

South Carolina Department of Health and Human Services

Broker Performance Report - LogistiCare

Statewide



Transportation Metrics	Performance Goal	January 2015 Final	February 2015 Final	March 2015 Final	Average Last Three Months	Average SFY 2015	Average SFY 2014	Totals SFY 2015	Totals SFY 2014
<b>Unduplicated Beneficiaries</b>		27,479	26,382	27,214	27,025	27,933	27,167	77,924	78,066
<b>Total trips provided by type of transportation</b>		157,011	141,490	161,265	153,255	158,427	158,298	1,425,846	1,899,581
• Non-Emergency Ambulatory Sedan/Van Trips		116,340	104,797	120,060	113,732	118,257	117,463	1,064,312	1,409,559
• Wheelchair Trips		19,795	17,880	20,275	19,317	19,767	19,966	177,903	239,595
• Stretcher Trips		2,912	2,604	2,858	2,791	2,779	2,876	25,007	34,517
• Individual Transportation Gas Trip		17,235	15,457	17,242	16,645	16,840	17,014	151,561	204,170
• Non-Emergency Ambulance ALS		80	43	71	65	63	50	565	599
• Non-Emergency Ambulance BLS		71	88	115	91	98	101	878	1,212
• Public Transportation Bus Trip		578	621	644	614	624	827	5,620	9,929
<b>Total Over Night Trips Arranged</b>		116	64	100	93	93	71	835	853
<b>Total Extra Passengers</b>		18,886	16,030	18,315	17,744	18,943	18,440	170,484	221,277
• Provider No-Shows as Percentage of Total Trips	<=0.25%	0.16%	0.19%	0.16%	0.17%	0.21%	0.15%	--	--
• Number of Pickups On Time (A Leg)		73,122	62,110	71,677	68,970	64,927	68,519	584,344	822,227
• Number of Deliveries On Time (A Leg)		71,610	60,579	69,430	67,206	63,101	64,781	567,905	777,375
• Number of Pickups On Time (B Leg)		67,281	60,545	67,808	65,211	60,713	64,315	546,421	771,782
• Number of Trips Within Ride Time (All Trips)		157,202	141,551	161,413	153,389	144,576	160,228	1,301,183	1,922,739
• Percent of Pickups On Time (A Leg)	>= 90%	94.88%	90.01%	90.89%	91.93%	89.82%	88.39%	--	--
• Percent of Deliveries On Time (A Leg)	>= 95%	92.91%	87.66%	87.92%	89.50%	87.36%	83.60%	--	--
• Percent of Pickups On Time (B Leg)	>= 90%	92.15%	91.82%	90.42%	91.46%	90.66%	85.09%	--	--
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.77%	99.76%	99.74%	99.75%	99.67%	99.69%	--	--
<b>Actual number of calls</b>		112,354	86,949	84,489	94,597	109,394	101,346	984,545	1,216,155
• Average phone calls daily		3,350	4,347	4,295	4,664	5,208	4,732	--	--
• Average Answer Speed	< 1:00	0:08:45	0:03:14	0:02:21	04:47	4:34	00:54	--	--
• Average Talk Time		0:03:39	0:03:43	0:03:43	03:42	3:17	02:58	--	--
• Average Time On Hold	<= 3:00	0:01:33	0:01:36	0:01:35	01:35	1:32	01:37	--	--
• Average time on hold before abandonment	< 1:30	0:04:10	0:02:45	0:02:05	03:00	3:00	01:07	--	--
• Average number of calls abandoned daily		1,609	542	413	855	935	188	--	--
• Percentage of calls abandoned daily	< 5.0%	30.07%	12.47%	9.62%	17.39%	17.73%	3.94%	--	--
<b>Total number of complaints by type - Valid</b>		3,284	2,684	3,589	3,186	3,395	n/a	30,553	n/a
• Provider No-Show		259	221	263	248	264	n/a	2,374	n/a
• Timeliness		1,695	1,221	1,741	1,552	1,850	n/a	16,649	n/a
• Other Stakeholders		1,195	1,139	1,462	1,265	1,154	n/a	10,388	n/a
• Call Center Operations		29	23	21	24	31	n/a	282	n/a
• Driver Behavior		5	6	9	7	9	n/a	80	n/a
• Provider Service Quality		8	5	18	10	11	n/a	99	n/a
• Miscellaneous		69	58	55	61	55	n/a	496	n/a
• Rider Injury / Incident		24	11	20	18	21	n/a	185	n/a
• Valid Complaints as percentage of total trips		2.09%	1.90%	2.23%	2.07%	2.14%	n/a	--	--
<b>Total number of complaints by type - Invalid &amp; Other</b>		135	194	150	160	163	n/a	1,465	n/a
• Provider No-Show		37	43	30	37	34	n/a	306	n/a
• Timeliness		32	63	42	46	50	n/a	446	n/a
• Other Stakeholders		13	29	7	16	14	n/a	126	n/a
• Call Center Operations		14	17	17	16	15	n/a	131	n/a
• Driver Behavior		7	9	9	8	12	n/a	105	n/a
• Provider Service Quality		4	10	7	7	7	n/a	67	n/a
• Miscellaneous		22	15	28	22	22	n/a	194	n/a
• Rider Injury / Incident		6	8	10	8	10	n/a	90	n/a
• Invalid & Other Complaints as percentage of total trips		0.09%	0.14%	0.09%	0.11%	0.10%	n/a	--	--
<b>Total number of denials by type</b>		4,592	4,012	4,925	4,510	5,149	5,500	46,344	65,997
• Non-Urgent / Under Days of Notice		1,157	841	1,231	1,076	1,262	1,011	11,355	12,137
• Non-Covered Service		512	449	582	514	653	727	5,878	8,721
• Ineligible For Transport		252	172	201	208	171	140	1,535	1,678
• Unable to Confirm Medical Appointment w/ Provider		232	133	151	172	328	481	2,948	5,773
• Does Not Meet Transportation Protocols		18	13	13	15	11	13	96	152
• Incomplete Information		1,780	1,821	2,181	1,927	2,144	2,472	19,299	29,664
• Needs Emergency Services		4	10	4	6	9	13	85	159
• Beneficiary Has Medicare Part B or Other Coverage		637	573	562	591	550	642	4,947	7,703
• Denials as percentage of total trips		2.92%	2.84%	3.05%	2.94%	3.23%	3.49%	--	--

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.

n/a Indicates that complaints were not calculated separately as Valid and Invalid for FY 2014.

## Explanation of Complaint & Denial Categories

### COMPLAINTS:

#### Provider No Show

#### Timeliness

- o Transportation Provider Early
- o Transportation Provider Late

#### Other Stakeholders

- o Facility Issues
- o Rider Issues
- o Rider No Show
- o Suspected Rider Fraud & Abuse

#### Call Center Operations

- o LogistiCare Issues
- o LogistiCare Employee Issues

#### Driver Behavior

- o Subcontractor Courtesy
- o Transportation Provider Employee

#### Provider Service Quality

- o Subcontractor Safety
- o Suspected TP Fraud & Abuse
- o Vehicle Issue

#### Miscellaneous

- o Re-Route
- o Transportation Provider

#### Rider Injury/Incident

- o Injuries
- o Incident Rider

### DENIALS:

#### Non-Urgent/Under Days of Notice

- o Lacks 2-Day Notice
- o Lacks 3-Day Notice

#### Non Covered Service

- o Not Covered
- o Breast Reconstruction
- o Dental Care 21 and Over
- o Free Services
- o Gastric Bypass Pre-Auth
- o Orthotic Device Pre Auth
- o Hospital to Hospital (Unless a higher level of hospital service)

#### Ineligible for Service

- o Not Eligible
- o Crisis or Disaster
- o Recipient Not In Service Area
- o No Primary Care Physician Referral

#### Unable to Verify Medical Appointment

#### Does Not Meet Transportation Protocol

- o Minor without Escort
- o Refused Public Transit
- o Uncooperative Behavior, e.g., Abusive, Violent, Safety Risk

#### Incomplete Information

#### Needs Emergency Services

- o Needs 9-1-1

#### Beneficiary Has Medicare Part B