

MEMORANDUM

DATE: May 3, 2013

TO: Local Coordinating Boards for Columbia, Hamilton and Suwannee counties

FROM: Alana McKay, Senior Human Services Program Specialist, Area 3A 

RE: Medicaid does not support the proposal to combine the current boards

Although the current management of Suwannee Valley Transit Authority has made significant progress in returning the company to fiscal soundness it has done so at the expense of the provision of services and customer service.

- Medicaid recipient complaints are at the highest level ever in the history of SVTA
- the number of complaints regarding SVTA are many times over the other eight
- there have been a total of six complaints to the Governor's office and Legislators offices since the change in management

SVTA is not following policy and procedures.

- terminating riders transportation services without following Medicaid policy after the steps were outlined and discussed
- the need for a Rider's Guide was discussed in September of 2011, this was not finalized and available to Riders until April of 2013
- SVTA was told by Medicaid and the CTD that it was improper for them to contact medical provider specialists, but they continue to do so
- SVTA has failed to respond to grievances within the time designated
- SVTA failed to respond to the Board's annual performance evaluation findings and recommendations in the time designated

It appears at this time that SVTA is operating on their own agenda and has not been responsive to all members of the boards. As the Medicaid representative on the boards



for Columbia, Hamilton and Suwannee counties I am deeply concerned about combining these boards into one which would reduce oversight. Following are my suggestions:

- wait one year to reconsider combining the boards to see if improvement in the areas of concern is being made
- recommend that the RFP for CTC be opened again in two years' time

Medicaid is the largest purchasing agency of services from SVTA, i.e. providing funds to transport recipients to necessary medical appointments. I do not make this request to delay adjoining the boards lightly. I do see the benefits to combining the boards, but now is not the time. This is a brief condensation of numerous issues that have been occurring since SVTA underwent the change in management. I have a file of over three hundred emails regarding complaints and denials of service from this time. These are the people of your communities who are at risk and should be protected by vigilant oversight by their public leaders.