



June 2015

Transportation Metrics	Performance Goal	April 2015 Final	May 2015 Final	June 2015 Final	Average Last Three Months	Average SFY 2015	Average SFY 2014	Totals SFY 2015	Totals SFY 2014
Unduplicated Beneficiaries		27,024	26,358	27,551	26,978	27,694	27,167	79,291	78,066
<b>Total trips provided by type of transportation</b>		<b>144,803</b>	<b>152,935</b>	<b>162,505</b>	<b>153,414</b>	<b>157,147</b>	<b>158,298</b>	<b>1,885,766</b>	<b>1,899,581</b>
• Non-Emergency Ambulatory Sedan/Van Trips		107,555	113,300	120,562	113,806	117,144	117,463	1,405,729	1,409,559
• Wheelchair Trips		18,506	19,776	20,508	19,597	19,723	19,966	236,678	239,595
• Stretcher Trips		2,649	2,800	3,095	2,848	2,795	2,876	33,542	34,517
• Individual Transportation Gas Trip		15,376	16,846	18,058	16,760	16,795	17,014	201,543	204,170
• Non-Emergency Ambulance ALS		26	35	51	37	56	50	676	599
• Non-Emergency Ambulance BLS		135	94	129	119	103	101	1,236	1,212
• Public Transportation Bus Trip		556	84	102	247	530	827	6,362	9,929
<b>Total Over Night Trips Arranged</b>		<b>88</b>	<b>82</b>	<b>59</b>	<b>76</b>	<b>89</b>	<b>71</b>	<b>1,064</b>	<b>853</b>
<b>Total Extra Passengers</b>		<b>18,339</b>	<b>16,665</b>	<b>19,598</b>	<b>18,201</b>	<b>18,757</b>	<b>18,440</b>	<b>225,086</b>	<b>221,277</b>
• Provider No-Shows as Percentage of Total Trips	<=0.25%	0.17%	0.13%	0.15%	0.15%	0.19%	0.15%	--	--
• Number of Pickups On Time (A Leg)		67,741	68,826	68,099	68,222	65,751	68,519	789,010	822,227
• Number of Deliveries On Time (A Leg)		66,293	66,022	65,848	66,054	63,839	64,781	766,068	777,375
• Number of Pickups On Time (B Leg)		61,458	65,861	61,365	62,895	61,259	64,315	735,105	771,782
• Number of Trips Within Ride Time (All Trips)		145,768	148,827	144,739	146,445	145,043	160,228	1,740,517	1,922,739
• Percent of Pickups On Time (A Leg)	>= 90%	91.50%	97.13%	92.95%	93.86%	90.83%	88.39%	--	--
• Percent of Deliveries On Time (A Leg)	>= 95%	89.80%	93.40%	90.11%	91.10%	88.30%	83.60%	--	--
• Percent of Pickups On Time (B Leg)	>= 90%	91.40%	92.55%	91.80%	91.92%	90.97%	85.09%	--	--
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.70%	99.71%	99.72%	99.71%	99.68%	99.69%	--	--
<b>Actual number of calls</b>		<b>92,623</b>	<b>86,529</b>	<b>95,544</b>	<b>91,565</b>	<b>104,937</b>	<b>101,346</b>	<b>1,259,241</b>	<b>1,216,155</b>
• Average phone calls daily		4,210	4,326	4,343	4,293	4,980	4,732	--	--
• Average Answer Speed	< 1:00	0:02:07	0:01:56	0:02:08	0:02:04	0:03:56	0:00:54	--	--
• Average Talk Time		0:03:36	0:03:39	0:03:48	0:03:41	0:03:23	0:02:59	--	--
• Average Time On Hold	<= 3:00	0:01:36	0:01:35	0:01:34	0:01:35	0:01:33	0:01:37	--	--
• Average time on hold before abandonment	< 1:30	0:01:45	0:01:45	0:01:48	0:01:46	0:02:41	0:01:07	--	--
• Average number of calls abandoned daily		368	344	404	372	794	188	--	--
• Percentage of calls abandoned daily	< 5.0%	8.74%	7.95%	9.30%	8.66%	15.46%	3.94%	--	--
<b>Total number of complaints by type - Valid</b>		<b>3,496</b>	<b>3,066</b>	<b>3,125</b>	<b>3,229</b>	<b>3,353</b>	<b>n/a</b>	<b>40,240</b>	<b>n/a</b>
• Provider No-Show		234	188	215	212	251	n/a	3,011	n/a
• Timeliness		1,570	1,251	1,364	484	1,736	n/a	20,834	n/a
• Other Stakeholders		1,584	1,526	1,415	1,508	1,243	n/a	14,913	n/a
• Call Center Operations		17	20	16	18	28	n/a	335	n/a
• Driver Behavior		7	8	7	7	9	n/a	102	n/a
• Provider Service Quality		7	9	17	11	11	n/a	132	n/a
• Miscellaneous		56	36	70	54	55	n/a	658	n/a
• Rider Injury / Incident		21	28	21	23	21	n/a	255	n/a
• Valid Complaints as percentage of total trips		2.41%	2.00%	1.92%	2.11%	2.13%	n/a	--	--
<b>Total number of complaints by type - Invalid &amp; Other</b>		<b>151</b>	<b>165</b>	<b>174</b>	<b>163</b>	<b>163</b>	<b>n/a</b>	<b>1,955</b>	<b>n/a</b>
• Provider No-Show		27	38	32	32	34	n/a	403	n/a
• Timeliness		63	40	53	52	50	n/a	602	n/a
• Other Stakeholders		12	15	14	14	14	n/a	167	n/a
• Call Center Operations		4	15	9	9	13	n/a	159	n/a
• Driver Behavior		11	11	11	11	12	n/a	138	n/a
• Provider Service Quality		9	9	8	9	8	n/a	93	n/a
• Miscellaneous		19	29	33	27	23	n/a	275	n/a
• Rider Injury / Incident		6	8	14	9	10	n/a	118	n/a
• Invalid & Other Complaints as percentage of total trips		0.10%	0.11%	0.11%	0.11%	0.10%	n/a	--	--
<b>Total number of denials by type</b>		<b>4,876</b>	<b>5,222</b>	<b>5,224</b>	<b>5,107</b>	<b>5,139</b>	<b>5,500</b>	<b>61,666</b>	<b>65,997</b>
• Non-Urgent / Under Days of Notice		1,103	1,358	1,219	1,227	1,253	1,011	15,035	12,137
• Non-Covered Service		558	522	502	527	622	727	7,460	8,721
• Ineligible For Transport		187	223	241	217	182	140	2,186	1,678
• Unable to Confirm Medical Appointment w/ Provider		136	163	149	149	283	481	3,396	5,773
• Does Not Meet Transportation Protocols		5	8	4	6	9	13	113	152
• Incomplete Information		2,281	2,311	2,514	2,369	2,200	2,472	26,405	29,664
• Needs Emergency Services		3	9	7	6	9	13	104	159
• Beneficiary Has Medicare Part B or Other Coverage		603	628	588	606	564	642	6,766	7,703
• Denials as percentage of total trips		3.37%	3.41%	3.21%	3.33%	3.26%	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 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)
- o Orthotic Device Pre Auth
- o Routine Foot Care
- o Support Group
- o Experimental Procedure
- o Routine Eye Exam
- o WIC Not Covered
- o Adult Daycare less than 15 miles
- o Crisis or Disaster

#### Ineligible for Service

- 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

### Trip Summary by Provider Type

April 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)
<b>Metric</b>		<b>&lt;2%</b>	<b>&gt;=99.81%</b>	<b>&gt;=90%</b>	<b>&gt;=95%</b>
Ambulance	25,177	52.30%	98.48%	90.22%	84.35%
Commercial	137,932	15.73%	99.12%	91.39%	87.71%
Private	16,353	0.03%	100.00%	90.97%	92.89%
Transit	25,711	6.02%	99.57%	82.39%	84.56%
Volunteer	952	8.81%	98.78%	79.69%	73.91%
May 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)
<b>Metric</b>		<b>&lt;2%</b>	<b>&gt;=99.81%</b>	<b>&gt;=90%</b>	<b>&gt;=95%</b>
Ambulance	23,189	33.13%	99.39%	90.09%	81.97%
Commercial	128,859	15.05%	99.15%	91.64%	88.13%
Private	14,839	0.13%	100.00%	92.58%	94.85%
Transit	24,349	7.35%	99.73%	86.03%	87.28%
Volunteer	1,077	7.89%	99.08%	82.71%	72.66%
June 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)
<b>Metric</b>		<b>&lt;2%</b>	<b>&gt;=99.81%</b>	<b>&gt;=90%</b>	<b>&gt;=95%</b>
Ambulance	23,741	33.63%	99.41%	90.36%	81.61%
Commercial	138,729	14.78%	99.25%	91.66%	88.77%
Other	131	0.00%	98.47%	70.89%	69.62%
Private	16,025	0.03%	100.00%	91.09%	94.98%
Transit	26,253	7.80%	99.71%	85.67%	86.37%
Volunteer	1,108	10.80%	99.88%	81.67%	71.89%
4th Quarter SFY 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)
<b>Metric</b>		<b>&lt;2%</b>	<b>&gt;=99.81%</b>	<b>&gt;=90%</b>	<b>&gt;=95%</b>
Ambulance	72,107	39.80%	99.09%	90.23%	82.67%
Commercial	405,520	15.19%	99.17%	91.57%	88.21%
Other	131	0.00%	98.47%	70.89%	69.62%
Private	47,217	0.07%	100.00%	91.53%	94.23%
Transit	76,313	7.06%	99.67%	84.70%	86.07%
Volunteer	3,137	9.20%	99.26%	81.38%	72.79%

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	481,574	99.99%	3,237	0.67%
31-60 Days	34	45	0.01%	0	0.00%
61-90 Days	0	0	0.00%	0	0.00%
> 90 Days	0	0	0.00%	0	0.00%
	18	481,619	100.00%	3,237	

**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	434,724	90.26%	183
31-60 Days	41	35,692	7.41%	110
61-90 Days	72	7,651	1.59%	58
91-120 Days	103	1,836	0.38%	22
121-150 Days	133	774	0.16%	10
> 150 Days	227	942	0.20%	11
	16	481,619	100.00%	

**Prompt Payment Aging Report By Invoice Received Date**

04/01/2015 to 06/30/2015

Some Broker Clients, Some Transportation Providers

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

<b>Days From Invoice Submission To AP</b>	<b>Average Days</b>	<b>Number Of Trips Billed</b>	<b>Percent</b>	<b>Trips Denied</b>	<b>Denied As Percent Of Billed</b>
<b>0-30 Days</b>	18	481,574	99.99%	3,237	0.67%
<b>31-60 Days</b>	34	45	0.01%	0	0.00%
<b>61-90 Days</b>	0	0	0.00%	0	0.00%
<b>&gt; 90 Days</b>	0	0	0.00%	0	0.00%
	<b>18</b>	<b>481,619</b>	<b>100.00%</b>	<b>3,237</b>	

**Provider Billing  
Days To Invoice**

<b>Days From Date Of Service To Invoice Submission</b>	<b>Average Days</b>	<b>Number Of Trips Billed</b>	<b>Percent</b>	<b>Number Of Transportation Providers</b>
<b>0-30 Days</b>	11	434,724	90.26%	183
<b>31-60 Days</b>	41	35,692	7.41%	110
<b>61-90 Days</b>	72	7,651	1.59%	58
<b>91-120 Days</b>	103	1,836	0.38%	22
<b>121-150 Days</b>	133	774	0.16%	10
<b>&gt; 150 Days</b>	227	942	0.20%	11
	<b>16</b>	<b>481,619</b>	<b>100.00%</b>	

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%
<b>TOTAL</b>	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**  
**April through June, 2015**

		Provider Contributed Yes	Provider Contributed No	Total
Injury Occurred	Frequency	29	15	44
	Overall Percent	22.84	11.81	34.65
	Row Percent	65.91	34.09	100.00
	Column Percent	41.43	26.32	-----
Incident only/No Injury	Frequency	41	42	83
	Overall Percent	32.28	33.07	65.35
	Row Percent	49.40	50.60	100.00
	Column Percent	58.57	73.68	-----
Total	Frequency	70	57	127
	Overall Percent	55.12	44.88	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	26	13	39
Injury - 3 (least severe)	2	2	4
	29	15	44

**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 **14** 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  
As of September 2015  
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
November 19, 2014	Agency meeting with LogistiCare
December 17, 2014	Agency meeting with LogistiCare
January 21, 2015	Agency meeting with LogistiCare
February 18, 2015	Agency meeting with LogistiCare
March 18, 2015	Agency meeting with LogistiCare
April 15, 2015	Agency meeting with LogistiCare
May 20, 2015	Agency meeting with LogistiCare
June 17, 2015	Agency meeting with LogistiCare
July 15, 2015	Agency meeting with LogistiCare
August 12, 2015	Agency meeting with LogistiCare
September 16, 2015	Agency meeting with LogistiCare

Agency / Broker Regional Advisory 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
February 24, 2015	Region 3 Quarterly Meeting – Myrtle Beach
February 25, 2015	Region 3 Quarterly Meeting – North Charleston
February 26, 2015	Region 2 Quarterly Meeting – Columbia
March 6, 2015	Region 1 Quarterly Meeting - Greenville
June 04, 2015	Region 1 Quarterly Meeting – Greenville
June 09, 2015	Region 3 Quarterly Meeting – North Charleston
June 10, 2015	Region 3 Quarterly Meeting – Myrtle Beach
June 11, 2015	Region 2 Quarterly Meeting – Columbia
August 25, 2015	Region 1 Quarterly Meeting – Greenville



August 26, 2015	Region 2 Quarterly Meeting – Columbia
August 27, 2015	Region 3 Quarterly Meeting – Myrtle Beach
August 28, 2015	Region 3 Quarterly Meeting – North Charleston

Transportation Advisory Committee Meetings

March 27, 2014	Quarterly TAC Meeting
June 26, 2014	Quarterly TAC Meeting
September 25, 2014	Quarterly TAC Meeting
December 11, 2014	Quarterly TAC Meeting
March 12, 2015	Quarterly TAC Meeting
June 25, 2015	Quarterly TAC Meeting
September 24, 2015	Quarterly TAC Meeting – Scheduled
December 10, 2015	Quarterly TAC Meeting – Scheduled

LogistiCare / Healthcare Community Individual Meetings

July 8, 2015	Davita- Aiken
July 8, 2015	FMC- Aiken- Aiken, SC
July 8, 2015	US Renal N Aiken- Aiken
July 8, 2015	US Renal S Aiken - Aiken
July 9, 2015	Axis 1- Bamberg
July 9, 2015	Axis 2- Bamberg
July 9, 2015	US Renal Barnwell- Barnwell
July 9, 2015	Polly Best- Barnwell
July 9, 2015	Triple E- Barnwell- Barnwell
July 13, 2015	Pepperhill Nursing Home- Aiken
July 13, 2015	RAI- N Augusta- N Augusta
July 13, 2015	Davita- Aiken- Aiken
July 16, 2015	Davita- North Orangeburg Dialysis- Orangeburg
July 16, 2015	Orangeburg Adult Day Care- Orangeburg
July 16, 2015	RAI- Orangeburg Mall- Orangeburg
July 16, 2015	Orangeburg Mental Health- Orangeburg
July 17, 2015	Cheraw Healthcare- Cheraw
July 17, 2015	Chesterfield Convelesence- Cheraw
July 17, 2015	Palmetto Ridge Nursing Home- Cheraw
July 21, 2015	Helping Hands Counseling Center- Sumter
July 21, 2015	Sumter Dialysis Center- Sumter
July 21, 2015	Magnolia Adult Care- Sumter
July 21, 2015	Active Day of Sumter- Sumter
July 21, 2015	FMC- Swan Lake- Sumter
July 23, 2015	Coastal Empire- Walterboro
July 23, 2015	Davita- Walterboro- Walterboro
July 27, 2015	RAI- Hollywood Ravenal- Ravenel
July 27, 2015	Active Day of Charleston- Charleston
July 27, 2015	DCI- James Island- Charleston
July 27, 2015	DCI- West Ashley- Charleston
July 27, 2015	FMC- West Ashley- Charleston

July 30, 2015 Patewood Health and Rehabilitation- Greenville

LogistiCare / Healthcare Community Individual Meetings- Cont.

August 3, 2015	Alpha Center- Camden
August 3, 2015	FMC- Camden- Camden
August 3, 2015	Kershaw County Psychiatry- Camden
August 18, 2015	FMC- Lee County Dialysis- Bishopville
August 18, 2015	Lee County Mental Health- Bishopville
August 18, 2015	Lee County Adult Daycare- Bishopville
August 18, 2015	McCoy Nursing Home- Bishopville
August 24, 2015	Pruitt Health- Orangeburg
August 24, 2015	Davita- South Orangeburg Dialysis- Orangeburg
August 31, 2015	Davita- North Orangeburg Dialysis- Orangeburg
August 31, 2015	Davita- South Orangeburg Dialysis- Orangeburg
September 1, 2015	Davita- Upstate- Greenville
September 1, 2015	DSI- Twin Oaks- Name change to DSI- Greenville
September 1, 2015	Davita- West End- Name change to Davita- Downtown Greenville
September 1, 2015	DSI- Pleasantburg- Greenville
September 1, 2015	DSI- Powderhorn- Simpsonville
September 1, 2015	DSI- Lyman- Lyman
September 2, 2015	FMC- Midtown Dialysis, Columbia
September 2, 2015	FMC- Irmo- Irmo,
September 8, 2015	FMC- Newberry- Newberry
September 8, 2015	Newberry Mental Health- Newberry
September 8, 2015	Newberry Behavioral Health Services- Newberry
September 10, 2015	Dents Adult Day Care- Columbia
September 10, 2015	FMC- Lexington Dialysis- Lexington
September 11, 2015	DSI- Powderhorn- Simpsonville
September 11, 2015	Davita- Greer Kidney- Greer
September 11, 2015	Davita- Greer South Kidney- Greer
September 11, 2015	Greer Mental Health- Greer
September 15, 2015	RAI Care Centers Mount Pleasant- Mt Pleasant
September 15, 2015	Sandpiper Senior Daycare- Mt Pleasant
September 15, 2015	East Cooper Senior Daycare- Mt Pleasant
September 15, 2015	MUSC- East Cooper Behavioral Health- Mt Pleasant
September 15, 2015	FMC- Charleston County- Mt Pleasant
September 16, 2015	Davita- Goose Creek- Goose Creek
September 16, 2015	DCI- Goose Creek- Goose Creek
September 16, 2015	Active Day of Lowcountry- Goose Creek
September 16, 2015	Kennedy Center Adolescent Program- Goose Creek

Agency / Other Stakeholder Meetings

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
September 23, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, LogistiCare, OAG – Columbia
October 15, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, LogistiCare, OAG – Columbia
December 17, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, LogistiCare, OAG – Columbia
February 23, 2015	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, LogistiCare, OAG – Myrtle Beach
April 15, 2015	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, LogistiCare, OAG - Columbia
June 17, 2015	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, OAG– Columbia
September 24, 2015	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, OAG– Columbia – Scheduled

Agency / LogistiCare / Other Stakeholder Meetings

February 1, 2014	TAC Transportation Provider Sub Committee - Columbia
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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
October 17, 2014	SCDHHS and LogistiCare Unannounced-Myrtle Beach
November 12, 2014	SCDHHS and LogistiCare Unannounced-Orangeburg
November 21, 2014	SCDHHS and LogistiCare Unannounced-Cherokee
January 28, 2015	SCDHHS and LogistiCare Unannounced-Easley, Pickens
February 23, 2015	SCDHHS, LogistiCare and DHEC Unannounced-Myrtle Beach
March 27, 2015	SCDHHS and LogistiCare Unannounced-Newberry
April 14, 2015	SCDHHS LogistiCare and DHEC Unannounced-Greenville
May 7, 2015	SCDHHS and LogistiCare Unannounced-Florence
May 13, 2015	SCDHHS and LogistiCare Unannounced-Sumter
July 23, 2015	SCDHHS and LogistiCare Unannounced-Beaufort
July 24, 2015	SCDHHS and LogistiCare Unannounced-Allendale
August 5, 2015	SCDHHS and LogistiCare Unannounced-Spartanburg