

South Carolina Department of Health and Human Services

Broker Performance Report - Region 2 - Logisticare



Transportation Metrics	Performance Goal	July 2013 Final	August 2013 Final	September 2013 Final	SFY 2014 Q1 Totals	SFY 2014 Totals
Unduplicated Beneficiaries		10,289	10,627	10,385		16,618
Total trips provided by type of transportation		60,698	62,438	59,998	183,134	183,134
• Non-Emergency Ambulatory Sedan/Van Trips		46,347	47,664	45,111	139,122	139,122
• Wheelchair Trips		7,838	8,161	7,836	23,835	23,835
• Stretcher Trips		1,089	1,128	1,126	3,343	3,343
• Individual Transportation Gas Trip		5,238	5,280	5,735	16,253	16,253
• Non-Emergency Ambulance ALS		32	27	20	79	79
• Non-Emergency Ambulance BLS		46	26	15	87	87
• Public Transportation Bus Trip		108	152	155	415	415
Total Over Night Trips Arranged		40	30	15	85	85
Total Extra Passengers		7,683	7,651	6,727	22,061	22,061
• Number of Pickups On Time (A Leg)		24,336	25,298	24,438	74,072	74,072
• Number of Deliveries On Time (A Leg)		22,995	24,148	23,444	70,587	70,587
• Number of Trips Within Ride Time (All Trips)		58,617	60,075	57,865	176,557	176,557
• Percent of Pickups On Time (A Leg)	>= 90%	83.80%	84.70%	85.70%	84.73%	84.73%
• Percent of Deliveries On Time (A Leg)	>= 95%	79.70%	81.20%	82.20%	81.03%	81.03%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.60%	99.70%	99.60%	99.63%	99.63%
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		810	908	1,004	2,722	2,722
• Provider No-Show		99	101	152	352	352
• Timeliness		470	613	689	1,772	1,772
• Other Stakeholders		181	129	100	410	410
• Call Center Operations		12	12	11	35	35
• Driver Behavior		0	3	2	5	5
• Provider Service Quality		2	10	10	22	22
• Miscellaneous		37	35	34	106	106
• Rider Injury / Incident		9	5	6	20	20
• Provider No-Shows as percentage of total trips	<= 0.25%	0.16%	0.16%	0.25%	0.19%	0.19%
• Complaints as percentage of total trips		1.33%	1.45%	1.67%	1.49%	1.49%
Total number of denials by type		2,036	1,887	1,867	5,790	5,790
• Non-Urgent / Under Days of Notice		315	312	273	900	900
• Non-Covered Service		316	279	281	876	876
• Ineligible For Transport		73	74	46	193	193
• Unable to Confirm Medical Appointment w/ Provider		203	177	184	564	564
• Does Not Meet Transportation Protocols		2	3	2	7	7
• Incomplete Information		869	796	846	2,511	2,511
• Needs Emergency Services		4	3	1	8	8
• Beneficiary Has Medicare Part B or Other Coverage		254	243	234	731	731
• Denials as percentage of total trips		3.35%	3.02%	3.11%	3.16%	3.16%

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