

South Carolina Department of Health and Human Services

Broker Performance Report - Region 1 - Logisticare



Transportation Metrics	Performance Goal	April 2013 Final	May 2013 Final	June 2013 Final	SFY 2013 Q4 Totals	SFY 2013 Totals
Unduplicated Beneficiaries		6,808	6,685	6,563		19,871
Total trips provided by type of transportation		42,096	42,822	39,367	124,285	489,620
• Non-Emergency Ambulatory Sedan/Van Trips		29,826	30,226	27,320	87,372	352,567
• Wheelchair Trips		5,234	5,610	4,874	15,718	61,551
• Stretcher Trips		705	626	645	1,976	7,595
• Individual Transportation Gas Trip		5,842	5,912	6,095	17,849	63,620
• Non-Emergency Ambulance ALS		3	13	17	33	68
• Non-Emergency Ambulance BLS		53	57	38	148	574
• Public Transportation Bus Trip		433	378	378	1,189	3,645
Total Over Night Trips Arranged		24	15	24	63	262
Total Extra Passengers		5,378	4,953	4,906	15,237	69,116
• Number of Pickups On Time (A Leg)		17,416	17,700	15,934	51,050	193,837
• Number of Deliveries On Time (A Leg)		16,451	16,330	15,095	47,876	187,634
• Number of Trips Within Ride Time (All Trips)		41,188	39,947	37,669	118,804	470,659
• Percent of Pickups On Time (A Leg)	>= 90%	86.60%	86.50%	86.80%	86.63%	83.53%
• Percent of Deliveries On Time (A Leg)	>= 95%	82.10%	83.40%	82.40%	82.63%	81.20%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.70%	99.80%	99.80%	99.77%	99.57%
Actual number of calls *		98,657	96,774	89,350	284,781	1,182,943
• Average phone calls daily		4,484	4,399	4,468	4,450	4,583
• Average Answer Speed	< 1:00	00:34	00:33	00:41	00:36	00:52
• Average Talk Time		03:07	03:01	02:57	03:02	03:07
• Average Time On Hold	<= 3:00	01:26	01:25	01:29	01:27	01:32
• Average time on hold before abandonment	< 1:30	00:46	00:49	00:54	00:50	01:02
• Average number of calls abandoned daily		102	112	131	115	182
• Percentage of calls abandoned daily	< 5.0%	2.27%	2.55%	2.93%	2.58%	3.98%
Total number of complaints by type		831	692	727	2,250	6,762
• Provider No-Show		96	66	46	208	762
• Timeliness		335	358	343	1,036	2,678
• Other Stakeholders		341	216	304	861	2,785
• Call Center Operations		25	14	7	46	182
• Driver Behavior		16	15	11	42	136
• Provider Service Quality		10	7	6	23	64
• Miscellaneous		6	7	7	20	82
• Rider Injury / Incident		2	9	3	14	73
• Provider No-Shows as percentage of total trips	<= 0.25%	0.23%	0.15%	0.12%	0.17%	0.16%
• Complaints as percentage of total trips		1.97%	1.62%	1.85%	1.81%	1.38%
Total number of denials by type		1,135	1,123	1,038	3,296	11,248
• Non-Urgent / Under Days of Notice		199	178	175	552	2,067
• Non-Covered Service		177	186	168	531	1,977
• Ineligible For Transport		37	43	47	127	661
• Unable to Confirm Medical Appointment w/ Provider		37	57	50	144	457
• Does Not Meet Transportation Protocols		4	3	1	8	19
• Incomplete Information		613	561	521	1,695	4,986
• Needs Emergency Services		2	3	3	8	21
• Beneficiary Has Medicare Part B or Other Coverage		66	92	73	231	1,060
• Denials as percentage of total trips		2.70%	2.62%	2.64%	2.65%	2.30%

* Includes calls for Regions 1-3.