

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
<b>Total trips provided by type of transportation</b>		<b>60,698</b>	<b>62,438</b>	<b>59,998</b>	<b>183,134</b>	<b>183,134</b>
• 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
<b>Total Over Night Trips Arranged</b>		<b>40</b>	<b>30</b>	<b>15</b>	<b>85</b>	<b>85</b>
<b>Total Extra Passengers</b>		<b>7,683</b>	<b>7,651</b>	<b>6,727</b>	<b>22,061</b>	<b>22,061</b>
• 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%
<b>Actual number of calls *</b>						
• 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%					
<b>Total number of complaints by type</b>		<b>810</b>	<b>908</b>	<b>1,004</b>	<b>2,722</b>	<b>2,722</b>
• 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%
<b>Total number of denials by type</b>		<b>2,036</b>	<b>1,887</b>	<b>1,867</b>	<b>5,790</b>	<b>5,790</b>
• 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.