

**South Carolina Department of Health and Human Services Transportation
Advisory Committee**

Quarterly Meeting Agenda

September 25, 2014 – 10:00 a.m.

1801 Main Street, Columbia, SC – **11th Floor Conference Room**

- I. Welcome and Introductions
- II. Purpose of Transportation Advisory Committee (TAC)
- III. Meeting Minutes Approval – June 26, 2014
- IV. RouteMatch Technology
- V. Transportation Provider Reroutes – Sub Committee Update
- VI. Transportation Provider On-Time Performance – Sub Committee Update
- VII. Transportation Advisory Committee Website – Update
- VIII. Stakeholder Input – Procurement Update
- IX. Program Monitoring/Tools
 - a. Transportation Broker Performance Reports (April 2014 – June 2014) – Trips, Denials, and Complaints by Regions (SFY 2014, SFY 2013)
 - b. Transportation Provider Performance Reports
 - c. Transportation Broker Accounts Payable Aging Report
 - d. DHHS Internal Complaint Tracking
 - e. Report of Injuries/Incidents
 - f. Report of Meetings
 - g. Program Review and Field Observation Site Visits
- X. Advisory Committee – Current Issues and Concerns

Next Meeting – December 11, 2014 - 1801 Main Street, Columbia, SC

South Carolina Department of Health and Human Services

Transportation Advisory Committee

Meeting Minutes

June 26, 2014

Committee Members in Attendance: Lydia Hennick, Douglas Wright, Lynn Stockman, Troy Sapp, Keith Guest, MD, Denise Rivers

Committee Members via Telephone: Crystal Hart, Gloria Prevost, Scott Lesiak, Ken Welch, Afton Ellison

Others in Attendance: Krista Martin

SCDHHS staff: Michael Benecke, Martha Mitchell, and Courtney Sanders

- I. **Welcome and Introductions:** Michael Benecke, South Carolina Department of Health and Human Services called the meeting to order. Lisa Robinson no longer assists with Quarterly TAC Meetings; Courtney Sanders will replace her effective June 26, 2014.
- II. **Purpose of the Transportation Advisory Committee (TAC):** 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:** The committee approved the meeting minutes for March 17, 2014.
- IV. **Transportation Provider Reroutes – Sub Committee Update:** All current issues have been resolved. The Transportation Provider Reroutes Sub-Committee is no longer needed.
- V. **Transportation Provider On-Time Performance – Sub-Committee Update:** No update to report. The sub-committee is struggling with availability of all members. Michael suggested the sub-committee continue on initiatives with the available sub-committee members.
- VI. **Transportation Advisory Committee Website – Update:** Contact information for the TAC members has been posted to the SCDHHS meeting website. Michael has submitted the request to post meeting materials on the website.

VII. Stakeholder Input – Procurement Update: As of the June 26, 2014, Regions 2 and 3 are operating under an Emergency Procurement and Region 1 is operating on the available option year under the existing contract. Medicaid is required by law to provide transportation to its beneficiaries to and from medical appointments. SCDHHS is continuing to evaluate all of the stakeholder input received in the last eighteen (18) months. Michael stated that the procurement will include some differences from the current contract based on stakeholder input. SCDHHS is expecting significant performance improvements and positive impacts for clients.

VIII. Program Monitoring Tools / Activities:

- a. Transportation Broker Performance Reports (January – March 2014) – Trips, Denials, and Complaints by Region (SFY 2014, SFY 2013):** Doug Wright questioned the accuracy of the February On-time Reports due to the snow days during the reporting period. Based on Doug's internal reports his organization met some performance standards, but the Logisticare reports showed compliance was not achieved. Liquidated damages were not assessed for the month in question and the reports for the month have not been published. The Committee agreed to publish the reports for January and February with a caveat for possible inaccuracies due to the inclement weather days.
- b. Transportation Provider Performance Reports:** Lynn Stockman raised a concern about the reporting of provider no-shows on the reports stating that the provider no-shows is not always accurate. In some cases, when transportation arrives the beneficiary is not there, then the beneficiary reports that transportation never arrived. The committee will consider adjustments to the reports to negate any misinterpretation of data reporting provider no shows.
- c. Transportation Broker Accounts Payable Aging Report:** No comments or discussion.
- d. DHHS Internal Complaint Tracking:** No comments or discussion.
- e. Report of Injuries / Incidents:** For the Third Quarter there was a combined 85 incidents for the 439,549 trips taken; 49 incidents and 36 injuries. The driver was primarily responsible for the majority of the incidents, regardless of severity. The driver is responsible for ensuring the proper usage of all safety equipment. Drivers are required to get recertified when a complaint involves the failure to ensure the proper usage of safety equipment.
- f. Report of Meetings:** No comments or discussion.
- g. Program review and Field Observation Site Visits:** No comments or discussion.

- XI. Advisory Committee – Current Issues/Concerns:** Committee members discussed the options for moving to paperless processes. One of the current issues is the trip log must be signed so the beneficiary can attest to the accuracy of the times and the delivery of the service. Doug would like the capability to electronically upload trip log information and provide signatures on a single sheet; again the issue of the signatures and the purpose of attesting times is raised. Several committee members using the Route Match trip scheduling software indicated they are working on an electronic signature capture feature, but no estimated date for the availability of the function was provided. Route Match also contracts the SCDOT. The committee may be able to solicit assistance from SCDOT to get the date the electronic signature capture feature will be available. Michael will contact SCDOT to ask for their assistance.

Michael asked committee members to think about possible solutions to an issue that was discussed in one of Logisticare's Regional Advisory Committee meetings regarding transportation providers that are being asked to wait with patients until they are seen. Sometimes up to two hours. Michael is asking for recommendations from the committee to address the waiting times and not postponing care to the beneficiary.

Dr. Keith Guest asked about the impact on the NEMT program of the introduction of the Uber rideshare / taxi cab application. The current mileage reimbursement rate to friends and family is \$0.32 per mile. It is not likely that would cover the cost of a ride using the Uber application. Afton from the Public Service Commission (PSC) indicated they are evaluating the company and the service for the State of South Carolina.

The meeting adjourned at 12:00

The next Meeting will be held on Thursday, September 25, 2014 at 10:00am, 1801 Main Street, Columbia, South Carolina.

South Carolina Department of Health and Human Services
Broker Performance Report - Region 1 - Logisticare



| Transportation Metrics | Performance Goal | April 2014 Final | May 2014 Final | June 2014 Final | SFY 2014 Q4 Totals | SFY 2014 Totals |
|---|------------------|------------------|----------------|-----------------|--------------------|------------------|
| Unduplicated Beneficiaries | | 6,710 | 6,718 | 6,922 | | 19,758 |
| Total trips provided by type of transportation | | 40,533 | 39,682 | 39,260 | 119,475 | 475,338 |
| • Non-Emergency Ambulatory Sedan/Van Trips | | 28,925 | 28,552 | 27,692 | 85,169 | 339,164 |
| • Wheelchair Trips | | 4,987 | 4,957 | 5,093 | 15,037 | 59,790 |
| • Stretcher Trips | | 598 | 576 | 600 | 1,774 | 6,641 |
| • Individual Transportation Gas Trip | | 5,659 | 5,275 | 5,513 | 16,447 | 64,496 |
| • Non-Emergency Ambulance ALS | | 19 | 21 | 20 | 60 | 237 |
| • Non-Emergency Ambulance BLS | | 17 | 47 | 46 | 110 | 470 |
| • Public Transportation Bus Trip | | 328 | 254 | 296 | 878 | 4,540 |
| Total Over Night Trips Arranged | | 30 | 26 | 15 | 71 | 225 |
| Total Extra Passengers | | 4,145 | 4,193 | 4,678 | 13,016 | 56,669 |
| • Number of Pickups On Time (A Leg) | | 17,521 | 17,170 | 16,577 | 51,268 | 198,436 |
| • Number of Deliveries On Time (A Leg) | | 16,539 | 16,399 | 15,652 | 48,590 | 188,817 |
| • Number of Trips Within Ride Time (All Trips) | | 35,552 | 35,481 | 35,915 | 106,948 | 450,465 |
| • Percent of Pickups On Time (A Leg) | >= 90% | 92.10% | 91.50% | 91.00% | 91.53% | 88.77% |
| • Percent of Deliveries On Time (A Leg) | >= 95% | 87.00% | 87.50% | 85.80% | 86.77% | 84.41% |
| • Percent of Trips Within Ride Time (All Trips) | >= 99% | 99.90% | 99.90% | 99.90% | 99.90% | 99.84% |
| Actual number of calls * | | 103,121 | 103,964 | 106,113 | 313,198 | 1,216,155 |
| • Average phone calls daily | | 4,687 | 4,726 | 5,053 | 4,822 | 4,732 |
| • Average Answer Speed | < 1:00 | 00:41 | 00:56 | 00:57 | 00:51 | 00:54 |
| • Average Talk Time | | 02:48 | 02:49 | 02:50 | 02:49 | 02:57 |
| • Average Time On Hold | <= 3:00 | 01:37 | 01:36 | 01:38 | 01:37 | 01:36 |
| • Average time on hold before abandonment | < 1:30 | 01:07 | 01:11 | 01:19 | 01:12 | 01:07 |
| • Average number of calls abandoned daily | | 133 | 201 | 229 | 188 | 188 |
| • Percentage of calls abandoned daily | < 5.0% | 2.84% | 4.25% | 4.53% | 3.89% | 3.97% |
| Total number of complaints by type | | 1,013 | 1,354 | 1,480 | 3,847 | 11,029 |
| • Provider No-Show | | 75 | 106 | 135 | 316 | 864 |
| • Timeliness | | 544 | 620 | 818 | 1,982 | 5,902 |
| • Other Stakeholders | | 335 | 583 | 459 | 1,377 | 3,731 |
| • Call Center Operations | | 6 | 3 | 5 | 14 | 86 |
| • Driver Behavior | | 4 | 10 | 10 | 24 | 78 |
| • Provider Service Quality | | 9 | 3 | 6 | 18 | 45 |
| • Miscellaneous | | 27 | 24 | 41 | 92 | 217 |
| • Rider Injury / Incident | | 13 | 5 | 6 | 24 | 106 |
| • Provider No-Shows as percentage of total trips | <= 0.25% | 0.19% | 0.27% | 0.34% | 0.26% | 0.18% |
| • Complaints as percentage of total trips | | 2.50% | 3.41% | 3.77% | 3.22% | 2.32% |
| Total number of denials by type | | 1,371 | 1,244 | 1,369 | 3,984 | 15,036 |
| • Non-Urgent / Under Days of Notice | | 262 | 281 | 263 | 806 | 2,908 |
| • Non-Covered Service | | 191 | 184 | 199 | 574 | 2,137 |
| • Ineligible For Transport | | 38 | 28 | 33 | 99 | 388 |
| • Unable to Confirm Medical Appointment w/ Provider | | 89 | 89 | 110 | 288 | 1,233 |
| • Does Not Meet Transportation Protocols | | 5 | 1 | 5 | 11 | 28 |
| • Incomplete Information | | 690 | 573 | 647 | 1,910 | 7,215 |
| • Needs Emergency Services | | 2 | 4 | 7 | 13 | 40 |
| • Beneficiary Has Medicare Part B or Other Coverage | | 94 | 84 | 105 | 283 | 1,087 |
| • Denials as percentage of total trips | | 3.38% | 3.13% | 3.49% | 3.33% | 3.16% |

* Includes calls for Regions 1-3.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 2 - Logisticare



| Transportation Metrics | Performance Goal | April 2014 Final | May 2014 Final | June 2014 Final | SFY 2014 Q4 Totals | SFY 2014 Totals |
|---|------------------|------------------|----------------|-----------------|--------------------|-----------------|
| Unduplicated Beneficiaries | | 10,305 | 9,937 | 10,543 | | 29,834 |
| Total trips provided by type of transportation | | 62,668 | 62,733 | 62,439 | 187,840 | 718,976 |
| • Non-Emergency Ambulatory Sedan/Van Trips | | 48,195 | 47,739 | 47,721 | 143,655 | 546,603 |
| • Wheelchair Trips | | 7,513 | 8,078 | 7,781 | 23,372 | 91,341 |
| • Stretcher Trips | | 1,039 | 1,098 | 1,144 | 3,281 | 13,224 |
| • Individual Transportation Gas Trip | | 5,803 | 5,732 | 5,692 | 17,227 | 65,886 |
| • Non-Emergency Ambulance ALS | | 16 | 7 | 11 | 34 | 177 |
| • Non-Emergency Ambulance BLS | | 32 | 25 | 28 | 85 | 334 |
| • Public Transportation Bus Trip | | 70 | 54 | 62 | 186 | 1,411 |
| Total Over Night Trips Arranged | | 20 | 33 | 15 | 68 | 258 |
| Total Extra Passengers | | 7,077 | 6,549 | 7,671 | 21,297 | 83,836 |
| • Number of Pickups On Time (A Leg) | | 26,670 | 25,701 | 25,973 | 78,344 | 297,936 |
| • Number of Deliveries On Time (A Leg) | | 26,087 | 25,460 | 25,233 | 76,780 | 289,124 |
| • Number of Trips Within Ride Time (All Trips) | | 55,452 | 57,380 | 57,659 | 170,491 | 680,202 |
| • Percent of Pickups On Time (A Leg) | >= 90% | 89.50% | 88.00% | 88.90% | 88.80% | 87.55% |
| • Percent of Deliveries On Time (A Leg) | >= 95% | 87.50% | 87.10% | 86.30% | 86.97% | 84.98% |
| • Percent of Trips Within Ride Time (All Trips) | >= 99% | 99.60% | 99.70% | 99.70% | 99.67% | 99.65% |
| Actual number of calls * | | | | | | |
| • Average phone calls daily | | | | | | |
| • Average Answer Speed | < 1:00 | | | | | |
| • Average Talk Time | | | | | | |
| • Average Time On Hold | <= 3:00 | | | | | |
| • Average time on hold before abandonment | < 1:30 | | | | | |
| • Average number of calls abandoned daily | | | | | | |
| • Percentage of calls abandoned daily | < 5.0% | | | | | |
| Total number of complaints by type | | 1,092 | 1,079 | 1,227 | 3,398 | 10,834 |
| • Provider No-Show | | 95 | 90 | 90 | 275 | 1,188 |
| • Timeliness | | 706 | 682 | 770 | 2,158 | 7,011 |
| • Other Stakeholders | | 217 | 225 | 286 | 728 | 1,853 |
| • Call Center Operations | | 7 | 7 | 4 | 18 | 115 |
| • Driver Behavior | | 12 | 8 | 3 | 23 | 60 |
| • Provider Service Quality | | 12 | 8 | 8 | 28 | 91 |
| • Miscellaneous | | 29 | 56 | 49 | 134 | 383 |
| • Rider Injury / Incident | | 14 | 3 | 17 | 34 | 133 |
| • Provider No-Shows as percentage of total trips | <= 0.25% | 0.15% | 0.14% | 0.14% | 0.15% | 0.17% |
| • Complaints as percentage of total trips | | 1.74% | 1.72% | 1.97% | 1.81% | 1.51% |
| Total number of denials by type | | 2,063 | 2,022 | 2,211 | 6,296 | 24,284 |
| • Non-Urgent / Under Days of Notice | | 400 | 440 | 439 | 1,279 | 4,516 |
| • Non-Covered Service | | 260 | 260 | 278 | 798 | 3,330 |
| • Ineligible For Transport | | 31 | 36 | 43 | 110 | 622 |
| • Unable to Confirm Medical Appointment w/ Provider | | 195 | 196 | 203 | 594 | 2,323 |
| • Does Not Meet Transportation Protocols | | 1 | 2 | 3 | 6 | 32 |
| • Incomplete Information | | 985 | 906 | 1,017 | 2,908 | 10,829 |
| • Needs Emergency Services | | 3 | 3 | 7 | 13 | 50 |
| • Beneficiary Has Medicare Part B or Other Coverage | | 188 | 179 | 221 | 588 | 2,582 |
| • Denials as percentage of total trips | | 3.29% | 3.22% | 3.54% | 3.35% | 3.38% |

* Call center data for Region 2 is included on the Region 1 report.

South Carolina Department of Health and Human Services
Broker Performance Report - Region 3 - Logisticare



| Transportation Metrics | Performance Goal | April 2014 Final | May 2014 Final | June 2014 Final | SFY 2014 Q4 Totals | SFY 2014 Totals |
|---|------------------|------------------|----------------|-----------------|--------------------|-----------------|
| Unduplicated Beneficiaries | | 9,992 | 9,937 | 10,121 | | 28,987 |
| Total trips provided by type of transportation | | 58,412 | 57,677 | 57,070 | 173,159 | 669,120 |
| • Non-Emergency Ambulatory Sedan/Van Trips | | 44,440 | 44,206 | 43,551 | 132,197 | 513,103 |
| • Wheelchair Trips | | 7,624 | 7,169 | 7,008 | 21,801 | 84,935 |
| • Stretcher Trips | | 1,149 | 1,147 | 1,111 | 3,407 | 13,329 |
| • Individual Transportation Gas Trip | | 4,812 | 4,757 | 5,025 | 14,594 | 53,296 |
| • Non-Emergency Ambulance ALS | | 16 | 24 | 32 | 72 | 158 |
| • Non-Emergency Ambulance BLS | | 39 | 40 | 20 | 99 | 384 |
| • Public Transportation Bus Trip | | 332 | 334 | 323 | 989 | 3,915 |
| Total Over Night Trips Arranged | | 34 | 35 | 28 | 97 | 370 |
| Total Extra Passengers | | 7,057 | 6,521 | 7,050 | 20,628 | 80,772 |
| • Number of Pickups On Time (A Leg) | | 25,573 | 25,233 | 24,895 | 75,701 | 285,335 |
| • Number of Deliveries On Time (A Leg) | | 25,329 | 24,697 | 24,163 | 74,189 | 278,721 |
| • Number of Trips Within Ride Time (All Trips) | | 52,884 | 54,529 | 53,695 | 161,108 | 649,633 |
| • Percent of Pickups On Time (A Leg) | >= 90% | 89.80% | 89.90% | 90.20% | 89.97% | 87.54% |
| • Percent of Deliveries On Time (A Leg) | >= 95% | 88.90% | 88.00% | 87.50% | 88.13% | 85.52% |
| • Percent of Trips Within Ride Time (All Trips) | >= 99% | 99.60% | 99.60% | 99.60% | 99.60% | 99.58% |
| Actual number of calls * | | | | | | |
| • Average phone calls daily | | | | | | |
| • Average Answer Speed | < 1:00 | | | | | |
| • Average Talk Time | | | | | | |
| • Average Time On Hold | <= 3:00 | | | | | |
| • Average time on hold before abandonment | < 1:30 | | | | | |
| • Average number of calls abandoned daily | | | | | | |
| • Percentage of calls abandoned daily | < 5.0% | | | | | |
| Total number of complaints by type | | 793 | 799 | 941 | 2,533 | 8,639 |
| • Provider No-Show | | 75 | 72 | 77 | 224 | 903 |
| • Timeliness | | 528 | 532 | 622 | 1,682 | 5,704 |
| • Other Stakeholders | | 138 | 133 | 171 | 442 | 1,370 |
| • Call Center Operations | | 7 | 11 | 9 | 27 | 64 |
| • Driver Behavior | | 11 | 16 | 9 | 36 | 72 |
| • Provider Service Quality | | 9 | 9 | 6 | 24 | 71 |
| • Miscellaneous | | 17 | 9 | 18 | 44 | 322 |
| • Rider Injury / Incident | | 8 | 17 | 29 | 54 | 133 |
| • Provider No-Shows as percentage of total trips | <= 0.25% | 0.13% | 0.12% | 0.13% | 0.13% | 0.13% |
| • Complaints as percentage of total trips | | 1.36% | 1.39% | 1.65% | 1.46% | 1.29% |
| Total number of denials by type | | 2,232 | 2,261 | 2,225 | 6,718 | 26,667 |
| • Non-Urgent / Under Days of Notice | | 431 | 444 | 387 | 1,262 | 4,713 |
| • Non-Covered Service | | 269 | 271 | 267 | 807 | 3,254 |
| • Ineligible For Transport | | 61 | 35 | 32 | 128 | 668 |
| • Unable to Confirm Medical Appointment w/ Provider | | 169 | 205 | 191 | 565 | 2,217 |
| • Does Not Meet Transportation Protocols | | 4 | 5 | 5 | 14 | 92 |
| • Incomplete Information | | 999 | 982 | 1,064 | 3,045 | 11,620 |
| • Needs Emergency Services | | 4 | 2 | 9 | 15 | 69 |
| • Beneficiary Has Medicare Part B or Other Coverage | | 295 | 317 | 270 | 882 | 4,034 |
| • Denials as percentage of total trips | | 3.82% | 3.92% | 3.90% | 3.88% | 3.99% |

* Call center data for Region 3 is included on the Region 1 report.

TRIPS, DENIALS AND COMPLAINTS BY REGION - SOUTH CAROLINA
SFY 2013



| | July 2012 | August 2012 | September 2012 | October 2012 | November 2012 | December 2012 | January 2013 | February 2013 | March 2013 | April 2013 | May 2013 | June 2013 | SFY 2013 Totals |
|-------------------------------|--------------|----------------|-------------------|-----------------|------------------|------------------|-----------------|------------------|---------------|---------------|-------------|--------------|--------------------|
| Region 1 - Logisticare | | | | | | | | | | | | | |
| Number of Trips | 40,294 | 41,923 | 38,734 | 44,301 | 40,792 | 35,891 | 43,426 | 39,384 | 40,590 | 42,096 | 42,822 | 37,321 | 487,574 |
| Denials | 647 | 831 | 824 | 978 | 933 | 859 | 1,012 | 919 | 949 | 1,135 | 1,123 | 1,038 | 11,248 |
| Complaints | 490 | 478 | 459 | 510 | 497 | 505 | 499 | 429 | 645 | 831 | 692 | 727 | 6,762 |
| Region 2 - Logisticare | | | | | | | | | | | | | |
| Number of Trips | 58,180 | 63,814 | 56,119 | 66,211 | 58,024 | 52,528 | 63,635 | 57,087 | 59,908 | 62,664 | 64,209 | 56,209 | 718,588 |
| Denials | 1,135 | 1,337 | 1,336 | 1,748 | 1,610 | 1,468 | 1,791 | 1,589 | 1,623 | 1,918 | 1,943 | 1,732 | 19,230 |
| Complaints | 547 | 496 | 619 | 737 | 659 | 617 | 716 | 719 | 794 | 743 | 663 | 730 | 8,040 |
| Region 3 - Logisticare | | | | | | | | | | | | | |
| Number of Trips | 56,017 | 61,281 | 53,678 | 62,996 | 55,055 | 51,047 | 59,324 | 53,350 | 55,992 | 57,196 | 58,014 | 51,400 | 675,350 |
| Denials | 1,397 | 1,514 | 1,569 | 1,948 | 1,928 | 1,712 | 2,084 | 1,783 | 1,928 | 2,244 | 2,307 | 2,001 | 22,415 |
| Complaints | 350 | 337 | 322 | 519 | 631 | 511 | 486 | 508 | 522 | 766 | 723 | 627 | 6,302 |
| State Totals | | | | | | | | | | | | | |
| Number of Trips | 154,491 | 167,018 | 148,531 | 173,508 | 153,871 | 139,466 | 166,385 | 149,821 | 156,490 | 161,956 | 165,045 | 144,930 | 1,881,512 |
| Denials | 3,179 | 3,682 | 3,729 | 4,674 | 4,471 | 4,039 | 4,887 | 4,291 | 4,500 | 5,297 | 5,373 | 4,771 | 52,893 |
| Complaints | 1,387 | 1,311 | 1,400 | 1,766 | 1,787 | 1,633 | 1,701 | 1,656 | 1,961 | 2,340 | 2,078 | 2,084 | 21,104 |

TRIPS, DENIALS AND COMPLAINTS BY REGION - SOUTH CAROLINA
SFY 2014



| | July 2013 | August 2013 | September 2013 | October 2013 | November 2013 | December 2013 | January 2014 | February 2014 | March 2014 | April 2014 | May 2014 | June 2014 | SFY 2014 Totals |
|-------------------------------|--------------|----------------|-------------------|-----------------|------------------|------------------|-----------------|------------------|---------------|---------------|-------------|--------------|--------------------|
| Region 1 - Logisticare | | | | | | | | | | | | | |
| Number of Trips | 41,449 | 41,566 | 40,859 | 45,546 | 38,499 | 37,284 | 38,533 | 32,011 | 40,116 | 40,533 | 39,882 | 39,260 | 475,338 |
| Denials | 1,284 | 1,153 | 1,062 | 1,222 | 1,216 | 1,263 | 1,557 | 1,019 | 1,276 | 1,371 | 1,244 | 1,369 | 15,036 |
| Complaints | 732 | 789 | 859 | 1,094 | 863 | 699 | 755 | 780 | 651 | 1,013 | 1,354 | 1,480 | 11,029 |
| Region 2 - Logisticare | | | | | | | | | | | | | |
| Number of Trips | 60,698 | 62,438 | 59,998 | 66,840 | 55,987 | 55,852 | 57,109 | 50,011 | 62,203 | 62,668 | 62,733 | 62,439 | 718,976 |
| Denials | 2,036 | 1,887 | 1,867 | 2,083 | 1,925 | 2,000 | 2,387 | 1,807 | 1,996 | 2,063 | 2,022 | 2,211 | 24,284 |
| Complaints | 810 | 908 | 1,004 | 1,176 | 741 | 618 | 735 | 604 | 840 | 1,092 | 1,079 | 1,227 | 10,834 |
| Region 3 - Logisticare | | | | | | | | | | | | | |
| Number of Trips | 56,952 | 57,161 | 55,097 | 61,757 | 52,551 | 52,877 | 53,722 | 48,576 | 57,288 | 58,412 | 57,677 | 57,070 | 669,120 |
| Denials | 2,355 | 2,151 | 1,901 | 2,428 | 2,150 | 2,133 | 2,581 | 2,029 | 2,221 | 2,232 | 2,261 | 2,225 | 26,667 |
| Complaints | 806 | 728 | 679 | 901 | 709 | 601 | 496 | 502 | 684 | 793 | 799 | 941 | 8,639 |
| State Totals | | | | | | | | | | | | | |
| Number of Trips | 159,099 | 161,165 | 155,954 | 174,143 | 147,037 | 146,013 | 149,364 | 130,598 | 159,587 | 161,613 | 160,092 | 158,769 | 1,863,434 |
| Denials | 5,675 | 5,191 | 4,830 | 5,733 | 5,291 | 5,396 | 6,525 | 4,855 | 5,493 | 5,666 | 5,527 | 5,805 | 65,987 |
| Complaints | 2,348 | 2,405 | 2,542 | 3,171 | 2,313 | 1,918 | 1,986 | 1,866 | 2,175 | 2,898 | 3,232 | 3,648 | 30,502 |

Region 1

Second Quarter SFY 2013 - 2014

October 2013 - December 2013

| GOAL | 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) |
|------------|-----------------|-----------------|-----------------------------|---------------------------|---------------------------------|---------------------------------|
| Provider # | | | 2% | 99.81% | 90.00% | 95.00% |
| 1 | Private Company | 7050 | 0.00% | 100.00% | 73.93% | 92.62% |
| 2 | Ambulance | 9 | 37.50% | 100.00% | | |
| 37 | Private Company | 585 | 6.84% | 99.66% | 71.75% | 67.44% |
| 3 | Ambulance | 10574 | 36.52% | 99.82% | 97.12% | 94.59% |
| 5 | Ambulance | 3115 | 22.04% | 99.18% | 86.57% | 84.74% |
| 6 | Ambulance | 1101 | 9.29% | 100.00% | 93.04% | 91.32% |
| 266 | Private Company | 779 | 0.38% | 97.71% | 64.41% | 49.71% |
| 239 | Private Company | 5164 | 8.72% | 95.09% | 77.77% | 77.33% |
| 246 | Private Company | 356 | 18.79% | 98.03% | 87.92% | 60.26% |
| 11 | COA | 3006 | 1.71% | 99.67% | 92.19% | 89.91% |
| 13 | Private Company | 2922 | 2.74% | 99.61% | 82.40% | 72.11% |
| 132 | Private Company | 513 | 49.20% | 99.75% | 94.91% | 94.39% |
| 129 | Private Company | 18199 | 5.07% | 99.34% | 89.13% | 87.19% |
| 14 | COA | 2677 | 1.10% | 99.90% | 82.66% | 87.32% |
| 16 | Ambulance | 1783 | 77.00% | 99.90% | 83.09% | 74.64% |
| 17 | Private Company | 6508 | 0.00% | 100.00% | 78.01% | 94.33% |
| 32 | Private Company | 147 | 14.54% | 99.44% | 80.89% | 72.00% |
| 18 | Ambulance | 3729 | 20.80% | 99.86% | 89.93% | 76.47% |
| 233 | Private Company | 2000 | 57.08% | 93.69% | 84.41% | 75.10% |
| 143 | Private Company | 3150 | 20.06% | 98.87% | 87.97% | 85.06% |
| 19 | Ambulance | 4145 | 6.67% | 100.00% | 95.64% | 77.66% |
| 272 | Private Company | 275 | 18.18% | 94.91% | 60.71% | 51.79% |
| 22 | Private Company | 12238 | 10.15% | 99.18% | 95.90% | 93.37% |
| 23 | Private Company | 4210 | 4.12% | 99.17% | 94.35% | 90.84% |
| 26 | Private Company | 34688 | 7.77% | 98.31% | 83.71% | 76.49% |
| 250 | Private Company | 1947 | 25.94% | 98.41% | 79.88% | 80.13% |
| 27 | RTA | 19483 | 4.31% | 98.07% | 74.40% | 64.38% |
| 28 | Ambulance | 76 | 17.83% | 98.61% | 72.63% | 70.96% |
| 29 | Ambulance | 85 | 149.14% | 98.48% | 92.19% | 86.13% |

Region 1

Second Quarter SFY 2013 - 2014

October 2013 - December 2013

| GOAL | 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) |
|------------|-----------------|-----------------|-----------------------------|---------------------------|---------------------------------|---------------------------------|
| Provider # | | | | | | |
| 257 | Private Company | 1663 | 37.61% | 99.81% | 90.00% | 95.00% |
| | | | | 99.75% | 83.55% | 73.54% |

| | Exceeds Expectations | Meets Expectations | Needs Development | Unsatisfactory |
|------------------------------------|----------------------|--------------------|-------------------|----------------|
| Provider Complaint Free Percentage | 99.82 - 100 | = 99.81 | 99.80 - 99.71 | = or < 99.70 |
| On Time Performance (A Leg PU) | > 90.0 | = 90.0 | 80.1 - 89.9 | = or < 80.00 |
| On Time Performance (A Leg DO) | > 95.0 | = 95.0 | 85.1 - 94.9 | = or < 85.0 |

Region 2

Second Quarter SFY 2013 - 2014

October 2013 - December 2013

| GOAL Provider # | 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) |
|--------------------|-----------------|--------------------|-----------------------------------|---------------------------------|---------------------------------------|---------------------------------------|
| | | | | | | |
| 36 | Private Company | 349 | 97.32% | 99.12% | 98.85% | 99.43% |
| 38 | Private Company | 4496 | 7.22% | 99.16% | 92.56% | 90.35% |
| 40 | COA | 10897 | 6.98% | 98.84% | 65.88% | 65.28% |
| 43 | COA | 2658 | 6.42% | 99.58% | 74.00% | 72.01% |
| 44 | Ambulance | 59 | 8.02% | 98.33% | 79.63% | 51.11% |
| 45 | Private Company | 15262 | 2.34% | 99.82% | 92.27% | 91.74% |
| 218 | Private Company | 1410 | 25.12% | 99.94% | 87.66% | 81.48% |
| 48 | COA | 4967 | 1.63% | 99.70% | 88.35% | 93.11% |
| 253 | Private Company | 1012 | 27.42% | 97.19% | 85.92% | 75.79% |
| 52 | Private Company | 4951 | 4.27% | 99.55% | 80.66% | 82.44% |
| 65 | Private Company | 4130 | 19.70% | 96.94% | 92.51% | 85.35% |
| 53 | ADC | 4005 | 0.00% | 99.90% | 85.62% | 94.89% |
| 55 | Private Company | 5014 | 3.10% | 99.94% | 96.99% | 97.07% |
| 256 | Ambulance | 2647 | 14.29% | 99.73% | 83.49% | 77.17% |
| 254 | Ambulance | 62 | 297.62% | 100.00% | 66.67% | 100.00% |
| 261 | Private Company | 589 | 16.74% | 97.62% | 89.32% | 82.03% |
| 61 | Private Company | 12505 | 4.69% | 98.77% | 86.25% | 82.11% |
| 238 | ADC | 764 | 23.80% | 99.76% | 87.28% | 75.75% |
| 62 | Private Company | 5499 | 0.00% | 99.98% | 89.66% | 92.73% |
| 68 | Ambulance | 189 | 20.64% | 99.74% | 83.42% | 70.11% |
| 70 | Private Company | 1517 | 22.89% | 98.86% | 78.64% | 71.30% |
| 72 | Private Company | 3342 | 32.77% | 99.53% | 91.92% | 90.35% |
| 9 | Private Company | 1150 | 34.70% | 98.72% | 92.65% | 69.28% |
| 74 | ADC | 1653 | 3.29% | 100.00% | 99.86% | 99.29% |
| 75 | ADC | 16 | 568.75% | 100.00% | 100.00% | 100.00% |
| 199 | Private Company | 4361 | 3.78% | 99.60% | 78.65% | 82.92% |
| 80 | RTA | 5408 | 2.43% | 99.79% | 97.10% | 92.79% |
| 84 | Private Company | 409 | 12.03% | 99.50% | 95.99% | 92.70% |
| 86 | Private Company | 3734 | 10.63% | 99.53% | 74.08% | 82.77% |
| 87 | Private Company | 549 | 32.08% | 100.00% | 74.21% | 86.32% |
| 206 | ADC | 247 | 0.00% | 100.00% | 96.82% | 95.83% |

Region 2

Second Quarter SFY 2013 - 2014

October 2013 - December 2013

| GOAL Provider # | 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) |
|--------------------|-----------------|--------------------|-----------------------------------|---------------------------------|---------------------------------------|---------------------------------------|
| | | | | | | |
| 89 | Private Company | 7295 | 11.46% | 97.16% | 87.58% | 85.17% |
| 90 | Private Company | 1732 | 0.05% | 100.00% | 92.51% | 88.21% |
| 92 | Private Company | 1782 | 66.59% | 99.68% | 86.62% | 74.10% |
| 94 | ADC | 8956 | 0.07% | 100.00% | 65.44% | 78.51% |
| 219 | Private Company | 2637 | 16.21% | 99.80% | 95.26% | 89.95% |
| 231 | ADC | 986 | 4.20% | 99.25% | 79.65% | 72.18% |
| 200 | Private Company | 20 | 0.00% | 100.00% | 100.00% | 100.00% |
| 96 | COA | 6456 | 5.73% | 99.80% | 93.22% | 86.13% |
| 204 | Ambulance | 8 | 12.50% | 100.00% | 100.00% | 100.00% |
| 98 | Ambulance | 1569 | 10.32% | 100.00% | 96.62% | 93.33% |
| 99 | Ambulance | 2 | 0.00% | 100.00% | 100.00% | 100.00% |
| 269 | Private Company | 251 | 0.45% | 98.41% | 57.75% | 56.34% |
| 111 | Private Company | 72 | 7.03% | 100.00% | | |
| 113 | Private Company | 3960 | 17.51% | 99.53% | 89.64% | 85.26% |
| 115 | Private Company | 2512 | 33.10% | 98.47% | 85.34% | 86.70% |
| 270 | Private Company | 397 | 16.50% | 97.92% | 86.54% | 79.70% |
| 117 | Private Company | 1163 | 48.08% | 100.00% | 79.55% | 97.11% |
| 118 | COA | 4281 | 1.34% | 99.77% | 88.73% | 90.08% |
| 120 | Private Company | 2769 | 3.67% | 99.72% | 96.74% | 96.59% |
| 212 | Private Company | 2558 | 61.13% | 99.48% | 85.34% | 89.14% |
| 123 | Private Company | 11313 | 2.43% | 99.16% | 97.18% | 97.14% |
| 126 | Private Company | 1720 | 22.22% | 99.04% | 96.21% | 92.41% |
| 140 | Private Company | 6125 | 8.66% | 99.86% | 95.65% | 96.50% |
| 213 | Private Company | 1493 | 21.49% | 98.57% | 96.71% | 92.18% |
| 151 | Private Company | 3160 | 8.87% | 99.44% | 94.99% | 93.69% |
| 256 | Private Company | 1603 | 12.99% | 99.93% | 91.17% | 82.42% |
| 20 | Ambulance | 51 | 148.30% | 95.83% | | |
| 158 | COA | 4850 | 5.69% | 99.75% | 88.56% | 85.72% |
| 133 | Private Company | 9657 | 7.22% | 97.59% | 82.54% | 72.94% |
| 276 | Private Company | 200 | 11.50% | 98.50% | 82.19% | 76.71% |
| 234 | Private Company | 435 | 17.84% | 99.83% | 98.47% | 97.32% |

| GOAL | 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) |
|------------|-----------------|-----------------|-----------------------------|---------------------------|---------------------------------|---------------------------------|
| Provider # | | | 2% | 99.81% | 90.00% | 95.00% |
| 162 | Private Company | 14340 | 6.49% | 98.36% | 79.12% | 75.96% |
| 166 | Private Company | 6639 | 9.13% | 97.84% | 74.08% | 74.16% |
| 167 | Private Company | 750 | 10.46% | 99.34% | 74.52% | 83.30% |
| 170 | Private Company | 292 | 8.03% | 100.00% | 99.24% | 98.92% |
| 235 | Private Company | 2501 | 19.89% | 99.36% | 78.28% | 66.33% |
| 274 | Private Company | 219 | 19.18% | 99.47% | 55.33% | 55.74% |
| 185 | Private Company | 153 | 6.17% | 100.00% | 74.78% | 75.58% |
| 35 | Ambulance | 1107 | 20.80% | 99.91% | 95.85% | 87.13% |
| 188 | Ambulance | 612 | 1.18% | 100.00% | 92.33% | 75.52% |
| 189 | COA | 7586 | 9.28% | 99.66% | 86.26% | 85.89% |
| 190 | Private Company | 5226 | 31.41% | 99.78% | 94.73% | 85.35% |

| | Exceeds Expectations | Meets Expectations | Needs Development | Unsatisfactory |
|------------------------------------|----------------------|--------------------|-------------------|----------------|
| Provider Complaint Free Percentage | 99.82 - 100 | = 99.81 | 99.80 - 99.71 | = or <99.70 |
| On Time Performance (A Leg PU) | > 90.0 | = 90.0 | 80.1 - 89.9 | = or < 80.00 |
| On Time Performance (A Leg DO) | >95.0 | = 95.0 | 85.1 - 94.9 | = or <85.0 |



Region 3

Second Quarter SFY 2013 - 2014

October 2013 - December 2013

| GOAL | 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) |
|------------|-----------------|-----------------|-----------------------------|---------------------------|---------------------------------|---------------------------------|
| Provider # | | | 2% | 99.81% | 90.00% | 95.00% |
| 230 | ADC | 314 | 0.00% | 100.00% | 82.85% | 91.31% |
| 220 | ADC | 499 | 0.00% | 100.00% | 94.82% | 91.78% |
| 263 | ADC | 284 | 0.00% | 100.00% | 77.27% | 25.45% |
| 237 | Ambulance | 183 | 14.32% | 99.17% | 93.41% | 81.50% |
| 41 | Private Company | 7090 | 3.32% | 99.34% | 89.46% | 75.81% |
| 46 | Ambulance | 321 | 35.92% | 100.00% | 85.76% | 76.84% |
| 260 | Private Company | 299 | 16.04% | 100.00% | 92.94% | 76.33% |
| 264 | Private Company | 14 | 0.00% | 100.00% | 100.00% | 100.00% |
| 47 | Ambulance | 953 | 25.25% | 99.80% | 95.72% | 85.40% |
| 221 | Private Company | 970 | 2.18% | 100.00% | 97.78% | 96.88% |
| 51 | Ambulance | 463 | 4.98% | 99.40% | 99.24% | 93.64% |
| 265 | Private Company | 11 | 0.00% | 100.00% | 92.86% | 92.87% |
| 54 | Private Company | 3430 | 2.11% | 99.28% | 75.36% | 81.74% |
| 57 | Private Company | 3885 | 7.85% | 98.64% | 86.34% | 82.29% |
| 58 | Private Company | 3528 | 0.50% | 99.77% | 81.35% | 80.86% |
| 59 | Private Company | 4021 | 9.98% | 99.98% | 99.74% | 99.29% |
| 60 | Ambulance | 3606 | 8.36% | 99.89% | 76.18% | 70.83% |
| 222 | Private Company | 6436 | 1.40% | 99.28% | 79.70% | 85.27% |
| 275 | Private Company | 56 | 3.57% | 100.00% | | |
| 71 | ADC | 1902 | 0.00% | 100.00% | 93.41% | 97.88% |
| 73 | Private Company | 336 | 38.00% | 99.74% | 95.59% | 95.12% |
| 77 | Private Company | 2177 | 2.09% | 99.50% | 86.35% | 76.80% |
| 255 | Ambulance | 3430 | 6.26% | 98.28% | 90.73% | 83.61% |
| 79 | Private Company | 4210 | 1.27% | 99.70% | 92.89% | 89.08% |
| 81 | Ambulance | 60 | 3.57% | 100.00% | 90.04% | 79.01% |
| 82 | Ambulance | 98 | 10.33% | 98.04% | 100.00% | 100.00% |
| 83 | Ambulance | 692 | 73.25% | 99.87% | 95.93% | 96.28% |
| 267 | Private Company | 129 | 56.81% | 97.13% | 90.74% | 78.21% |
| 95 | Ambulance | 3404 | 27.27% | 99.46% | 85.96% | 79.16% |
| 165 | Ambulance | 3629 | 1.14% | 99.31% | 93.28% | 90.90% |
| 102 | Private Company | 42 | 169.05% | 100.00% | 63.64% | 81.82% |
| 216 | Private Company | 5513 | 8.00% | 98.97% | 95.83% | 91.59% |

| GOAL | 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) |
|------------|-----------------|-----------------|-----------------------------|---------------------------|---------------------------------|---------------------------------|
| Provider # | | | 2% | 99.81% | 90.00% | 95.00% |
| 247 | Private Company | 6708 | 1.99% | 91.97% | 79.60% | 65.70% |
| 268 | Private Company | 749 | 1.55% | 90.99% | 67.73% | 65.41% |
| 249 | Private Company | 16798 | 1.24% | 99.64% | 89.95% | 82.10% |
| 106 | Ambulance | 305 | 6.84% | 100.00% | 99.28% | 98.55% |
| 108 | Private Company | 2694 | 0.91% | 99.42% | 98.70% | 96.44% |
| 109 | Ambulance | 1391 | 13.03% | 99.55% | 82.10% | 66.04% |
| 110 | Private Company | 1156 | 41.69% | 99.57% | 91.43% | 84.78% |
| 232 | Ambulance | 547 | 17.90% | 99.15% | 81.91% | 52.60% |
| 114 | Private Company | 7858 | 2.09% | 99.27% | 87.25% | 82.64% |
| 262 | Private Company | 201 | 66.86% | 100.00% | 83.85% | 76.28% |
| 116 | ADC | 2665 | 0.00% | 99.97% | 85.89% | 75.43% |
| 157 | Private Company | 10366 | 6.61% | 97.76% | 74.37% | 88.53% |
| 243 | Private Company | 2423 | 1.85% | 99.09% | 73.09% | 90.64% |
| 242 | Private Company | 982 | 22.20% | 100.00% | 89.61% | 82.02% |
| 121 | Private Company | 21029 | 2.18% | 99.20% | 83.46% | 86.77% |
| 122 | Private Company | 7658 | 1.94% | 99.72% | 87.83% | 79.44% |
| 227 | Private Company | 3277 | 3.79% | 98.63% | 86.70% | 80.56% |
| 139 | Ambulance | 3696 | 3.89% | 99.81% | 91.04% | 80.48% |
| 213 | Private Company | 376 | 12.15% | 97.28% | 65.31% | 58.77% |
| 142 | Ambulance | 491 | 2.76% | 99.62% | 83.66% | 79.09% |
| 271 | Private Company | 311 | 10.27% | 99.80% | 85.36% | 77.31% |
| 153 | Private Company | 1291 | 4.77% | 99.58% | 89.73% | 85.94% |
| 155 | Ambulance | 9597 | 5.32% | 99.61% | 79.94% | 85.52% |
| 156 | Private Company | 243 | 161.50% | 98.75% | 100.00% | 98.25% |
| 159 | Private Company | 2919 | 0.00% | 100.00% | 75.39% | 67.71% |
| 160 | Private Company | 7550 | 10.15% | 99.77% | 87.35% | 91.67% |
| 169 | Private Company | 8020 | 1.34% | 98.38% | 71.65% | 69.75% |
| 276 | Private Company | 410 | 3.66% | 98.29% | 59.70% | 87.90% |
| 251 | Private Company | 172 | 42.24% | 99.69% | 85.26% | 82.69% |
| 207 | Private Company | 155 | 27.30% | 97.34% | 85.17% | 78.03% |
| 175 | Private Company | 14911 | 12.89% | 99.78% | 95.12% | 88.75% |
| 252 | Private Company | 264 | 19.00% | 99.72% | 67.63% | 56.94% |

| GOAL | 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) |
|------------|-----------------|-----------------|-----------------------------|---------------------------|---------------------------------|---------------------------------|
| Provider # | | | | | | |
| 229 | Private Company | 401 | 50.12% | 100.00% | 92.80% | 84.92% |
| 187 | RTA | 6537 | 4.37% | 99.80% | 87.25% | 77.13% |

| | Exceeds Expectations | Meets Expectations | Needs Development | Unsatisfactory |
|------------------------------------|----------------------|--------------------|-------------------|----------------|
| Provider Complaint Free Percentage | 99.82 - 100 | = 99.81 | 99.80 - 99.71 | = or < 99.70 |
| On Time Performance (A Leg PU) | > 90.0 | = 90.0 | 80.1 - 89.9 | = or < 80.00 |
| On Time Performance (A Leg DO) | > 95.0 | = 95.0 | 85.1 - 94.9 | = or < 85.0 |

| | 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) |
|------------|---------------|-----------------|-----------------------------|---------------------------|---------------------------------|---------------------------------|
| GOAL | | | 2% | 99.81% | 90.00% | 95.00% |
| Provider # | | | | | | |
| P 001 | Private | 6576 | 0.00% | 100.00% | 77.55% | 94.63% |
| P 002 | Ambulance | 18 | 35.00% | 100.00% | | |
| P 037 | Ambulance | 480 | 3.08% | 99.59% | 72.74% | 70.86% |
| P 003 | Ambulance | 9361 | 40.37% | 99.95% | 97.61% | 95.32% |
| P 005 | Ambulance | 2915 | 23.58% | 99.34% | 87.40% | 83.17% |
| P 006 | Ambulance | 1057 | 14.42% | 99.91% | 91.74% | 89.88% |
| P 278 | Private | 800 | 0.00% | 100.00% | 55.32% | 56.48% |
| P 266 | Commercial | 2695 | 0.83% | 99.13% | 84.00% | 70.79% |
| P 239 | Commercial | 3806 | 5.86% | 98.14% | 88.55% | 91.12% |
| P 246 | Commercial | 168 | 24.07% | 100.00% | 87.81% | 73.87% |
| P 011 | Transit | 2769 | 4.73% | 99.76% | 90.05% | 90.65% |
| P 283 | Ambulance | 1 | 0.00% | 100.00% | | |
| P 013 | Commercial | 2751 | 1.79% | 99.78% | 84.72% | 76.45% |
| P 132 | Commercial | 241 | 59.90% | 100.00% | 96.33% | 97.66% |
| P 129 | Commercial | 15969 | 5.38% | 99.62% | 93.62% | 90.06% |
| P 014 | Transit | 2590 | 0.69% | 100.00% | 83.45% | 87.09% |
| P 016 | Ambulance | 2055 | 35.35% | 99.66% | 86.91% | 81.12% |
| P 017 | Private | 6833 | 0.00% | 100.00% | 87.63% | 92.87% |
| P 032 | Commercial | 168 | 20.34% | 99.42% | 98.48% | 90.91% |
| P 018 | Ambulance | 3627 | 20.02% | 99.81% | 85.68% | 78.82% |
| P 233 | Commercial | 1601 | 16.38% | 97.61% | 97.10% | 95.13% |
| P 143 | Commercial | 3028 | 19.09% | 99.17% | 89.36% | 85.25% |
| P 019 | Ambulance | 3988 | 4.24% | 100.00% | 92.17% | 84.06% |
| P 272 | Commercial | 1548 | 15.80% | 97.74% | 75.43% | 57.85% |
| P 022 | Commercial | 12284 | 8.02% | 99.28% | 95.04% | 91.70% |
| P 023 | Commercial | 4570 | 0.85% | 99.26% | 94.74% | 91.67% |
| P 026 | Commercial | 34610 | 6.95% | 98.85% | 96.28% | 87.58% |
| P 250 | Commercial | 1767 | 22.17% | 98.70% | 95.85% | 90.99% |
| P 027 | Transit | 17476 | 3.67% | 98.47% | 77.20% | 64.39% |
| P 028 | Ambulance | 82 | 3.70% | 100.00% | 74.11% | 71.07% |
| P 029 | Ambulance | 52 | 115.54% | 100.00% | 93.33% | 88.89% |
| P 257 | Commercial | 1648 | 20.24% | 98.65% | 79.36% | 70.96% |

| | Exceeds Expectations | Meets Expectations | Needs Development | Unsatisfactory |
|------------------------------------|----------------------|--------------------|-------------------|----------------|
| Provider Complaint Free Percentage | 99.82 - 100 | = 99.81 | 99.80 - 99.71 | = or <99.70 |
| On Time Performance (A Leg PU) | > 90.0 | = 90.0 | 80.1 - 89.9 | = or < 80.00 |
| On Time Performance (A Leg DO) | >95.0 | = 95.0 | 85.1 - 94.9 | = or <85.0 |

| | 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) |
|------------|---------------|-----------------|-----------------------------|---------------------------|---------------------------------|---------------------------------|
| GOAL | | | 2% | 99.81% | 90.00% | 95.00% |
| Provider # | | | | | | |
| P 036 | Commercial | 507 | 162.33% | 99.54% | 98.72% | 98.72% |
| P 038 | Commercial | 4527 | 9.33% | 98.94% | 93.84% | 91.89% |
| P 040 | Transit | 9527 | 3.81% | 99.16% | 78.32% | 72.98% |
| P 043 | Transit | 2752 | 2.03% | 99.72% | 77.28% | 68.38% |
| P 044 | Ambulance | 105 | 3.50% | 100.00% | 84.90% | 74.93% |
| P 045 | Commercial | 15545 | 1.54% | 99.81% | 89.98% | 91.37% |
| P 218 | Commercial | 981 | 4.99% | 99.81% | 92.37% | 88.27% |
| P 048 | Transit | 5529 | 2.41% | 99.86% | 90.48% | 95.31% |
| P 052 | Ambulance | 4595 | 2.73% | 99.67% | 88.00% | 85.07% |
| P 065 | Commercial | 2708 | 8.82% | 97.15% | 92.00% | 86.88% |
| P 244 | Commercial | 29 | 0.00% | 96.55% | 58.33% | 66.67% |
| P 053 | Private | 3944 | 0.00% | 100.00% | 91.26% | 95.99% |
| P 055 | Commercial | 4765 | 4.57% | 100.00% | 97.48% | 96.68% |
| P 056 | Ambulance | 2064 | 26.28% | 99.81% | 87.69% | 77.87% |
| P 254 | Ambulance | 59 | 0.00% | 97.44% | 69.76% | 66.26% |
| P 261 | Commercial | 188 | 2.13% | 96.81% | 87.32% | 83.10% |
| P 061 | Commercial | 8116 | 5.89% | 99.11% | 87.72% | 89.80% |
| P 238 | Commercial | 342 | 34.83% | 99.66% | 98.17% | 96.59% |
| P 062 | Private | 6060 | 0.00% | 100.00% | 96.61% | 96.89% |
| P 068 | Ambulance | 164 | 15.88% | 100.00% | 82.23% | 75.63% |
| P 070 | Commercial | 237 | 72.28% | 96.35% | 40.00% | 51.11% |
| P 072 | Commercial | 3864 | 24.66% | 99.64% | 91.95% | 90.23% |
| P 009 | Commercial | 1380 | 13.47% | 99.59% | 91.78% | 89.31% |
| P 074 | Private | 1964 | 1.78% | 100.00% | 99.58% | 98.28% |
| P 199 | Commercial | 4212 | 3.44% | 99.81% | 74.06% | 75.68% |
| P 080 | Transit | 4982 | 3.59% | 99.86% | 96.02% | 93.33% |
| P 084 | Commercial | 229 | 26.64% | 100.00% | 100.00% | 93.67% |
| P 282 | Ambulance | 4 | 50.00% | 100.00% | | |
| P 086 | Transit | 3885 | 6.08% | 99.67% | 77.25% | 86.15% |
| P 087 | Commercial | 556 | 34.48% | 100.00% | 84.84% | 85.87% |
| P 206 | Private | 511 | 0.29% | 100.00% | 86.08% | 86.92% |
| P 089 | Commercial | 7358 | 10.09% | 97.09% | 91.04% | 91.56% |
| P 090 | Commercial | 1489 | 0.00% | 99.35% | 95.62% | 96.79% |
| P 092 | Ambulance | 1534 | 75.87% | 100.00% | 97.34% | 72.90% |
| P 094 | Private | 9006 | 0.09% | 99.99% | 85.22% | 87.08% |
| P 219 | Commercial | 2467 | 14.61% | 99.88% | 97.03% | 92.53% |
| P 231 | Commercial | 787 | 5.64% | 99.86% | 73.47% | 74.74% |
| P 200 | Private | 11 | 0.00% | 100.00% | | |
| P 096 | Transit | 6321 | 4.43% | 99.82% | 92.12% | 85.15% |
| P 098 | Ambulance | 1306 | 8.72% | 99.92% | 98.25% | 94.52% |
| P 099 | Ambulance | 1 | 0.00% | 100.00% | 0.00% | 0.00% |

| | 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) |
|------------|---------------|-----------------|-----------------------------|---------------------------|---------------------------------|---------------------------------|
| GOAL | | | 2% | 99.81% | 90.00% | 95.00% |
| Provider # | | | | | | |
| P 269 | Commercial | 645 | 0.47% | 98.65% | 68.89% | 69.17% |
| P 111 | Ambulance | 162 | 2.16% | 99.47% | | |
| P 113 | Commercial | 4509 | 10.74% | 99.46% | 92.13% | 89.53% |
| P 115 | Ambulance | 1876 | 15.70% | 99.26% | 96.90% | 92.82% |
| P 270 | Commercial | 704 | 18.46% | 99.46% | 86.94% | 88.23% |
| P 117 | Commercial | 857 | 79.57% | 99.66% | 81.21% | 88.20% |
| P 118 | Transit | 4376 | 0.91% | 99.71% | 87.50% | 87.53% |
| P 120 | Commercial | 2012 | 6.86% | 99.64% | 93.72% | 88.23% |
| P 279 | Commercial | 1621 | 1.23% | 99.09% | 79.28% | 67.81% |
| P 212 | Ambulance | 2692 | 55.45% | 98.92% | 79.60% | 80.49% |
| P 123 | Commercial | 12454 | 1.27% | 99.24% | 97.18% | 97.50% |
| P 126 | Commercial | 2288 | 10.67% | 98.43% | 97.07% | 96.19% |
| P 140 | Commercial | 6300 | 8.70% | 99.75% | 95.32% | 94.41% |
| P 141 | Commercial | 1355 | 34.74% | 98.04% | 91.25% | 83.16% |
| P 280 | Commercial | 2172 | 3.07% | 97.70% | 84.20% | 69.26% |
| P 151 | Commercial | 3442 | 4.75% | 99.62% | 96.07% | 96.01% |
| P 256 | Commercial | 1801 | 4.92% | 99.93% | 93.37% | 87.87% |
| P 158 | Transit | 4834 | 3.73% | 99.88% | 93.96% | 89.40% |
| P 133 | Commercial | 10798 | 11.97% | 98.70% | 88.83% | 84.08% |
| P 273 | Commercial | 1867 | 4.17% | 99.32% | 84.27% | 84.03% |
| P 234 | Commercial | 476 | 0.00% | 100.00% | 99.44% | 99.44% |
| P 162 | Commercial | 12695 | 5.06% | 98.43% | 87.46% | 83.69% |
| P 166 | Transit | 6435 | 6.90% | 98.42% | 77.76% | 74.34% |
| P 167 | Commercial | 829 | 26.47% | 98.20% | 61.53% | 80.24% |
| P 170 | Commercial | 318 | 10.05% | 100.00% | 99.12% | 99.24% |
| P 235 | Commercial | 2648 | 18.83% | 99.70% | 69.23% | 67.73% |
| P 274 | Commercial | 471 | 14.72% | 99.15% | 91.13% | 89.58% |
| P 185 | Commercial | 161 | 1.77% | 100.00% | 69.47% | 69.47% |
| P 035 | Ambulance | 1309 | 16.33% | 99.77% | 89.79% | 83.32% |
| P 188 | Ambulance | 588 | 8.44% | 99.64% | 93.12% | 82.42% |
| P 189 | Transit | 7145 | 11.73% | 99.78% | 85.11% | 86.40% |
| P 190 | Commercial | 4589 | 18.60% | 99.76% | 92.97% | 88.21% |

| | Exceeds Expectations | Meets Expectations | Needs Development | Unsatisfactory |
|------------------------------------|----------------------|--------------------|-------------------|----------------|
| Provider Complaint Free Percentage | 99.82 - 100 | = 99.81 | 99.80 - 99.71 | = or <99.70 |
| On Time Performance (A Leg PU) | > 90.0 | = 90.0 | 80.1 - 89.9 | = or < 80.00 |
| On Time Performance (A Leg DO) | >95.0 | = 95.0 | 85.1 - 94.9 | = or <85.0 |

| | 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) |
|------------|---------------|-----------------|-----------------------------|---------------------------|---------------------------------|---------------------------------|
| GOAL | | | 2% | 99.81% | 90.00% | 95.00% |
| Provider # | | | | | | |
| P 230 | Private | 744 | 0.00% | 100.00% | 52.39% | 74.03% |
| P 220 | Private | 509 | 0.00% | 100.00% | 96.24% | 93.52% |
| P 263 | Private | 850 | 0.00% | 100.00% | 30.67% | 58.69% |
| P 237 | Ambulance | 188 | 15.12% | 98.91% | 92.50% | 81.58% |
| P 041 | Commercial | 7613 | 4.99% | 99.56% | 85.95% | 78.53% |
| P 046 | Ambulance | 491 | 12.63% | 100.00% | 89.72% | 85.30% |
| P 260 | Commercial | 376 | 21.05% | 99.81% | 92.24% | 83.25% |
| P 264 | Commercial | 130 | 13.25% | 100.00% | 83.89% | 76.81% |
| P 047 | Ambulance | 823 | 17.34% | 99.44% | 90.94% | 79.89% |
| P 221 | Commercial | 1379 | 4.40% | 100.00% | 95.37% | 94.97% |
| P 051 | Ambulance | 322 | 4.26% | 99.78% | 98.61% | 86.88% |
| P 265 | Commercial | 33 | 5.56% | 100.00% | 70.00% | 70.00% |
| P 054 | Commercial | 3226 | 2.09% | 99.29% | 74.27% | 82.18% |
| P 057 | Commercial | 41 | 9.76% | 97.56% | 77.78% | 88.89% |
| P 058 | Commercial | 2573 | 0.00% | 99.77% | 95.71% | 90.78% |
| P 059 | Commercial | 3844 | 16.18% | 99.92% | 99.07% | 98.08% |
| P 060 | Ambulance | 3132 | 9.23% | 99.75% | 85.14% | 71.56% |
| P 222 | Commercial | 6989 | 1.57% | 99.21% | 92.67% | 93.45% |
| P 275 | Ambulance | 237 | 21.10% | 99.64% | 100.00% | 100.00% |
| P 071 | Private | 1772 | 0.00% | 100.00% | 99.31% | 99.17% |
| P 073 | Commercial | 329 | 55.11% | 99.41% | 97.58% | 96.39% |
| P 077 | Commercial | 2284 | 5.53% | 99.49% | 92.67% | 84.85% |
| P 255 | Commercial | 4085 | 3.69% | 98.97% | 98.34% | 97.01% |
| P 079 | Commercial | 3856 | 1.55% | 99.87% | 93.89% | 87.91% |
| P 081 | Ambulance | 30 | 0.00% | 97.22% | 91.67% | 75.00% |
| P 082 | Ambulance | 18 | 7.14% | 75.00% | | |
| P 083 | Ambulance | 561 | 106.92% | 100.00% | 94.50% | 96.60% |
| P 084 | Commercial | 200 | 22.00% | 98.00% | 98.73% | 93.67% |
| P 267 | Commercial | 109 | 299.12% | 100.00% | 77.84% | 58.63% |
| P 095 | Ambulance | 3460 | 21.92% | 99.30% | 86.98% | 74.51% |
| P 165 | Ambulance | 3499 | 2.73% | 99.47% | 90.44% | 86.65% |
| P 216 | Commercial | 8031 | 18.80% | 98.51% | 90.07% | 84.15% |
| P 247 | Commercial | 2613 | 11.31% | 96.21% | 81.90% | 68.37% |
| P 268 | Commercial | 117 | 9.26% | 96.76% | 55.72% | 53.93% |
| P 249 | Commercial | 17135 | 1.27% | 99.73% | 91.61% | 87.35% |
| P 106 | Ambulance | 368 | 5.44% | 100.00% | 96.97% | 95.29% |
| P 108 | Commercial | 2418 | 1.55% | 99.59% | 97.53% | 96.81% |
| P 109 | Ambulance | 1433 | 7.84% | 99.66% | 88.22% | 72.23% |
| P 110 | Ambulance | 1173 | 29.91% | 99.91% | 94.62% | 83.62% |
| P 232 | Ambulance | 446 | 26.58% | 99.75% | 89.42% | 77.04% |
| P 114 | Commercial | 7406 | 2.88% | 99.53% | 91.75% | 87.67% |

| | 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) |
|------------|---------------|-----------------|-----------------------------|---------------------------|---------------------------------|---------------------------------|
| GOAL | | | 2% | 99.81% | 90.00% | 95.00% |
| Provider # | | | | | | |
| P 262 | Ambulance | 800 | 2.62% | 99.51% | 79.30% | 74.62% |
| P 116 | Private | 2942 | 0.00% | 100.00% | 79.08% | 83.24% |
| P 157 | Commercial | 9899 | 2.88% | 97.90% | 82.68% | 90.25% |
| P 243 | Commercial | 2749 | 6.50% | 98.31% | 80.63% | 85.13% |
| P 242 | Commercial | 893 | 36.00% | 99.89% | 92.20% | 83.48% |
| P 121 | Commercial | 22545 | 2.71% | 99.14% | 90.16% | 90.82% |
| P 122 | Commercial | 6634 | 2.08% | 99.96% | 98.11% | 92.23% |
| P 227 | Ambulance | 3106 | 1.71% | 98.82% | 92.59% | 91.52% |
| P 139 | Ambulance | 4040 | 4.00% | 99.86% | 92.63% | 79.88% |
| P 213 | Ambulance | 337 | 61.50% | 98.07% | 62.53% | 44.48% |
| P 142 | Ambulance | 287 | 9.91% | 100.00% | 89.20% | 85.06% |
| P 271 | Commercial | 816 | 8.42% | 100.00% | 89.62% | 92.51% |
| P 281 | Commercial | 189 | 0.00% | 99.66% | 100.00% | 77.78% |
| P 153 | Commercial | 1358 | 4.45% | 99.87% | 94.63% | 92.69% |
| P 155 | Ambulance | 8818 | 3.63% | 99.60% | 81.19% | 86.84% |
| P 156 | Commercial | 331 | 125.75% | 99.04% | 97.01% | 95.65% |
| P 159 | Private | 3116 | 0.00% | 100.00% | 61.94% | 64.55% |
| P 160 | Commercial | 7593 | 5.96% | 99.83% | 88.61% | 95.41% |
| P 169 | Commercial | 4765 | 3.60% | 98.32% | 69.68% | 69.32% |
| P 276 | Commercial | 1482 | 0.98% | 98.41% | 77.17% | 63.91% |
| P 175 | Commercial | 15667 | 6.24% | 99.77% | 95.08% | 88.89% |
| P 252 | Commercial | 163 | 21.80% | 97.61% | 59.42% | 70.50% |
| P 229 | Commercial | 483 | 34.47% | 100.00% | 94.38% | 89.74% |
| P 187 | Transit | 5653 | 3.50% | 99.77% | 95.05% | 95.68% |

| | Exceeds Expectations | Meets Expectations | Needs Development | Unsatisfactory |
|------------------------------------|----------------------|--------------------|-------------------|----------------|
| Provider Complaint Free Percentage | 99.82 - 100 | = 99.81 | 99.80 - 99.71 | = or <99.70 |
| On Time Performance (A Leg PU) | > 90.0 | = 90.0 | 80.1 - 89.9 | = or < 80.00 |
| On Time Performance (A Leg DO) | >95.0 | = 95.0 | 85.1 - 94.9 | = or <85.0 |



Region 1

Fourth Quarter SFY 2013 - 2014

April 2014 - June 2014

| | 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) | Corrective Action Plan |
|-------------------|---------------|-----------------|-----------------------------|---------------------------|---------------------------------|---------------------------------|------------------------|
| GOAL | | | 2% | 99.81% | 90.00% | 95.00% | Yes / No |
| Provider # | | | | | | | |
| P 001 | Private | 5940 | 0.03% | 100.00% | 92.43% | 97.51% | Yes |
| P 002 | Ambulance | 14 | 16.67% | 100.00% | | | No |
| P 037 | Ambulance | 557 | 3.99% | 99.07% | 71.13% | 72.15% | Yes |
| P 003 | Ambulance | 8593 | 44.51% | 99.82% | 98.01% | 97.27% | Yes |
| P 005 | Ambulance | 3052 | 20.33% | 99.54% | 91.41% | 89.60% | Yes |
| P 006 | Ambulance | 951 | 11.03% | 99.89% | 94.97% | 91.94% | Yes |
| P 278 | Private | 917 | 0.00% | 100.00% | 95.87% | 95.44% | No |
| P 266 | Commercial | 2866 | 0.85% | 99.17% | 85.60% | 72.22% | No |
| P 239 | Commercial | 4124 | 5.61% | 96.73% | 88.72% | 87.82% | No |
| P 246 | Commercial | 174 | 10.43% | 99.26% | 92.18% | 70.89% | Yes |
| P 011 | Transit | 2503 | 2.33% | 99.67% | 94.64% | 92.96% | Yes |
| P 284 | Ambulance | 1321 | 4.27% | 97.73% | 85.19% | 74.16% | No |
| P 013 | Commercial | 2803 | 1.07% | 99.68% | 74.77% | 67.31% | Yes |
| P 132 | Commercial | 128 | 50.74% | 100.00% | 100.00% | 100.00% | No |
| P 129 | Commercial | 17138 | 3.06% | 98.65% | 93.58% | 90.16% | Yes |
| P 014 | Transit | 2609 | 0.77% | 99.89% | 79.99% | 95.02% | Yes |
| P 016 | Ambulance | 2365 | 38.14% | 99.74% | 85.10% | 72.53% | Yes |
| P 017 | Private | 7055 | 0.00% | 100.00% | 76.72% | 92.72% | Yes |
| P 032 | Commercial | 137 | 16.77% | 100.00% | 95.16% | 90.07% | Yes |
| P 018 | Ambulance | 3388 | 14.49% | 99.76% | 83.48% | 80.10% | Yes |
| P 233 | Commercial | 660 | 8.90% | 95.70% | 96.40% | 94.71% | Yes |
| P 143 | Commercial | 2480 | 25.10% | 98.28% | 91.15% | 85.30% | Yes |
| P 019 | Ambulance | 4502 | 5.97% | 99.93% | 95.93% | 81.45% | Yes |
| P 272 | Commercial | 2244 | 3.48% | 96.52% | 77.12% | 58.60% | No |
| P 022 | Commercial | 12300 | 7.68% | 99.22% | 97.70% | 95.86% | Yes |
| P 023 | Commercial | 4772 | 1.03% | 98.51% | 94.39% | 92.62% | Yes |
| P 026 | Commercial | 37169 | 5.69% | 97.23% | 93.77% | 85.75% | Yes |
| P 250 | Commercial | 1577 | 21.27% | 97.07% | 94.95% | 92.16% | No |
| P 027 | Transit | 18144 | 3.11% | 97.50% | 81.72% | 66.88% | Yes |
| P 028 | Ambulance | 72 | 19.41% | 100.00% | 79.93% | 74.27% | Yes |
| P 029 | Ambulance | 46 | 131.25% | 100.00% | 80.95% | 69.84% | Yes |
| P 257 | Commercial | 211 | 9.81% | 98.33% | 81.48% | 68.52% | No |
| P 287 | Ambulance | 21 | 157.58% | 100.00% | 100.00% | 50.00% | No |

| | Exceeds Expectations | Meets Expectations | Needs Development | Unsatisfactory |
|------------------------------------|----------------------|--------------------|-------------------|----------------|
| Provider Complaint Free Percentage | 99.82 - 100 | = 99.81 | 99.80 - 99.71 | = or <99.70 |
| On Time Performance (A Leg PU) | > 90.0 | = 90.0 | 80.1 - 89.9 | = or < 80.00 |
| On Time Performance (A Leg DO) | >95.0 | = 95.0 | 85.1 - 94.9 | = or <85.0 |

| | 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) | Corrective Action Plan |
|------------|---------------|-----------------|-----------------------------|---------------------------|---------------------------------|---------------------------------|------------------------|
| GOAL | | | 2% | 99.81% | 90.00% | 95.00% | Yes / No |
| Provider # | | | | | | | |
| P 036 | Commercial | 323 | 211.71% | 94.99% | 99.49% | 98.48% | No |
| P 038 | Commercial | 2978 | 13.83% | 99.46% | 96.04% | 95.53% | Yes |
| P 040 | Transit | 9133 | 6.97% | 98.71% | 79.65% | 72.68% | Yes |
| P 043 | Transit | 3067 | 1.04% | 99.40% | 67.95% | 67.88% | Yes |
| P 044 | Ambulance | 200 | 7.23% | 100.00% | 81.04% | 68.97% | Yes |
| P 045 | Commercial | 17256 | 0.87% | 99.69% | 87.46% | 91.10% | Yes |
| P 218 | Commercial | 681 | 18.49% | 100.00% | 97.92% | 98.60% | Yes |
| P 048 | Transit | 5640 | 1.68% | 99.75% | 88.27% | 96.73% | Yes |
| P 052 | Ambulance | 4859 | 3.15% | 99.67% | 90.93% | 89.12% | Yes |
| P 065 | Commercial | 543 | 7.37% | 97.61% | 97.19% | 89.89% | No |
| P 053 | Private | 4022 | 3.02% | 99.98% | 94.35% | 99.25% | Yes |
| P 055 | Commercial | 4982 | 3.23% | 99.90% | 97.07% | 96.77% | Yes |
| P 056 | Ambulance | 1892 | 19.27% | 99.32% | 84.35% | 73.77% | Yes |
| P 254 | Ambulance | 54 | 4.05% | 100.00% | | | Yes |
| P 261 | Commercial | 468 | 23.06% | 96.52% | 87.81% | 83.06% | Yes |
| P 061 | Commercial | 6549 | 0.44% | 99.52% | 90.26% | 88.52% | Yes |
| P 238 | Commercial | 546 | 33.03% | 99.76% | 96.60% | 95.17% | Yes |
| P 062 | Private | 6274 | 0.00% | 100.00% | 97.04% | 96.46% | Yes |
| P 068 | Ambulance | 145 | 34.63% | 100.00% | 89.34% | 74.09% | Yes |
| P 070 | Commercial | 3432 | 1.35% | 93.27% | 75.68% | 70.48% | Yes |
| P 072 | Commercial | 4982 | 29.24% | 99.56% | 94.21% | 93.39% | Yes |
| P 009 | Commercial | 1780 | 4.65% | 99.00% | 91.32% | 86.24% | Yes |
| P 074 | Private | 1917 | 1.04% | 100.00% | 98.79% | 97.68% | No |
| P 199 | Commercial | 4124 | 3.16% | 99.71% | 84.10% | 86.73% | Yes |
| P 080 | Transit | 4397 | 5.30% | 99.77% | 96.09% | 94.18% | Yes |
| P 084 | Commercial | 318 | 42.47% | 99.74% | 93.09% | 94.32% | Yes |
| P 086 | Transit | 3970 | 5.49% | 99.32% | 74.72% | 94.81% | Yes |
| P 087 | Commercial | 543 | 49.19% | 99.82% | 80.94% | 84.72% | Yes |
| P 206 | Private | 751 | 0.00% | 100.00% | 90.00% | 89.72% | No |
| P 089 | Commercial | 7483 | 9.22% | 96.15% | 92.07% | 93.44% | Yes |
| P 090 | Commercial | 1365 | 0.00% | 99.09% | 96.60% | 95.29% | Yes |
| P 092 | Ambulance | 1280 | 132.86% | 99.77% | 98.08% | 73.28% | Yes |
| P 094 | Private | 9326 | 0.18% | 100.00% | 76.26% | 84.46% | Yes |
| P 219 | Commercial | 3047 | 10.92% | 99.90% | 96.44% | 93.50% | Yes |
| P 231 | Commercial | 836 | 2.96% | 99.89% | 78.08% | 74.45% | Yes |
| P 200 | Private | 5 | 66.67% | 100.00% | | | No |
| P 096 | Transit | 6165 | 5.99% | 99.71% | 91.93% | 85.91% | Yes |
| P 098 | Ambulance | 1337 | 8.86% | 100.00% | 98.59% | 96.00% | Yes |
| P 111 | Ambulance | 52 | 11.80% | 96.67% | | | No |
| P 113 | Commercial | 4723 | 12.62% | 99.47% | 94.15% | 92.23% | Yes |

| | 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) | Corrective Action Plan |
|-------------------|---------------|-----------------|-----------------------------|---------------------------|---------------------------------|---------------------------------|------------------------|
| GOAL | | | 2% | 99.81% | 90.00% | 95.00% | Yes / No |
| Provider # | | | | | | | |
| P 115 | Ambulance | 1964 | 3.90% | 99.34% | 99.75% | 99.64% | Yes |
| P 270 | Commercial | 480 | 11.91% | 98.24% | 89.97% | 94.59% | No |
| P 117 | Commercial | 1590 | 23.69% | 99.94% | 87.26% | 63.30% | Yes |
| P 118 | Transit | 3959 | 0.77% | 99.77% | 89.78% | 88.81% | Yes |
| P 120 | Commercial | 0 | | | | | Yes |
| P 279 | Commercial | 2367 | 4.24% | 99.37% | 88.43% | 71.53% | No |
| P 212 | Ambulance | 2764 | 48.40% | 97.88% | 81.98% | 79.01% | Yes |
| P 123 | Commercial | 13460 | 0.75% | 99.12% | 97.85% | 97.93% | No |
| P 126 | Commercial | 2368 | 3.59% | 98.21% | 94.93% | 90.35% | Yes |
| P 140 | Commercial | 6791 | 10.32% | 99.65% | 94.80% | 95.66% | No |
| P 141 | Commercial | 998 | 65.36% | 98.49% | 93.18% | 81.76% | Yes |
| P 280 | Commercial | 4269 | 6.36% | 98.33% | 80.66% | 73.01% | No |
| P286 | Commercial | 678 | 0.74% | 88.95% | 68.87% | 66.00% | No |
| P 151 | Commercial | 3408 | 7.77% | 99.12% | 95.58% | 96.17% | Yes |
| P 256 | Commercial | 2818 | 5.26% | 99.97% | 91.94% | 89.55% | Yes |
| P 158 | Transit | 4899 | 3.72% | 99.80% | 96.18% | 92.38% | Yes |
| P 133 | Commercial | 10894 | 7.66% | 97.91% | 84.39% | 82.99% | Yes |
| P 273 | Commercial | 4448 | 0.13% | 99.12% | 79.89% | 81.60% | No |
| P 234 | Commercial | 578 | 0.00% | 99.83% | 100.00% | 99.52% | No |
| P 162 | Commercial | 12562 | 3.53% | 95.83% | 82.73% | 77.73% | Yes |
| P 166 | Transit | 6408 | 6.31% | 98.15% | 83.21% | 77.28% | Yes |
| P 167 | Commercial | 763 | 39.97% | 98.96% | 60.27% | 78.54% | Yes |
| P 170 | Commercial | 313 | 15.83% | 100.00% | 100.00% | 99.17% | Yes |
| P 235 | Commercial | 1493 | 20.21% | 99.53% | 79.35% | 71.13% | Yes |
| P 274 | Commercial | 234 | 132.30% | 66.14% | 52.15% | 47.85% | No |
| P 185 | Commercial | 185 | 53.54% | 100.00% | 68.11% | 67.40% | No |
| P 035 | Ambulance | 1699 | 11.12% | 99.64% | 91.89% | 82.96% | Yes |
| P 188 | Ambulance | 2 | 100.00% | 100.00% | | | Yes |
| P 189 | Transit | 6792 | 11.99% | 98.88% | 77.46% | 79.28% | Yes |
| P 190 | Commercial | 5093 | 24.31% | 99.65% | 93.96% | 85.55% | Yes |

| | Exceeds Expectations | Meets Expectations | Needs Development | Unsatisfactory |
|------------------------------------|----------------------|--------------------|-------------------|----------------|
| Provider Complaint Free Percentage | 99.82 - 100 | = 99.81 | 99.80 - 99.71 | = or <99.70 |
| On Time Performance (A Leg PU) | > 90.0 | = 90.0 | 80.1 - 89.9 | = or < 80.00 |
| On Time Performance (A Leg DO) | >95.0 | = 95.0 | 85.1 - 94.9 | = or <85.0 |

| 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) | Corrective Action Plan |
|-------------------|-----------------|-----------------------------|---------------------------|---------------------------------|---------------------------------|------------------------|
| GOAL | | 2% | 99.81% | 90.00% | 95.00% | |
| Provider # | | | | | | |
| P 230 | Private | 842 | 0.48% | 100.00% | 73.49% | No |
| P 220 | Private | 568 | 0.00% | 100.00% | 82.81% | No |
| P 263 | Private | 764 | 0.80% | 100.00% | 47.12% | No |
| P 237 | Ambulance | 134 | 14.85% | 100.00% | 96.97% | Yes |
| P 041 | Commercial | 7506 | 5.55% | 99.19% | 75.29% | Yes |
| P 046 | Ambulance | 650 | 14.76% | 99.84% | 93.97% | Yes |
| P 260 | Commercial | 783 | 32.34% | 99.14% | 98.04% | Yes |
| P 264 | Commercial | 278 | 26.66% | 99.52% | 68.58% | No |
| P 047 | Ambulance | 642 | 3.11% | 99.85% | 87.21% | Yes |
| P 221 | Commercial | 2011 | 2.29% | 99.95% | 95.33% | No |
| P 051 | Ambulance | 345 | 1.80% | 98.78% | 99.52% | Yes |
| P 265 | Commercial | 60 | 1.59% | 100.00% | 64.04% | No |
| P 054 | Commercial | 3210 | 3.74% | 99.13% | 77.01% | Yes |
| P 058 | Commercial | 2702 | 2.95% | 99.41% | 93.16% | Yes |
| P 059 | Commercial | 3961 | 6.86% | 99.98% | 98.90% | No |
| P 060 | Ambulance | 3274 | 17.28% | 99.76% | 84.68% | Yes |
| P 222 | Commercial | 8634 | 1.03% | 97.92% | 92.77% | Yes |
| P 275 | Ambulance | 184 | 34.34% | 98.18% | 100.00% | No |
| P 071 | Private | 1697 | 0.00% | 100.00% | 96.43% | No |
| P 073 | Commercial | 13 | 207.69% | 92.31% | 100.00% | Yes |
| P 077 | Commercial | 18 | 127.78% | 94.44% | | Yes |
| P 255 | Commercial | 5514 | 7.03% | 98.31% | 97.44% | No |
| P 079 | Commercial | 4422 | 1.54% | 99.79% | 96.55% | Yes |
| P 081 | Ambulance | 32 | 0.00% | 100.00% | 83.33% | No |
| P 082 | Ambulance | 2 | 100.00% | 100.00% | | No |
| P 083 | Ambulance | 545 | 89.23% | 99.80% | 95.88% | Yes |
| P 095 | Ambulance | 3268 | 25.55% | 98.62% | 86.03% | Yes |
| P 165 | Ambulance | 3862 | 2.76% | 98.35% | 82.64% | Yes |
| P 216 | Commercial | 11585 | 14.99% | 98.34% | 94.55% | Yes |
| P 247 | Commercial | 98 | 0.00% | 98.91% | 72.50% | No |
| P 268 | Commercial | 23332 | 0.79% | 99.33% | 93.46% | Yes |
| P 106 | Ambulance | 476 | 9.04% | 99.59% | 96.57% | No |
| P 108 | Commercial | 1734 | 11.91% | 99.24% | 99.03% | Yes |
| P 109 | Ambulance | 947 | 61.52% | 99.10% | 85.26% | Yes |
| P 110 | Ambulance | 1261 | 22.16% | 99.53% | 90.74% | Yes |
| P 232 | Ambulance | 443 | 52.05% | 99.34% | 85.74% | Yes |
| P 114 | Commercial | 7346 | 8.56% | 98.18% | 88.88% | Yes |
| P 262 | Ambulance | 1187 | 12.26% | 98.11% | 78.55% | Yes |
| P 116 | Private | 3183 | 0.00% | 100.00% | 61.31% | Yes |
| P 157 | Commercial | 5201 | 4.31% | 94.99% | 73.65% | Yes |

| Provider # | 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) | Corrective Action Plan |
|-------------|---------------|-----------------|-----------------------------|---------------------------|---------------------------------|---------------------------------|------------------------|
| GOAL | | | 2% | 99.81% | 90.00% | 95.00% | |
| P 243 | Commercial | 1150 | 17.29% | 97.12% | 62.64% | 71.41% | Yes |
| P 242 | Commercial | 1030 | 35.05% | 99.43% | 94.74% | 83.25% | Yes |
| P 121 | Commercial | 21296 | 5.01% | 99.30% | 91.52% | 90.23% | Yes |
| P 122 | Commercial | 7128 | 1.46% | 99.72% | 96.20% | 90.54% | Yes |
| P 227 | Ambulance | 4671 | 2.59% | 98.59% | 96.17% | 95.32% | Yes |
| P 139 | Ambulance | 3868 | 2.49% | 99.64% | 94.83% | 83.27% | Yes |
| P 213 | Ambulance | 133 | 25.83% | 99.12% | 91.67% | 79.17% | No |
| P 142 | Ambulance | 121 | 11.79% | 97.85% | 100.00% | 98.67% | Yes |
| P 271 | Commercial | 1031 | 5.59% | 99.88% | 96.41% | 96.13% | No |
| P 281 | Commercial | 406 | 10.08% | 99.72% | 89.71% | 84.50% | No |
| P 153 | Commercial | 1382 | 5.35% | 99.93% | 97.87% | 96.87% | Yes |
| P 155 | Ambulance | 8626 | 3.88% | 99.76% | 82.81% | 88.85% | Yes |
| P 156 | Commercial | 244 | 152.42% | 96.67% | 99.02% | 96.97% | Yes |
| P 159 | Private | 3369 | 1.01% | 99.94% | 52.61% | 56.85% | Yes |
| P 160 | Commercial | 8450 | 9.36% | 99.56% | 88.12% | 94.35% | Yes |
| P 169 | Commercial | 3705 | 4.45% | 98.17% | 70.13% | 64.21% | Yes |
| P 276 | Commercial | 2205 | 5.11% | 96.29% | 61.17% | 52.61% | No |
| P 175 | Commercial | 15379 | 19.00% | 99.58% | 92.29% | 87.10% | Yes |
| P 288 | Commercial | 71 | 60.56% | 92.96% | 89.47% | 73.68% | No |
| P 252 | Commercial | 247 | 5.89% | 98.76% | 75.66% | 73.32% | Yes |
| P 229 | Commercial | 429 | 29.46% | 99.77% | 93.55% | 93.53% | Yes |
| P 187 | Transit | 5621 | 1.94% | 99.73% | 96.44% | 96.22% | Yes |

| | Exceeds Expectations | Meets Expectations | Needs Development | Unsatisfactory |
|------------------------------------|----------------------|--------------------|-------------------|----------------|
| Provider Complaint Free Percentage | 99.82 - 100 | = 99.81 | 99.80 - 99.71 | = or <99.70 |
| On Time Performance (A Leg PU) | > 90.0 | = 90.0 | 80.1 - 89.9 | = or < 80.00 |
| On Time Performance (A Leg DO) | >95.0 | = 95.0 | 85.1 - 94.9 | = or <85.0 |

Prompt Payment Aging Report By Invoice Received Date

04/01/2014 to 06/30/2014

Some Broker Clients, All 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 | 474,406 | 99.94% | 3,506 | 0.74% |
| 31-60 Days | 31 | 280 | 0.06% | 0 | 0.00% |
| 61-90 Days | 67 | 2 | 0.00% | 0 | 0.00% |
| > 90 Days | 0 | 0 | 0.00% | 0 | 0.00% |
| | 18 | 474,688 | 100.00% | 3,506 | |

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 | 12 | 434,097 | 91.45% | 170 |
| 31-60 Days | 40 | 31,772 | 6.69% | 120 |
| 61-90 Days | 72 | 5,014 | 1.06% | 65 |
| 91-120 Days | 103 | 1,764 | 0.37% | 35 |
| 121-150 Days | 133 | 735 | 0.15% | 16 |
| > 150 Days | 229 | 1,306 | 0.28% | 14 |
| | 15 | 474,688 | 100.00% | |

South Carolina Department of Health and Human Services

Internal Complaints Report

| Complaint Category | Mar 2014 | Apr 2014 | May 2014 | Jun 2014 | July 2014 | Aug 2014 | SFY 2013 Totals | SFY 2014 Totals | SFY 2015 Totals |
|--------------------------------|---------------------|---------------------|---------------------|---------------------|----------------------|---------------------|--------------------------------|--------------------------------|--------------------------------|
| Beneficiary | 5 | 3 | 0 | 10 | 4 | 7 | 99 | 70 | 11 |
| • Reservation | 1 | 0 | 0 | 7 | 0 | 2 | 17 | 32 | 2 |
| • Transportation | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| • Service Delivery | 2 | 2 | 0 | 3 | 4 | 5 | 76 | 33 | 9 |
| • Other | 2 | 1 | 0 | 0 | 0 | 0 | 5 | 5 | 0 |
| | | | | | | | | | |
| Transportation Provider | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 2 | 0 |
| • Reservation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| • Transportation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| • Service Delivery | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| • Payment | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 0 |
| • Other | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| | | | | | | | | | |
| Health Care Provider | 2 | 0 | 0 | 0 | 0 | 0 | 13 | 6 | 0 |
| • Reservation | 1 | 0 | 0 | 0 | 0 | 0 | 6 | 2 | 0 |
| • Transportation | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 |
| • Service Delivery | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 3 | 0 |
| • Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | | | | | | | | |
| Other Stakeholders | 1 | 0 | 0 | 0 | 0 | 1 | 6 | 3 | 1 |
| • Reservation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| • Transportation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| • Service Delivery | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 1 | 0 |
| • Other | 1 | 0 | 0 | 0 | 0 | 1 | 3 | 1 | 1 |
| | | | | | | | | | |
| Totals | 8 | 3 | 0 | 10 | 4 | 8 | 121 | 81 | 12 |



Summary of Reported Rider Injury and Incidents April – June 2014

At the request of members of the Transportation Advisory Committee, SCDHHS will prepare a quarterly summary of our review of all rider injuries and incidents reported.

Notification Process

The brokers are required to report to SCDHHS all occurrences of injuries and other incidents, including all accidents, as soon as they are made aware of an occurrence. Notification to SCDHHS is required for all accidents regardless of reported injuries, all reports of injury or possible injury to Medicaid members, and all incidents involving Medicaid members that are out of the ordinary. Once SCDHHS is notified of the initial occurrence, follow up communications between SCDHHS and the broker continue as needed until the situation is fully investigated and the appropriate action is taken.

Summary Analysis of Injury and Incidents

Summary of Reported Rider Injury and Incidents for April – June 2014 will be reported at the December 11, 2014 Quarterly Transportation Advisory Committee Meeting.

**Report of Meetings
As of September 2014
Transportation Broker Contract**

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 - Scheduled |
| November 19, 2014 | Agency meeting with Logisticare - Scheduled |
| December 17, 2014 | Agency meeting with Logisticare - Scheduled |

Agency / Broker Regional 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 |

Transportation Advisory Committee Meetings

| | |
|--------------------|-----------------------------------|
| December 12, 2013 | Quarterly TAC Meeting |
| March 27, 2014 | Quarterly TAC Meeting |
| June 26, 2014 | Quarterly TAC Meeting |
| September 25, 2014 | Quarterly TAC Meeting - Scheduled |
| December 11, 2014 | Quarterly TAC Meeting - Scheduled |

Logisticare / Healthcare Community Individual Meetings

| | |
|---------------|--|
| June 2, 2014 | DSI- Twin Oaks- Greenville |
| June 4, 2014 | FMC- Andrews- Andrews |
| June 4, 2014 | FMC- Winyah- Wynch |
| June 4, 2014 | FMC- Georgetown Dialysis- Georgetown |
| June 24, 2014 | The Regional Medical Center (TRMC) - Orangburg |
| June 25, 2014 | Carolinas Hospital System- Marion |
| June 26, 2014 | Spartanburg Regional Hospital- Spartanburg |

Logisticare / Healthcare Community Individual Meetings

| | |
|---------------|--|
| June 27, 2014 | Aiken Barnwell Mental Health Center- Aiken |
| July 1, 2014 | FMC- Fort Lawn- Fort Lawn |
| July 1, 2014 | FMC- York- York |
| July 1, 2014 | Davita- Fort Mill- Fort Mill |
| July 1, 2014 | Keystone Substance Abuse- Rock Hill |
| July 1, 2014 | FMC- Fort Mill- Fort Mill |
| July 2, 2014 | FMC- Rock Hill- Rock Hill |
| July 8, 2014 | RAI- Care Centers N Charleston- North Charleston |
| July 8, 2014 | RAI- Care Centers Summerville- Summerville |
| July 8, 2014 | Our Place- MH- Charleston |
| July 9, 2014 | Columbia Adult Care- Main- Columbia |
| July 9, 2014 | Columbia Adult Care- Columbia |
| July 9, 2014 | Lexington County Mental Health- Lexington |
| July 10, 2014 | RAI- Care Centers Orangeburg Mall- Orangeburg |
| July 10, 2014 | Davita- North Orangeburg- Orangeburg |
| July 14, 2014 | Orangeburg Adult Day Care- Orangeburg |
| July 14, 2014 | RAI- Care Centers Orangeburg Mall- Orangeburg |
| July 14, 2014 | Davita- South Orangeburg Dialysis- Orangeburg |
| July 14, 2014 | Davita- North Orangeburg- Orangeburg |
| July 15, 2014 | Active Day of Greenville- Greenville |
| July 15, 2014 | Sunshine House- Simpsonville |
| July 15, 2014 | DSI – Powderhorn- Simpsonville |
| July 16, 2014 | Coastal Empire MHC- Beaufort Clinic- Beaufort |
| July 16, 2014 | DCI- Port Royal- Port Royal |
| July 16, 2014 | FMC- Low Country Dialysis- Port Royal |
| July 16, 2014 | Harrington Place- Beaufort |
| July 18, 2014 | FMC- Myrtle Beach- Myrtle Beach |
| July 18, 2014 | FMC- North Myrtle Beach- North Myrtle Beach |
| July 18, 2014 | Active Day Center- Grand Stand – Myrtle Beach |
| July 18, 2014 | Waccamaw Center Mental Health- Conway |
| July 19, 2014 | FMC- Conway Dialysis- Conway |
| July 19, 2014 | FMC- West Conway Dialysis Center- Conway |
| July 21, 2014 | Charleston Dorchester Mental Health- Charleston |
| July 23, 2014 | Charleston Dorchester Mental Health- Charleston |
| July 23, 2014 | RAI Care Centers Hollywood- Ravenal- Ravenal |
| July 23, 2014 | RAI- Care Centers Charleston- Charleston |
| July 23, 2014 | RAI- Care Centers Summerville- Summerville |
| July 23, 2014 | RAI- Care Centers N Charleston- N Charleston |
| July 23, 2014 | Our Place- MH- Charleston |
| July 24, 2014 | NCA- Augusta- Augusta |
| July 24, 2014 | Davita Nephrology Clinic Of North Augusta- Augusta |
| July 24, 2014 | Autumn Care ADC- Augusta |
| July 25, 2014 | Dent's Adult Daycare Health Services- Columbia |
| July 25, 2014 | FMC- West Columbia Dialysis- Columbia |
| July 29, 2014 | FMC - Church Street Dialysis- Florence |
| July 29, 2014 | FMC- Freedom Dialysis- Florence |
| July 29, 2014 | Pee Dee Mental Health- Lake City |
| July 29, 2014 | Lake City Adult Day Care- Lake City |
| July 29, 2014 | Lake City Community Day Services- Lake City |
| July 29, 2014 | Melva's Adult and Children's Day Care- Lake City |

Logisticare / Healthcare Community Individual Meetings

| | |
|-------------------|--|
| July 29, 2014 | FMC- Pee Dee Dialysis- Lake City |
| July 31, 2014 | Lowcountry Active Day Center- Charleston |
| July 31, 2014 | FMC- N Charleston- North Charleston |
| July 31, 2014 | DCI- Goose Creek- Goose Creek |
| July 31, 2014 | Davita- Goose Creek Dialysis- Goose Creek |
| August 5, 2014 | Fairfield County Mental Health Clinic- Winnsboro |
| August 7, 2014 | H. Alton Boyd Senior Center- Kingstree |
| August 7, 2014 | FMC- Kingstree Dialysis- Kingstree |
| August 18, 2014 | DSI- Twin Oaks Dialysis- Greenville |
| August 18, 2014 | Davita- Upstate Dialysis- Greenville |
| September 2, 2014 | FMC - Fairfield County Dialysis Ste A- Winnsboro |
| September 2, 2014 | Winnsboro Active Day Center- Winnsboro |
| September 2, 2014 | Chappell Adult Day Care- Winnsboro |
| September 2, 2014 | Precious Adult Care- Winnsboro |
| September 8, 2014 | Davita- Fort Mill- Fort Mill |
| September 8, 2014 | FMC- Fort Mill- Fort Mill |

Agency / Other Stakeholder Meetings

| | |
|-----------------|---|
| March 4, 2014 | TASC Conference – Myrtle Beach |
| 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 |
| August 21, 2014 | Piedmont Health Foundation - Greenville |

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 |