June 6, 2025
Thursday, June 5, 2025	Friday, June 20, 2025
Wednesday, June 18, 2025	Thursday, July 3, 2025
Thursday, July 3, 2025	Friday, July 18, 2025
Thursday, July 17, 2025	Friday, August 1, 2025
Thursday, July 31, 2025	Friday, August 15, 2025
Thursday, August 14, 2025	Friday, August 29, 2025
Thursday, August 28, 2025	Friday, September 12, 2025
Thursday, September 11, 2025	Friday, September 26, 2025
Thursday, September 25, 2025	Friday, October 10, 2025
Thursday, October 9, 2025	Friday, October 24, 2025
Thursday, October 23, 2025	Friday, November 7, 2025
Thursday, November 6, 2025	Friday, November 21, 2025
Thursday, November 20, 2025	Friday, December 5, 2025
Thursday, December 4, 2025	Friday, December 19, 2025
Thursday, December 18, 2025	Friday, January 2, 2026
Wednesday, December 31, 2025	Friday, January 16, 2026
Thursday, January 15, 2026	Friday, January 30, 2026
Thursday, January 29, 2026	Friday, February 13, 2026

# Open Discussion



A woman with dark hair, wearing a light-colored blazer, is smiling and looking towards the camera while holding a smartphone. She is positioned in front of what appears to be the open door of a vehicle. The entire image is covered with a semi-transparent dark blue overlay.

Thank you for attending

