

South Carolina Department of Health and Human Services

Broker Performance Report - Region 2 - Logisticare



Transportation Metrics	Performance Goal	January 2013 Final	February 2013 Final	March 2013 Final	SFY 2013 Q3 Totals	SFY 2013 Totals
Unduplicated Beneficiaries		10,648	10,068	9,964		25,587
Total trips provided by type of transportation		63,635	57,087	59,908	180,630	535,506
• Non-Emergency Ambulatory Sedan/Van Trips		49,287	43,934	45,938	139,159	415,405
• Wheelchair Trips		8,023	7,198	7,652	22,873	67,844
• Stretcher Trips		1,322	1,192	1,217	3,731	10,672
• Individual Transportation Gas Trip		4,842	4,624	4,917	14,383	40,592
• Non-Emergency Ambulance ALS		19	2	1	22	47
• Non-Emergency Ambulance BLS		68	48	49	165	486
• Public Transportation Bus Trip		74	89	134	297	460
Total Over Night Trips Arranged		24	36	31	91	252
Total Extra Passengers		7,822	6,654	6,293	20,769	65,238
• Number of Pickups On Time (A Leg)		24,233	22,483	24,830	71,546	209,067
• Number of Deliveries On Time (A Leg)		23,305	21,264	23,457	68,026	198,956
• Number of Trips Within Ride Time (All Trips)		58,777	54,224	58,699	171,700	523,857
• Percent of Pickups On Time (A Leg)	>= 90%	82.70%	83.70%	84.90%	83.77%	80.13%
• Percent of Deliveries On Time (A Leg)	>= 95%	79.90%	79.40%	80.50%	79.93%	76.12%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.60%	99.60%	99.70%	99.63%	99.29%
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		716	719	794	2,229	5,904
• Provider No-Show		127	128	122	377	927
• Timeliness		384	360	341	1,085	2,393
• Other Stakeholders		143	170	282	595	1,992
• Call Center Operations		14	24	14	52	111
• Driver Behavior		3	1	1	5	41
• Provider Service Quality		4	2	4	10	38
• Miscellaneous		32	29	24	85	322
• Rider Injury / Incident		9	5	6	20	80
• Provider No-Shows as percentage of total trips	<= 0.25%	0.20%	0.22%	0.20%	0.21%	0.17%
• Complaints as percentage of total trips		1.13%	1.26%	1.33%	1.23%	1.10%
Total number of denials by type		1,791	1,589	1,623	5,003	13,637
• Non-Urgent / Under Days of Notice		244	261	293	798	2,383
• Non-Covered Service		317	256	256	829	2,530
• Ineligible For Transport		155	104	126	385	943
• Unable to Confirm Medical Appointment w/ Provider		60	72	69	201	540
• Does Not Meet Transportation Protocols		2	1	2	5	12
• Incomplete Information		739	613	623	1,975	5,007
• Needs Emergency Services		3	5	5	13	25
• Beneficiary Has Medicare Part B or Other Coverage		271	277	249	797	2,197
• Denials as percentage of total trips		2.81%	2.78%	2.71%	2.77%	2.55%

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