

SC DHHS
Broker Report Card



South Carolina Department of Health and Human Services
Broker Performance Report
LogistiCare

September 2015

Transportation Metrics	Performance Goal	July 2015 Final	August 2015 Final	September 2015 Final	Average Last Three Months	Average SFY 2016	Average SFY 2015	Totals SYF 2016	Totals SFY 2015
Unduplicated Beneficiaries		28,173	28,110	28,317	28,200	28,200	27,694	44,563	79,291
Total trips provided by type of transportation		163,389	163,527	163,365	163,427	163,427	157,147	490,281	1,885,766
• Non-Emergency Ambulatory Sedan/Van Trips		118,795	119,978	120,127	119,633	119,633	117,144	358,900	1,405,729
• Wheelchair Trips		20,351	20,447	20,242	20,347	20,347	19,723	61,040	236,678
• Stretcher Trips		3,311	2,983	3,007	3,100	3,100	2,795	9,301	33,542
• Individual Transportation Gas Trip		20,588	19,219	19,764	19,857	19,857	16,795	59,571	201,543
• Non-Emergency Ambulance ALS		72	80	95	82	82	56	247	676
• Non-Emergency Ambulance BLS		88	92	130	103	103	103	310	1,236
• Public Transportation Bus Trip		184	728	654	522	522	530	1,566	6,362
Total Over Night Trips Arranged		105	66	72	81	81	89	243	1,064
Total Extra Passengers		21,287	19,710	18,585	19,861	19,861	18,757	59,582	225,086
• Provider No-Shows as Percentage of Total Trips	<=0.25%	0.16%	0.17%	0.17%	0.17%	0.17%	0.19%	--	--
• Number of Pickups On Time (A Leg)		68,953	73,199	77,034	73,062	73,062	65,751	219,186	789,010
• Number of Deliveries On Time (A Leg)		66,553	70,633	74,762	70,649	70,649	63,839	211,948	766,068
• Number of Pickups On Time (B Leg)		62,005	69,233	70,052	67,097	67,097	61,259	201,290	735,105
• Number of Trips Within Ride Time (All Trips)		148,293	163,529	163,663	158,495	158,495	145,043	475,485	1,740,517
• Percent of Pickups On Time (A Leg)	>= 90%	92.73%	91.60%	96.13%	93.49%	93.49%	90.83%	--	--
• Percent of Deliveries On Time (A Leg)	>= 95%	89.79%	88.34%	93.47%	90.53%	90.53%	88.30%	--	--
• Percent of Pickups On Time (B Leg)	>= 90%	90.04%	91.00%	91.96%	91.00%	91.00%	90.97%	--	--
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.73%	99.74%	99.79%	99.75%	99.75%	99.68%	--	--
Actual number of calls		102,187	102,584	97,791	100,854	100,854	104,937	302,562	1,259,241
• Average phone calls daily		4,443	4,885	4,657	4,662	4,662	4,980	--	--
• Average Answer Speed	< 1:00	0:01:57	0:03:22	0:02:07	0:02:29	0:02:29	0:03:56	--	--
• Average Talk Time		0:03:58	0:04:05	0:04:02	0:04:02	0:04:02	0:03:23	--	--
• Average Time On Hold	<= 3:00	0:01:27	0:01:34	0:01:29	0:01:30	0:01:30	0:01:33	--	--
• Average time on hold before abandonment	< 1:30	0:01:40	0:02:22	0:01:43	0:01:55	0:01:55	0:02:41	--	--
• Average number of calls abandoned daily		353	613	395	454	454	794	--	--
• Percentage of calls abandoned daily	< 5.0%	7.94%	12.54%	8.48%	9.65%	9.65%	15.46%	--	--
Total number of complaints by type - Valid		3,746	3,771	3,796	3,771	3,771	3,353	11,313	40,240
• Provider No-Show		243	280	285	269	269	251	808	3,011
• Timeliness		1,819	1,946	1,845	1,870	1,870	1,736	5,610	20,834
• Other Stakeholders		1,537	1,389	1,519	1,482	1,482	1,243	4,445	14,913
• Call Center Operations		20	23	51	31	31	28	94	335
• Driver Behavior		3	7	1	4	4	9	11	102
• Provider Service Quality		17	9	4	10	10	11	30	132
• Miscellaneous		82	99	66	82	82	55	247	658
• Rider Injury / Incident		25	18	25	23	23	21	68	255
• Valid Complaints as percentage of total trips		2.29%	2.31%	2.32%	2.31%	2.31%	2.13%	--	--
Total number of complaints by type - Invalid & Other		210	208	175	198	198	163	593	1,955
• Provider No-Show		46	42	36	41	41	34	124	403
• Timeliness		52	54	45	50	50	50	151	602
• Other Stakeholders		10	12	12	11	11	14	34	167
• Call Center Operations		10	23	12	15	15	13	45	159
• Driver Behavior		12	12	13	12	12	12	37	138
• Provider Service Quality		14	10	8	11	11	8	32	93
• Miscellaneous		51	46	46	48	48	23	143	275
• Rider Injury / Incident		15	9	3	9	9	10	27	118
• Invalid & Other Complaints as percentage of total trips		0.13%	0.13%	0.11%	0.12%	0.12%	0.10%	--	--
Total number of denials by type		4,904	5,091	4,867	4,954	4,954	5,139	14,862	61,666
• Non-Urgent / Under Days of Notice		1,102	1,163	1,067	1,111	1,111	1,253	3,332	15,035
• Non-Covered Service		460	531	436	476	476	622	1,427	7,460
• Ineligible For Transport		242	264	397	301	301	182	903	2,186
• Unable to Confirm Medical Appointment w/ Provider		147	190	143	160	160	283	480	3,396
• Does Not Meet Transportation Protocols		11	3	4	6	6	9	18	113
• Incomplete Information		2,275	2,266	2,211	2,251	2,251	2,200	6,752	26,405
• Needs Emergency Services		4	8	5	6	6	9	17	104
• Beneficiary Has Medicare Part B or Other Coverage		663	666	604	644	644	564	1,933	6,766
• Denials as percentage of total trips		3.00%	3.11%	2.98%	3.03%	3.03%	3.26%	--	--

Note: Metrics are preliminary until claims resolution process is complete.

-- Indicates that Fiscal Year Totals are inappropriate to calculate for a percentage or time measure.

Trip Summary

July 2015					
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)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	23,025	38.74%	98.72%	89.42%	82.07%
Commercial	145,308	16.08%	99.10%	91.21%	88.06%
Private	15,884	0.49%	100.00%	88.07%	94.68%
Transit	27,435	9.47%	99.56%	86.85%	87.38%
Volunteer	1,038	15.64%	99.14%	87.70%	78.22%
August 2015					
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)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	20,309	48.24%	99.39%	89.91%	81.66%
Commercial	140,747	16.69%	99.08%	91.75%	87.94%
Private	15,299	0.22%	99.99%	89.59%	93.23%
Transit	25,774	9.57%	99.49%	85.64%	85.81%
Volunteer	1,023	9.92%	99.04%	84.33%	78.99%
September 2015					
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)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	19,989	45.99%	99.33%	90.07%	80.91%
Commercial	142,872	19.34%	98.90%	91.91%	88.22%
Private	15,697	0.27%	99.98%	83.40%	92.17%
Transit	25,188	10.53%	99.53%	84.91%	85.51%
Volunteer	978	6.06%	99.52%	88.22%	78.16%
1st Quarter SFY 2015 - 2016					
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)
Metric		<2%	>=99.81%	>=90%	>=95%
Ambulance	63,323	44.36%	99.15%	89.80%	81.55%
Commercial	428,927	17.37%	99.03%	91.62%	88.07%
Private	46,880	0.33%	99.99%	87.02%	93.36%
Transit	78,397	9.85%	99.53%	85.80%	86.23%
Volunteer	3,039	10.67%	99.23%	86.75%	78.46%

Complaints by Provider Type

Transportation Metrics	July 2015 Final	August 2015 Final	September 2015 Final	Average Last Three Months	Average SFY 2016	Totals SFY 2016
Total Trips Provided - Ambulance	23,025	20,309	19,989	21,108	21,108	63,323
• Provider No-Show	31	20	31	27	27	82
• Timeliness	118	108	103	110	110	329
• Other Stakeholders	62	58	65	62	62	185
• Call Center Operations	4	3	5	4	4	12
• Driver Behavior	0	1	0	0	0	1
• Provider Service Quality	3	0	1	1	1	4
• Miscellaneous	7	6	6	6	6	19
• Rider Injury / Incident	4	0	2	2	2	6
Total Valid Complaints by Provider Type - Ambulance	229	196	213	213	213	638
Total Invalid Complaints by Provider Type - Ambulance	16	12	16	15	15	44
Valid Ambulance Complaints as % of Total Ambulance Trips	0.99%	0.97%	1.07%	1.01%	1.01%	--
Total Trips Provided - Commercial	145,308	140,747	142,872	142,976	142,976	428,927
• Provider No-Show	189	241	223	218	218	653
• Timeliness	1,559	1,684	1,616	1,620	1,620	4,859
• Other Stakeholders	1,375	1,260	1,349	1,328	1,328	3,984
• Call Center Operations	10	17	31	19	19	58
• Driver Behavior	2	8	2	4	4	12
• Provider Service Quality	14	9	3	9	9	26
• Miscellaneous	71	77	56	68	68	204
• Rider Injury / Incident	18	13	17	16	16	48
Total Valid Complaints by Provider Type - Commercial	3,238	3,309	3,297	3,281	3,281	9,844
Total Invalid Complaints by Provider Type - Commercial	171	172	132	158	158	475
Valid Commercial Complaints as % of Total Commercial Trips	2.23%	2.35%	2.31%	2.30%	2.30%	--
Total Trips Provided - Other	0	0	0	0	0	0
• Provider No-Show	0	0	0	0	0	0
• Timeliness	0	0	0	0	0	0
• Other Stakeholders	0	0	0	0	0	0
• Call Center Operations	0	0	0	0	0	0
• Driver Behavior	0	0	0	0	0	0
• Provider Service Quality	0	0	0	0	0	0
• Miscellaneous	0	0	0	0	0	0
• Rider Injury / Incident	0	0	0	0	0	0
Total Valid Complaints by Provider Type - Other	0	0	0	0	0	0
Total Invalid Complaints by Provider Type - Other	0	0	0	0	0	0
Valid Other Complaints as % of Total Other Trips	0	0	0	0	0	--
Total Trips Provided - Private	15,884	15,299	15,697	15,627	15,627	46,880
• Provider No-Show	1	1	2	1	1	4
• Timeliness	0	0	0	0	0	0
• Other Stakeholders	0	0	0	0	0	0
• Call Center Operations	0	0	0	0	0	0
• Driver Behavior	0	0	0	0	0	0
• Provider Service Quality	0	0	0	0	0	0
• Miscellaneous	0	0	0	0	0	0
• Rider Injury / Incident	0	1	0	0	0	1
Total Valid Complaints by Provider Type - Private	1	2	2	2	2	5
Total Invalid Complaints by Provider Type - Private	0	7	0	2	2	7
Valid Private Complaints as % of Total Private Trips	0.01%	0.01%	0.01%	0.01%	0.01%	--
Total Trips Provided - Transit	27,435	25,188	78,397	43,673	43,673	131,020
• Provider No-Show	17	15	24	19	19	56
• Timeliness	139	154	124	139	139	417
• Other Stakeholders	75	59	80	71	71	214
• Call Center Operations	3	1	2	2	2	6
• Driver Behavior	0	1	0	0	0	1
• Provider Service Quality	0	1	0	0	0	1
• Miscellaneous	3	12	4	6	6	19
• Rider Injury / Incident	3	4	6	4	4	13
Total Valid Complaints by Provider Type - Transit	240	247	240	242	242	727
Total Invalid Complaints by Provider Type - Transit	20	9	20	16	16	49
Valid Transit Complaints as % of Total Transit Trips	0.87%	0.98%	0.31%	0.72%	0.72%	--
Total Trips Provided - Volunteer	1,038	1,023	978	1,013	1,013	3,039
• Provider No-Show	3	3	3	3	3	9
• Timeliness	0	2	1	1	1	3
• Other Stakeholders	16	10	14	13	13	40
• Call Center Operations	0	1	0	0	0	1
• Driver Behavior	1	0	0	0	0	1
• Provider Service Quality	0	0	0	0	0	0
• Miscellaneous	1	4	0	2	2	5
• Rider Injury / Incident	0	0	0	0	0	0
Total Valid Complaints by Provider Type - Volunteer	21	20	18	20	20	59
Total Invalid Complaints by Provider Type - Volunteer	3	3	3	3	3	9
Valid Volunteer Complaints as % of Total Volunteer Trips	2.02%	1.96%	1.84%	1.94%	1.94%	--
All Providers						
Total trips provided	212,690	202,566	257,933	224,396	224,396	673,189
Total Valid complaints	3,729	3,774	3,770	3,758	3,758	11,273
Total Invalid complaints	210	203	171	195	195	584
Valid Complaints as percentage of total trips	1.75%	1.86%	1.46%	1.69%	1.69%	--

Note: Metrics are preliminary until claims resolution process is complete.

-- Indicates that Fiscal Year Totals are inappropriate to calculate for a percentage measure.

Some Broker Clients, Some Transportation Providers

** May include invoices with future check dates ****Broker Client: SC DHHS****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	516,737	99.94%	5,225	1.01%
31-60 Days	42	189	0.04%	0	0.00%
61-90 Days	0	0	0.00%	0	0.00%
> 90 Days	106	147	0.03%	0	0.00%
	19	517,073	100.00%	5,225	

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	11	479,306	92.70%	183
31-60 Days	41	26,022	5.03%	100
61-90 Days	72	6,634	1.28%	50
91-120 Days	104	2,446	0.47%	24
121-150 Days	135	950	0.18%	12
> 150 Days	254	1,715	0.33%	4
	14	517,073	100.00%	

Prompt Payment Aging Report By Invoice Received Date

07/01/2015 to 09/30/2015

Some Broker Clients, Some Transportation Providers

** May include invoices with future check dates ****Report Totals****Provider Payments
Days To Pay**

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> 90 Days	106	147	0.03%	0	0.00%
	19	517,073	100.00%	5,225	

**Provider Billing
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91-120 Days	104	2,446	0.47%	24
121-150 Days	135	950	0.18%	12
> 150 Days	254	1,715	0.33%	4
	14	517,073	100.00%	

LogistiCare Quarterly Provider Retention

Quarter	Total Active Provider Sites at Beginning of Quarter (a)	# of New Sites Added (b)	# of Terminated Sites		# of Active Provider Sites at End of Quarter (e)	% Provider Sites Terminated ((c+d)/a)	% Provider Sites Added (b/a)
			Broker Initiated (c)	Provider Initiated (d)			
Quarter 3, 2015	154	12	5	1	160	3.90%	7.79%
Quarter 4, 2015	160	6	6	3	157	5.63%	3.75%
Quarter 1, 2016	160	9	3	3	157	3.75%	5.63%
TOTAL	n/a	18	11	4	n/a	n/a	n/a

* Number of active sites at the end of a given quarter is the total active sites for the beginning of the next quarter.

Note: Only full contracts are represented.

NEMT Incidents and Injuries by Provider Contribution
July through September, 2015

		Provider Contributed Yes	Provider Contributed No	Total
Injury Occurred	Frequency	17	17	34
	Overall Percent	15.315	15.315	30.63
	Row Percent	50.00	50.00	100.00
	Column Percent	34.69	27.42	-----
Incident only/No Injury	Frequency	32	45	77
	Overall Percent	28.83	40.54	69.37
	Row Percent	41.56	58.44	100.00
	Column Percent	65.31	72.58	-----
Total	Frequency	49	62	111
	Overall Percent	44.14	55.86	100.00
	Row Percent	-----	-----	-----
	Column Percent	100.00	100.00	-----

Injury Severity

	Provider Contributed Yes	Provider Contributed No	Total
Injury - 1 (most severe)	1	0	1
Injury - 2	8	8	16
Injury - 3 (least severe)	8	9	17
	17	17	34

Injury Severity Criteria:

- 1 – Severe: Traumatic injury or loss of life
- 2 – Moderately Severe: Hospital visit without stay; Ambulance called to scene; Went to ER within 72 hours
- 3 – Not Severe: Bumps or bruises; First Aid; Member notified Broker within 72 hours of injury

Incident Criteria:

- Accident without bodily injury; or
- Medical Episode not caused by injury; or
- Law enforcement involvement; or
- Non-severe injury reported to broker past 72 hours.

Note: In Quarter Four of 2015 the Broker and DHHS three member panel determined **10** incidents/injuries to have insufficient information or lack of communication from the member, member's family, or authorized representative. The aforementioned incidents/injuries are not included in the total count for the specific Quarter.

Report of Meetings

Monthly Agency / Broker Meetings (DHHS, LGTC)

SFY 2015/2016	April '15	May '15	June '15	July	August	September	October	November	December	January	February	March
	x	x	x	x	x	x	x	x				

Quarterly Transportation Advisory Council Meetings

SFY 2015/2016	June '15	September	December	March
	x	x		

Quarterly Inter-Agency Meetings (DHHS, SCDOT, OAG, DHEC, ORS, LGTC)

SFY 2015/2016	June '15	September	December	March
	x	x		

Quarterly Advisory Regional Meetings (DHHS, LGTC, HealthCare Providers, Transportation Providers, Members)

SFY 2015/2016	June '15	August	December	March	SFY 2015/2016	June '15	August	December	March
Region 1	x	x			Region 3	x	x		
SFY 2015/2016	June '15	August	December	March	SFY 2015/2016	June '15	August	December	March
Region 2	x	x			Region 3.1	x	x		

Program Review Site Visits (Unannounced Field Operations "Blitz" LGTC-DHHS)

SFY 2015/2016	April	May	June	July	August	September	October	November	December	January	February	March
Area Visited (1)	Greenville*	Florence		Beaufort	Spartanburg	Chester		Charleston				
Area Visited (2)		Sumter		Allendale								

*DHEC participated

^ORS participated

HealthCare Community Individual Outreach (LGTC)

SFY 2016	April	May	June	July	August	September	October	November	December	January	February	March
Dialysis	6	16	2	16	5	23						
Mental Health	9	8	2	2	2	11						
Other	14	11	3	14	4	8						

Updated 11/30/15